

# UNION PACIFIC SYSTEM

Union Pacific Railroad Company  
Oregon Short Line Railroad Company  
Oregon-Washington Railroad & Navigation Company

~~CANCELING UNION PACIFIC R.R.  
BOOK LOCAL INSTRUCTIONS 2-1~~

## Passenger Department

INSTRUCTIONS TO

AGENTS AND CONDUCTORS

---

AUGUST 1, 1917



# UNION PACIFIC SYSTEM

UNION PACIFIC RAILROAD COMPANY.  
OREGON SHORT LINE RAILROAD COMPANY.  
OREGON-WASHINGTON RAILROAD & NAVIGATION COMPANY

---

## PASSENGER DEPARTMENT

INSTRUCTIONS TO

### AGENTS AND CONDUCTORS

---

**GERRIT FORT,**  
Passenger Traffic Manager,  
Chicago, Ill.

**W. S. BASINGER,**  
General Passenger Agent,  
Union Pacific R. R. Co.,  
Omaha, Neb.

**D. S. SPENCER,**  
General Passenger Agent,  
Oregon Short Line R. R. Co.,  
Salt Lake City, Utah.

**WM. McMURRAY,**  
General Passenger Agent,  
Oregon-Washington R. R. & N. Co.,  
Portland, Ore.



## TO AGENTS AND CONDUCTORS.

**Book  
Property  
of  
Company.**

This book is the property of the Union Pacific System and is for use of employes only and when an agent leaves the service it should be turned over to his successor. A conductor leaving the service should turn it in with his punch and other Company property.

**Courteous  
Treatment  
of the  
Public.**

The success of a railroad is dependent, in a large measure, upon its popularity with the traveling public. This can only be obtained and retained by the exercise of the utmost courtesy on the part of employes in their relations with the public. Agents must give careful attention to inquiries, of every kind, no matter how trivial they may seem, treat patrons courteously and furnish upon request correct information in regard to fares, tickets, train connections, sleeping car facilities and other matters pertaining to passenger traffic. The Official Guide, tariffs, folders and employes' time tables are furnished Agents for this purpose.

**System  
Tickets  
With One  
Coupon.**

The attention of Agents is called to the new forms of Intra-System and Interline tickets which provide one coupon for the haul over one, two, or all three of the Union Pacific System Lines. These new forms simplify the work of the Agents, Conductors and Passenger Accounting Department, and are also of benefit to the passenger, and should help to increase the popularity of the Union Pacific System with the traveling public.

Agents and Conductors should read carefully all the rules herein and make themselves thoroughly familiar with those pertaining directly or indirectly to their duties. Many rules addressed to Agents apply also to Conductors, and vice versa.

**Familiarity  
With Rules.**

The rules herein do not supersede nor modify any rule or requirement in tariffs but are in addition thereto, and in case of conflict, the tariffs take precedence. If any error, omission or conflict is noted, or if anything in tariffs, circulars, or the rules herein is not clear, the Passenger Department should be advised by letter. Correspondence should refer to rule number.

**Rules  
Conflicting  
With Tariffs.**



INDEX.

Instructions to Agents.

|  | Page  | Rule    |
|--|-------|---------|
| Accommodations on Tickets.....                   | 37    | 116-c   |
| ADVERTISING:                                     |       |         |
| Distributing of.....                             | 34    | 107     |
| Issued by Other Lines.....                       | 34-35 | 108     |
| Newspapers.....                                  | 35-36 | 111-112 |
| Agents Certificate of Appointment.....           | 2     | 3       |
| Agents Stub, Passengers Name and Address on..... | 8     | 29      |
| Alterations in Tickets.....                      | 7     | 24      |
| Amounts Collected, on Tickets.....               | 11    | 39      |
| Arrangements for Certificate Plan.....           | 27    | 86      |
| Auditors and Agents Stubs, Disposition of.....   | 14    | 47      |
| <br>   |       |         |
| Baggage Checks, Non-Revenue, Requisition for.... | 21    | 69      |
| Bulletins, Posting.....                          | 41    | 124     |
| Business, Soliciting.....                        | 2     | 1       |
| <br>   |       |         |
| Caretakers Tickets.....                          | 36    | 113-115 |
| Cash Fare Receipts, Redemption of.....           | 33    | 104     |
| Cash with Prepaid Ticket Orders.....             | 19    | 62      |
| Certificate of Agents Appointment.....           | 2     | 3       |
| CERTIFICATE PLAN:                                |       |         |
| Arrangements for.....                            | 27    | 86      |
| Disposition of Certificates.....                 | 29    | 92      |
| Executing Certificates.....                      | 28    | 90      |
| Fares to be Used.....                            | 27    | 88      |
| Honoring Certificates.....                       | 28    | 89      |
| Issuing Certificates.....                        | 27    | 87      |
| Meetings off U. P. System.....                   | 28    | 91      |
| Change, Correct, for Passengers.....             | 3     | 6       |
| Check Tickets Received.....                      | 24-25 | 78      |
| Chicago Depots.....                              | 42-43 | 130     |
| Chicago Transfer.....                            | 43    | 131     |
| Children's Fares and Requirements.....           | 8     | 26-28   |
| Chinese Diplomatic Officers.....                 | 42    | 129     |
| Chinese to Cuba.....                             | 42    | 128     |
| Chinese to or from Canada.....                   | 41    | 127     |
| Connecting Lines Time Tables.....                | 35    | 110     |
| Corpse Transportation.....                       | 38    | 116-g   |
| Correspondence.....                              | 3     | 8       |
| Correspondence, Prompt Replies.....              | 3     | 9       |

INDEX—Continued.

Instructions to Agents.

|   | Page  | Rule  |
|---|-------|-------|
| Date and Destination on Tickets.....              | 10    | 34    |
| Dating Stamps, Requisitions for.....              | 21    | 70    |
| Dating Tickets.....                               | 7-8   | 25    |
| Description of Passenger on Ticket.....           | 13    | 42    |
| Destinations not Quoted, Fares to.....            | 4     | 12    |
| Destination Other than Originating Station.....   | 10    | 35    |
| Disposition of Agents and Auditors Stubs.....     | 14    | 47    |
| Drawing Room and Compartment.....                 | 37    | 116-d |
| Duplicate Requisition for Tickets.....            | 24    | 77    |
| <br>  |       |       |
| Employees Only Permitted in Ticket Office.....    | 2     | 4     |
| Errors in Intra-System and Interline Tickets..... | 15    | 49    |
| Errors in Local Tickets.....                      | 9-10  | 32    |
| Examine Ticket After Issuing.....                 | 15    | 48    |
| Exchange Orders, Issuance of.....                 | 13-14 | 44    |
| Exchange Orders on Co. Bluffs, Iowa.....          | 14    | 45    |
| Exchanging Intra-System and Interline Tickets.... | 39    | 118   |
| <br>  |       |       |
| Fares for Special Trains and Cars.....            | 4     | 14    |
| Fares From Non-Coupon Stations.....               | 4     | 13    |
| Fares—Special Rate Orders.....                    | 29-30 | 94-95 |
| Fares under Certificate Plan.....                 | 27    | 88    |
| Filing Tariffs.....                               | 5-6   | 16    |
| <br>  |       |       |
| General Office Hours.....                         | 4     | 10    |
| GOVERNMENT AND STATE REQUESTS:                    |       |       |
| Honoring of.....                                  | 25    | 81    |
| Issuing Tickets on.....                           | 26    | 82    |
| Orders, Soldiers Home.....                        | 26-27 | 84    |
| Receipts for Fares Paid.....                      | 27    | 85    |
| Receipts for Tickets.....                         | 26    | 83    |
| <br>  |       |       |
| Half Fare Tickets and Requirements.....           | 8     | 26-28 |
| Honoring Certificates.....                        | 28    | 89    |
| Honoring Government and State Requests.....       | 25    | 81    |
| Honoring Prepaid Ticket Orders.....               | 17    | 57    |
| Honoring Special Rate Orders.....                 | 29    | 93    |
| <br>  |       |       |
| Instructions in Tariffs.....                      | 37-38 | 116   |
| Intra-System and Interline Prepaid Ticket Orders. | 15    | 52    |



INDEX—Continued.

Instructions to Agents.

|   | Page  | Rule    |
|---|-------|---------|
| <b>INTRA-SYSTEM AND INTERLINE TICKETS:</b>        |       |         |
| Amount Collected to be Shown on.....              | 11    | 39      |
| Arrangement in Cases.....                         | 10    | 33      |
| Date and Destination.....                         | 10    | 34      |
| Description of Passenger.....                     | 13    | 42      |
| Errors in Issuing.....                            | 15    | 49      |
| Examine Ticket After Issuing.....                 | 15    | 48      |
| Exchanging.....                                   | 39    | 118     |
| Limiting.....                                     | 11    | 38      |
| Route and Class, Punching.....                    | 11    | 37      |
| Routes and Junction Points.....                   | 11    | 36      |
| Signature of Passenger.....                       | 12    | 40-41   |
| Sold in Advance.....                              | 13    | 43      |
| Intra-System and Interline Ticket Deliveries..... | 18-19 | 60      |
| Issuing Local Tickets.....                        | 9     | 31      |
| Issuing Prepaid Ticket Orders.....                | 16    | 53      |
| <br>  |       |         |
| Keep Up Ticket Stock.....                         | 22    | 72      |
| <br>  |       |         |
| Local Prepaid Ticket Orders.....                  | 15    | 51      |
| <b>LOCAL TICKETS:</b>                             |       |         |
| Errors in Issuing.....                            | 9-10  | 32      |
| Issuing.....                                      | 9     | 31      |
| Use of.....                                       | 9     | 30      |
| Local Ticket Deliveries.....                      | 18    | 59      |
| Loss of Tickets at Stations.....                  | 40    | 121     |
| Lost Tickets by Passengers.....                   | 40    | 122     |
| <br>  |       |         |
| Mileage Tickets.....                              | 38    | 116-f   |
| <br>  |       |         |
| Name of State on Tickets.....                     | 26    | 20      |
| Newspaper Advertising.....                        | 35-36 | 111-112 |
| Non-Coupon Station, Interline Tickets.....        | 23-24 | 76      |
| <br>  |       |         |
| Office Supplies, Requisitions for.....            | 21    | 67-71   |
| Opening Ticket Offices.....                       | 2     | 2       |
| Optional Routes and Instructions.....             | 37    | 116-b   |
| Over Collections.....                             | 33    | 102     |

INDEX—Continued.

Instructions to Agents.

|   | Page  | Rule  |
|---|-------|-------|
| Parlor Cars.....                                | 37    | 116-a |
| Partially Used Tickets.....                     | 41    | 125   |
| Party Tickets.....                              | 7     | 22    |
| Passengers Name on Agents Stub.....             | 8     | 29    |
| <br>  |       |       |
| <b>PREPAID TICKET ORDERS:</b>                   |       |       |
| Cash in Connection.....                         | 19    | 62    |
| Delivered to Depositor.....                     | 16-17 | 56    |
| Dependent Aliens.....                           | 20    | 65    |
| Drawn Foreign Lines.....                        | 19    | 61    |
| Fares in Opposite Direction.....                | 16    | 55    |
| Honoring.....                                   | 17    | 57    |
| Immigrants at Ellis Island.....                 | 20    | 64    |
| Intra-System and Interline.....                 | 15    | 52    |
| Issuing.....                                    | 16    | 53    |
| Limiting.....                                   | 16    | 54    |
| Local.....                                      | 15    | 51    |
| Local Ticket Deliveries.....                    | 18    | 59    |
| On Mexican Lines.....                           | 21    | 66    |
| Placing Orders for Tickets.....                 | 17-18 | 58    |
| Redemption of.....                              | 19-20 | 63    |
| Use of.....                                     | 15    | 50    |
| Prompt Replies to Correspondence.....           | 3     | 9     |
| Punching Route, Class and Limit of Tickets..... | 11    | 37-38 |
| <br>  |       |       |
| <b>PUBLIC NOTICES:</b>                          |       |       |
| Posting of.....                                 | 34    | 105   |
| Regarding Tariffs.....                          | 34    | 106   |
| <br>  |       |       |
| Recall Orders for Tickets.....                  | 25    | 80    |
| Receipts for Tickets.....                       | 38    | 117   |
| Redemption of Prepaid Ticket Orders.....        | 19-20 | 63    |
| <br>  |       |       |
| <b>REFUND CLAIMS AND REDEMPTION OF TICKETS:</b> |       |       |
| At Stations.....                                | 31    | 99    |
| By Passenger Department.....                    | 31-32 | 100   |
| Cash Fare Receipts.....                         | 33    | 104   |
| Evidence of Fraud.....                          | 33    | 101   |
| Over Collections.....                           | 33    | 102   |



INDEX—Continued.

Instructions to Agents.

|  | Page  | Rule  |
|--|-------|-------|
| <b>REQUISITION FOR OFFICE SUPPLIES:</b>    |       |       |
| Baggage Department.....                    | 21    | 69    |
| On Proper Department.....                  | 21    | 67    |
| Passenger Accounting Department.....       | 21    | 70    |
| Passenger Department.....                  | 21-22 | 71    |
| Stationery Department.....                 | 21    | 68    |
| <b>REQUISITION FOR TICKETS:</b>            |       |       |
| Duplicate.....                             | 24    | 77    |
| Filling in Carefully.....                  | 23    | 75    |
| Non-Coupon Stations.....                   | 23-24 | 76    |
| Separate Requisitions Required.....        | 23    | 74    |
| When to be Made.....                       | 22-23 | 73    |
| Routes and Junction Points on Tickets..... | 11    | 36-37 |
| Scalped Tickets.....                       | 33    | 103   |
| Selling Tickets.....                       | 6-8   | 18-29 |
| Side Trips.....                            | 37    | 116-b |
| Signature of Passenger on Tickets.....     | 12    | 40-41 |
| Skeleton Tickets.....                      | 14    | 46    |
| Soldiers Home Orders.....                  | 26-27 | 84    |
| Soliciting Business.....                   | 2     | 1     |
| <b>SPECIAL RATE ORDERS:</b>                |       |       |
| Fares.....                                 | 29-30 | 94-95 |
| Honoring of.....                           | 29    | 93    |
| Limiting Tickets.....                      | 30    | 98    |
| Tickets and Endorsements.....              | 30    | 96-97 |
| Special Tickets, Disposition of.....       | 25    | 79    |
| Special Trains and Cars.....               | 37    | 116-e |
| State, Name of, on Tickets.....            | 6     | 20    |
| State Transportation Requests.....         | 25-27 | 81-85 |
| Stationery Supplies, Requisition for.....  | 21    | 68    |
| Stop-Overs.....                            | 37    | 116-c |
| <b>TARIFFS, FARES AND FILING:</b>          |       |       |
| Examine New Tariffs Received.....          | 4     | 11    |
| Fares for Special Trains and Cars.....     | 4     | 14    |
| Fares from Non-Coupon Stations.....        | 4     | 13    |
| Fares to Destinations not Quoted.....      | 4     | 12    |
| Filing Tariffs.....                        | 5-6   | 16    |
| Subject to Public Inspection.....          | 5     | 15    |
| Tariff Inspectors.....                     | 6     | 17    |

INDEX—Continued.

Instructions to Agents.

|  | Page  | Rule    |
|--|-------|---------|
| Tickets Issued in Exchange, Endorsements on..... | 7     | 23      |
| Tickets Issued on Transportation Requests.....   | 26    | 82      |
| Ticket Office, Employees Only Permitted.....     | 2     | 4       |
| Ticket Office, Hours.....                        | 2     | 2       |
| Ticket Passengers Correctly.....                 | 6     | 13      |
| Ticket Recall Orders.....                        | 25    | 80      |
| Ticket Selling.....                              | 3     | 5       |
| Ticket Supplies, Requisition for.....            | 21-25 | 71-79   |
| Ticket to Final Destination.....                 | 7     | 21      |
| Tickets to Points, Where Trains Don't Stop.....  | 3     | 7       |
| Tickets via Different Routes.....                | 6     | 19      |
| <b>TICKETS:</b>                                  |       |         |
| Alterations in.....                              | 7     | 24      |
| Amount Collected on Coupon.....                  | 11    | 39      |
| Date and Destination.....                        | 10    | 34      |
| Dating.....                                      | 7     | 25      |
| Description of Passengers.....                   | 13    | 42      |
| Error in Issuing.....                            | 9-15  | 32-49   |
| Examine After Issuing.....                       | 15    | 48      |
| Found by Agents.....                             | 40    | 123     |
| Half Fare and Requirements.....                  | 8     | 26-28   |
| Intra-System and Interline.....                  | 10-15 | 33-49   |
| Limiting.....                                    | 11    | 38      |
| Local.....                                       | 9-10  | 30-32   |
| Lost at Stations.....                            | 40    | 121     |
| Lost by Passengers.....                          | 40    | 122     |
| Orders, Prepaid.....                             | 15-21 | 50-66   |
| Party.....                                       | 7     | 22      |
| Receipts.....                                    | 38    | 117     |
| Redemption of.....                               | 31-32 | 99-100  |
| Routes, Junctions and Class.....                 | 11    | 36-37   |
| Signature of Passenger.....                      | 12    | 40-41   |
| Skeleton.....                                    | 14    | 46      |
| Sold in Advance.....                             | 13    | 43      |
| Special.....                                     | 25    | 79      |
| Special Rate Orders.....                         | 30    | 96-97   |
| Validation of.....                               | 39-40 | 119-120 |
| Time Tables, Connecting Lines.....               | 35    | 110     |
| Time Tables, Union Pacific System.....           | 35    | 109     |
| Trans-Continental Scrip.....                     | 38    | 116-H   |
| Transportation for Caretakers.....               | 36    | 113-115 |
| Transportation Undelivered by Porter.....        | 41    | 126     |



INDEX—Continued.

Instructions to Agents.

|   | Page  | Rule    |
|---|-------|---------|
| Undelivered Transportation by Porter..... | 41    | 126     |
| Use of Local Tickets.....                 | 9     | 30      |
| Validation of Tickets.....                | 34-40 | 119-120 |

Instructions to Conductors.

|   | Page  | Rule    |
|---|-------|---------|
| Advising Passengers to Change Cars.....     | 53    | 164     |
| Bulletin Boards.....                        | 60    | 184     |
| Cancelling Tickets.....                     | 48    | 149     |
| CARETAKERS TRANSPORTATION:                  |       |         |
| Drovers Tickets.....                        | 58    | 178     |
| Fares from Caretakers.....                  | 58-59 | 180     |
| Live Stock Contracts.....                   | 57-58 | 177     |
| To Points on Stromsburg Branch.....         | 58    | 179     |
| CASH FARE COLLECTIONS:                      |       |         |
| Ascertain if Ticket Office Open.....        | 45    | 136     |
| Canceling Receipts.....                     | 44    | 134     |
| Cash Fare Receipts.....                     | 44    | 133     |
| Collections to End of Run.....              | 45    | 138     |
| Corpse from Non-Agency Station.....         | 47    | 144     |
| Correct Change.....                         | 45    | 139     |
| Fares for Children.....                     | 46-47 | 141-142 |
| Fares for Clergymen.....                    | 47    | 143     |
| Fares from Non-Ticket Offices.....          | 45    | 137     |
| Tariff Requirements, Observe.....           | 45    | 140     |
| Train Fares.....                            | 44    | 135     |
| Change of Cars, Advising Passengers.....    | 53    | 164     |
| Change of Passenger to Following Train..... | 53-54 | 165     |

INDEX—Continued.

Instructions to Conductors.

|   | Page  | Rule    |
|---|-------|---------|
| Checking Passengers in Sleeping Cars.....         | 63-64 | 195     |
| Clergy Fares.....                                 | 47    | 143     |
| Collection of Fares from Caretakers.....          | 58-59 | 180     |
| Conditions of Tickets, Observe.....               | 47    | 145     |
| Conductors Equipment.....                         | 43-44 | 132     |
| Confiscated Transportation.....                   | 57    | 175-176 |
| Connecting Line Coupon Lifted in Error.....       | 55-56 | 171     |
| Corpse Escort.....                                | 60    | 186     |
| Corrections in Tickets.....                       | 59    | 181     |
| Coupons Reading Over Foreign Lines.....           | 56    | 172     |
| Date of Sale on Tickets.....                      | 48    | 147     |
| Delayed Passengers, Protecting.....               | 54    | 168     |
| Delivery of Transportation to Passengers.....     | 64    | 198-197 |
| Delivery to Succeeding Conductors.....            | 62-63 | 192-194 |
| Detachments from Mileage Tickets.....             | 52    | 158     |
| Detachments from Trans-Continental Scrip.....     | 52    | 160     |
| Drovers Tickets.....                              | 58    | 178     |
| Drovers Tickets to Stromsburg Branch.....         | 58    | 179     |
| Endorsement by Conductor, Stop-Over.....          | 49    | 151     |
| Endorsements on Tickets.....                      | 47    | 145     |
| Envelopes, Enclosing Transportation.....          | 61-62 | 190-192 |
| Equipment of Conductors.....                      | 43-44 | 132     |
| Errors in Intra-System and Interline Tickets..... | 57    | 174     |
| Errors in Local Tickets.....                      | 56    | 173     |
| Escort, Corpse.....                               | 60    | 186     |
| Exchange Orders Presented on Trains.....          | 52    | 161     |
| Fares for Children.....                           | 46-47 | 141-142 |
| Fares for Clergymen.....                          | 47    | 143     |
| Fares for Corpse.....                             | 47    | 144     |
| Fares from Non-Ticket Station.....                | 45    | 137     |
| Foreign Line Coupons Lifted in Error.....         | 55-56 | 171     |
| Freight Shipments, Caretakers.....                | 57-59 | 177-180 |
| Government Requests on Trains.....                | 53    | 162     |
| Handling Transportation in Sleeping Cars.....     | 61-68 | 188-210 |



INDEX—Continued.

Instructions to Conductors.

|   | Page  | Rule    |
|---|-------|---------|
| <b>HONORING TRANSPORTATION:</b>             |       |         |
| Cancellations in Tickets.....               | 48-49 | 150     |
| Canceling Tickets.....                      | 48    | 149     |
| Conditions and Endorsements.....            | 47    | 145     |
| Confiscated Transportation.....             | 57    | 176     |
| Connecting Line Coupons.....                | 55-56 | 171     |
| Coupon Local Tickets.....                   | 49-50 | 152     |
| Drovers Tickets.....                        | 58    | 178     |
| Exchange Orders.....                        | 52    | 161     |
| Government Requests.....                    | 53    | 162-163 |
| In Correct Direction.....                   | 48    | 148     |
| Limited Tickets.....                        | 47    | 146     |
| Live Stock Contracts.....                   | 57-58 | 177     |
| Manuscript Tickets.....                     | 51    | 155     |
| Mileage Tickets.....                        | 51-52 | 157-158 |
| One Coupon for U. P. System.....            | 50    | 153     |
| Party Tickets.....                          | 51    | 156     |
| Separate Coupons for U. P. System.....      | 50    | 154     |
| Tickets Honored.....                        | 49    | 151     |
| Tickets in Improper Hands.....              | 57    | 175     |
| Tickets Not Dated.....                      | 48    | 147     |
| Tickets Over Foreign Lines.....             | 56    | 172     |
| Trans-Continental Scrip.....                | 52    | 159-160 |
| <b>IDENTIFICATION CHECKS:</b>               |       |         |
| Disposition of.....                         | 68    | 210     |
| Issuance of.....                            | 61-62 | 190     |
| Lifting Checks.....                         | 64    | 196     |
| Lost Checks.....                            | 67    | 206     |
| Punching.....                               | 62    | 191     |
| Insane Persons.....                         | 60    | 185     |
| Intra-System Tickets, One Coupon.....       | 50    | 153     |
| Intra-System Tickets, Separate Coupons..... | 50    | 154     |
| Issuing Cash Fare Receipts.....             | 44    | 133     |
| Lifting Tickets in Sleeping Cars.....       | 61-65 | 189-198 |
| Limited Tickets.....                        | 47    | 146     |
| Live Stock Contracts.....                   | 57-58 | 177     |
| Local Coupon Tickets.....                   | 49-50 | 152     |
| Manuscript Tickets.....                     | 51    | 155     |

INDEX—Continued.

Instructions to Conductors.

|   | Page  | Rule    |
|---|-------|---------|
| Mileage Tickets.....                                | 51    | 157     |
| Mileage Tickets in Sleeping Cars.....               | 65    | 200     |
| Orders, Exchange.....                               | 52    | 161     |
| Parlor Car Tariff and Checks.....                   | 43-44 | 132     |
| Party Tickets.....                                  | 51    | 156     |
| Passengers in Sleeping Cars before Train Arrives... | 65    | 201     |
| Passengers Separated from Tickets.....              | 55    | 169     |
| Passes in Sleeping Cars.....                        | 65    | 199     |
| Porters, Sleeping Car Transportation.....           | 65-66 | 202-203 |
| Protecting Delayed Passengers.....                  | 54    | 168     |
| Pullman Reservations, Telegraph.....                | 60    | 183     |
| Punch Cancellations in Tickets.....                 | 48-49 | 149-150 |
| Punching Identification Checks.....                 | 62    | 191     |
| Punches, Ticket.....                                | 43    | 132-a   |
| Receipt of Envelope, Sleeping Cars.....             | 63    | 194     |
| Report Forms.....                                   | 44    | 132-d   |
| <b>SLEEPING CAR PASSENGERS, TRANSPORTATION OF:</b>  |       |         |
| Canceling Transportation for-Run.....               | 63    | 194     |
| Cars Dropped by Train.....                          | 66    | 204     |
| Checking Passengers.....                            | 63-64 | 195     |
| Collections at Intermediate Points.....             | 66    | 205     |
| Delivery to Succeeding Conductors.....              | 62-63 | 192-193 |
| Enveloping Transportation.....                      | 61-62 | 190-192 |
| Identification Check, Disposition.....              | 68    | 210     |
| Identification Check, Lost.....                     | 67    | 206     |
| Issuing Identification Checks.....                  | 61-62 | 190-191 |
| Lifting Transportation.....                         | 61-65 | 189-198 |
| Mileage Tickets.....                                | 65    | 200     |
| Passengers on Cars Before Entrained.....            | 65    | 201     |
| Passes.....   | 65    | 199     |
| Returning Transportation.....                       | 64    | 196-197 |
| Stop-Overs.....                                     | 67    | 208     |
| Transfer from one Car to Another.....               | 67    | 209     |
| Transportation Delivered by Porter.....             | 65-66 | 202-203 |
| Transportation Short of Destination.....            | 67    | 207     |
| Stop-Overs.....                                     | 49    | 151     |



INDEX—Concluded.

Instructions to Conductors.

|  | Page  | Rule    |
|--|-------|---------|
| Stop-Overs Account Illness.....                | 54    | 166     |
| Stop-Overs at Omaha, Neb.....                  | 54    | 167     |
| Stop-Overs, Sleeping Car Passengers.....       | 67    | 208     |
| Tariffs.....                                   | 44    | 132-c   |
| Telegraphic Reservations.....                  | 60    | 183     |
| Ticket Office, See if Open.....                | 45    | 136     |
| Ticket Punches.....                            | 43    | 132-a   |
| <b>TICKETS:</b>                                |       |         |
| Canceling.....                                 | 48    | 149     |
| Conditions of, Endorsements on.....            | 47    | 145     |
| Confiscated.....                               | 57    | 176     |
| Corrections in.....                            | 59    | 181     |
| Drovers Tickets.....                           | 58    | 178     |
| Exchange Orders.....                           | 52    | 161     |
| Honored.....                                   | 49    | 151     |
| Improperly Issued.....                         | 55    | 170     |
| In Correct Directions.....                     | 48    | 148     |
| In Improper Hands.....                         | 57    | 175     |
| Intra-System Tickets.....                      | 50    | 153-154 |
| Intra-System and Interline, Errors in.....     | 57    | 174     |
| Limited.....                                   | 47    | 146     |
| Local Coupon Tickets.....                      | 49-50 | 152     |
| Local, Errors in.....                          | 56    | 173     |
| Manuscript Tickets.....                        | 51    | 155     |
| Mileage Tickets.....                           | 51    | 157     |
| Non-Transferable.....                          | 53    | 163     |
| Not Dated.....                                 | 48    | 147     |
| On Freight Trains.....                         | 59    | 182     |
| Party Tickets.....                             | 51    | 156     |
| Reading Over Foreign Lines.....                | 56    | 172     |
| Separated from Passengers.....                 | 55    | 169     |
| Tourist Excursion Agents.....                  | 61    | 187     |
| Train Checks and Receipts.....                 | 43    | 132-b   |
| Train Fares.....                               | 44    | 135     |
| Train Fares for Children.....                  | 46-47 | 141-142 |
| Train Fares for Clergyman.....                 | 47    | 143     |
| Train Fares for Corpse.....                    | 47    | 144     |
| Trans-Continental Scrip.....                   | 52    | 159     |
| Transfer from Sleeping Car to Another.....     | 67    | 209     |
| Transportation of Sleeping Car Passengers..... | 61-68 | 188-210 |

DEFINITION AND EXPLANATION OF TERMS.

The Union Pacific System comprises the following named lines:—Union Pacific Railroad Co., Oregon Short Line Railroad Co., and Oregon-Washington Railroad & Navigation Co.

Union Pacific System.

A "Local" ticket is a ticket reading between points on one of the System lines, the entire service being performed by that line, i. e., U. P. R. R., O. S. L. R. R., or O.-W. R. R. & N. Co.

Ticket Classification.

An "Intra-System" ticket is a ticket which reads over two or more of the System lines, but does not read for any part of the journey over a foreign line.

A "Home Interline" ticket is a ticket issued by one of the System lines reading to a point on or via a foreign line.

A "Foreign Interline" ticket is a ticket issued by a foreign line, reading to a point on or passing over one or more of the Union Pacific System Lines.

An "Intrastate" trip is a trip made wholly within the boundary of a State, no portion of the journey being made in another state.

Intrastate Trip.

An "Interstate" trip is a trip made in two or more states, even though the destination may be in the same State as the starting point. For example, a trip from North Platte, Neb., through Julesburg, Colo., to Sidney, Neb., is interstate not intrastate.

Interstate Trip.



## INSTRUCTIONS TO AGENTS.

### GENERAL.

Soliciting  
Business.

1. The success of an Agent is measured, to a very great extent, by the amount of business handled, the number of tickets sold at his station, and the percentage of increase in revenue over business for previous months. Agents should cultivate pleasant relations with patrons, and be prepared to point out to them, the many advantages of travel over the Union Pacific System. Be on the alert for new business, and endeavor to secure and ticket the business via the route affording the longest haul for the Union Pacific System, consistent with the desires of the passenger and with the train service.

Opening  
Ticket  
Offices.

2. Waiting rooms, ticket offices and baggage rooms must be open at least thirty minutes, or other period required by law, before the departure of passenger trains scheduled to stop, and at such other times, as may be necessary.

Certificate  
of Appointment.

3. Where required by existing State Laws, each Ticket Agent must post a certificate of his appointment as Agent in a conspicuous place near the ticket window, or elsewhere in the waiting room, where it may be easily seen by the public.

Employees  
Only  
Permitted  
in Ticket  
Offices.

4. Only office employes whose duties require it shall be permitted within the ticket office enclosure. Representatives of other lines shall not, under any circumstances, be allowed to examine coupon ticket cases, reports or records.

5. The efficiency of a Ticket Agent will be shown by the limited number of cash fares collected by Conductors from his station. Agents should, therefore, use every reasonable effort to induce passengers to purchase tickets before boarding the train

Ticket  
Selling.

6. Agents shall carry the necessary supply of small coin on hand at stations, so that the exact change can be made in every instance.

Change for  
Passengers.

7. Tickets should not be sold to stations for use on trains that are not scheduled to stop at such points. Tickets to these stations may be sold when called for, but Agents should direct passengers to the proper train. This is important in order that trains may not be delayed, and to avoid inconvenience to passengers.

Tickets for  
Points  
Where  
Trains Do  
Not Stop.

8. In writing letters Agents should confine each letter to one subject. In other words, they should write as many letters as they have subjects. Correspondence is invited freely, even upon matters in which the station is not directly interested, but which may be of general interest to the Passenger Department.

Corres-  
pondence.

9. Prompt replies, giving reference to file numbers and subjects, should be made to letters or telegrams received by Agents; the telegraph should not be used, when letter or mailgram will answer the purpose.

Prompt  
Replies.



General  
Office  
Hours.

10. The General Offices close week days at 5:30 P. M., Saturdays at 1:00 P. M. and telegrams requiring an answer must be sent so as to reach the General Offices before closing time in order to secure prompt attention that day.

### TARIFFS—FARES AND FILING.

Examine  
New Tariffs  
Received.

11. New tariffs received should be examined carefully, and Agents, should familiarize themselves with all changes in fares or regulations; study the contents and arrangements of tariffs, so that the correct fares, routes and conditions can be readily located in tariffs, and furnished to the public.

Fares to  
Destinations Not  
Quoted in  
Tariffs.

12. If request is received for fares to destinations not named in tariffs, obtain the fares from the Passenger Department; fares so quoted are for immediate use, unless otherwise stated in the advice.

Non-  
Coupon  
Stations—  
Fares.

13. Agents not supplied with tariffs or who for any reason are not in position to quote interline fares can obtain fares from the Passenger Department, or from nearest coupon or interline ticket station.

Special  
Trains or  
Cars.

14. Special trains or cars will not be chartered. Charge for such service will be made on per capita basis—that is, a fixed rate for each passenger, with minimum charge for entire service. Agents having application for special service should furnish the Passenger Department full information and obtain fares and instructions, when not covered by current tariffs.

15. The Interstate Commerce Law provides that common carriers shall maintain at every station, file of passenger tariffs, which is open for public inspection and must be shown to the public upon request. Agents should give the public any information contained in tariffs, and lend assistance to seekers for information therefrom.

Tariffs  
Subject to  
Public  
Inspection.

16. Agents are furnished with forms and binders for keeping a record of receipt of tariffs, and also an index of current Passenger tariffs. Agents are required to keep a record of tariffs received at their stations, showing the I. C. C. number, tariff or supplement number, date received, date effective and in the "remarks" column making explanation if tariff is placed on file less than thirty days prior to the effective date, that is, referring to Rule 52 of I. C. C. Tariff Circular 18-A, or to special permission if such has been issued. Explanation for the filing of tariff on less than thirty days' notice will always be found on the title page itself, either under the I. C. C. number or under the effective date. Agents will also show whether tariff is issued by Union Pacific R. R., Oregon Short Line R. R., Oregon-Washington Railroad & Navigation Co. or by an agent or compiler for several lines. Tariff files must be kept in order, and up to date, as required by Law by carefully observing the following instructions:

Filing  
Tariffs.

(a) Immediately upon receipt of a tariff or supplement to tariff for filing and posting, write, or stamp with ticket dating stamp upon title page of such publication the date upon which it was received.



(b) Check tariffs on receipt of index or supplements.

(c) Handle promptly new tariffs or supplements received.

(d) Order quickly from Passenger Department missing tariffs or supplements.

(e) Promptly remove tariffs after date of expiration.

Tariff  
Inspectors.

17. Tariff Inspectors will call upon Agents from time to time, to check tariffs and see that these instructions are complied with, reporting any failure of Agents to do so.

### SELLING TICKETS.

Ticket  
Passengers  
Correctly.

18. It is imperative that passengers be ticketed correctly. Ascertain from passenger the destination, including state, and the route desired; if authorized in tariff at rate quoted, carefully issue the ticket, repeating route, junction points and final destination to the passenger, in order to avoid misunderstanding and lessen chances of errors.

Tickets via  
Different  
Routes.

19. In all cases, where tickets can be sold via different routes to the same destination, the route selected must be stamped or written plainly on the Agents' stub, Auditor's stub and the ticket.

Name of  
State on  
Tickets.

20. The state, in which a destination is located, should be shown on all tickets. This is necessary to avoid tickets being honored, or baggage checked, to wrong destinations, as there are stations in different states bearing the same name.

21. Agents should ascertain the final destination of passengers and ticket them through. In case passengers going to points on foreign lines cannot be induced to buy interline tickets to final destination, ticket them to a terminus of the Union Pacific System. The longest haul consistent with proper service must be given to the Union Pacific System.

Ticketing  
to Final  
Destination.

22. When several persons of one party are traveling together on the same train, Agents should use one-way or round-trip party tickets, using care to see that the ticket is filled out correctly, and is in such shape that it cannot be altered.

Party  
Tickets.

23. Contract and each coupon of all tickets, issued in exchange for other tickets, or on exchange orders, must be endorsed or stamped on back "Exchanged." Contract and each coupon of all tickets, issued on telegraphic request, or in exchange for prepaid ticket orders, must be endorsed on the back "P. P. O. exchanged."

Endorse-  
ments on  
Tickets  
Issued in  
Exchange.

24. No alterations or erasures of any kind, should be made in tickets. If an error is made in issuing a ticket, or for any reason, the ticket is not sold as originally made, it should not be restamped or resold or altered, but should be marked "Canceled," and so reported.

Alterations  
in Tickets.

25. All tickets must be dated clearly and legibly on back with ticket dating stamp on the date issued; coupon local and Intra-System tickets must be stamped on the

Dating  
Tickets.



coupon as well as the ticket portion, and Intra-System and Interline tickets on Contract and all coupons of the ticket.

**Children Under Half Fare Age.**

26. Children under half fare age, as provided by tariffs, will be carried without charge when accompanied by parents or guardian holding transportation or paying fare for self.

**Notification to Passengers of Half or Full Fare Requirements.**

27. Agents should ascertain from passenger accompanied by children, the exact age of children, and sell tickets accordingly. In case of doubt, purchaser should be notified that Conductors will insist upon presentation of half ticket for each child of half fare age, and whole ticket for each child of full fare age, and if such half or whole ticket is not purchased before getting on the train, it will increase the expense, and may cause embarrassment and trouble, as Conductors are obliged to require strict compliance with half fare rule.

**Half Fare Tickets For Children, Issuance of.**

28. Tickets sold to children of half fare age should be of half fare form where supplied. When regular form is used, same must be punched  $\frac{1}{2}$  in spaces provided, or if no space is provided through contract and each coupon.

When Agents are not supplied with  $\frac{1}{2}$  punch, write "One-half" across face of contract and each coupon. Issue separate half ticket for each child; one whole ticket will not be accepted for passage of two children.

**Passengers Name and Address on Agent's Stub.**

29. Agents will write passenger's name and address, on the Agents' stub of all Interline and Intra-System tickets issued, for use in case of undercharge or overcharge in rates.

## LOCAL TICKETS.

30. (a) Card tickets, when provided, should be issued in ticketing business moving at regular normal rates, and when the conditions and limits thereon comply with tariff provisions.

**Local Tickets, Use of.**

(b) Blank destination book tickets should be used when no card tickets are furnished, and also, when tickets are sold at special rates.

(c) Contract forms of tickets should be used for round-trip business, sold under tariffs requiring signature of passenger, and other conditions named in the contract; for example, summer tourist, homeseekers, etc.

(d) Special forms of tickets provided for the purpose, should be issued in exchange for live stock contracts, covering the return passage of caretakers of live stock or other freight.

31. Agents will carefully stamp all coupons, as well as the main portion of tickets, with ticket dating stamp, fill out all necessary information on tickets clearly with office pen and ink, punch limit, if contract form, and description of passenger, if required. On coupon form of blank destination book tickets, the destination should be shown on the Conductor's coupon as well as in the ticket portion. The amount collected should be entered on the ticket, in space provided.

**Issuing Local Tickets.**

32. Whenever a local ticket has been issued with wrong destination, or otherwise incorrectly, Agents should notify Con-

**Errors in Issuing Local Tickets.**



ductor by wire of the proper destination, limit, etc., so that correction may be made in the ticket and the passenger inconvenienced as little as possible.

### INTRA-SYSTEM AND INTERLINE TICKETS.

Arrange-  
ment in  
Ticket  
Cases.

33. Intra-System and Interline tickets should be arranged in cases in numerical form number order.

Filling Out  
Date and  
Destination  
on Tickets.

34. Intra-System and Interline tickets should be filled out carefully with office pen and ink. Figures should not be used in showing month or number of passengers. If ticket is issued to a destination printed thereon, denote the destination with punch provided for the purpose, but if not printed on ticket, the destination (and state) should be written plainly on each coupon in blank space, and punched the same as if a printed destination. On all interline tickets, the destination should be written diagonally across the face of the contract of the ticket.

Return  
Destination  
Other Than  
Originating  
Point.

35. When the return destination on Union Pacific System, is other than originating point, and the return coupon of ticket reads, "From . . . . . to station stamped on back," make notation on the face of the ticket, "Return destination is . . . . .," signed by Agent and stamped with ticket dating stamp. By placing this notation on the face of the coupon, conductors will not overlook it.

36. Tickets are printed with various routes and junction points, and to several destinations, but it must be understood they cannot be issued to all of the destinations via all routes or through all junction points. Only such routes, as are authorized by tariff may be used.

Routes and  
Junction  
Points on  
Tickets.

37. Punch the complete route of the ticket, and if second-class, so indicate with "L" or "O" punch in the space provided for class. Write or stamp the words "Summer Tourist," "Summer Excursion," "Home-seekers," etc., as the case may be, across the face of contract and each coupon, as provided by tariff.

Punching  
Route and  
Class of  
Tickets.

38. Punch the limit of tickets (day, month and year) in the date staff with "L" or "O" punch. To determine the proper limit add to the date of sale number of days shown in tariffs; for example, a ticket sold on the fifth day of the month, with a five-day limit, should be punched to show the tenth as date of expiration.

Limiting  
Tickets.

39. The actual amount collected for Intra-System and Interline tickets, must be endorsed on the face of Union Pacific System coupon in space provided thereon. If space is not provided on the ticket for this information, use rubber stamp furnished for the purpose, or make endorsement with office pen and ink, "Amount paid for this ticket, \$ . . . . ."

Amount  
Collected to  
Be Shown  
On Coupon.



Signature of Passenger.

40. The signature of passenger should be made with office pen and ink, and witnessed by ticket seller, with his own signature, on one-way Interline homeseekers', summer tourist, special occasion and other round-trip tickets, when required by tariff.

Signing of Tickets by Passengers.

41. The head of a family may sign the tickets for each member of the family, in the name of the person for whose use the ticket is intended, per his own name (for example, "Lizzie A. Smith, by John M. Smith"), with the understanding that he will accompany his family throughout the entire journey, and present the tickets in person to all Conductors; but if there is a possibility that this will not be done, owing to change of plans or otherwise, each member of the family should sign the ticket for his or her passage.

Where one person purchases tickets for a family or party and all persons for whom the tickets are to be used are not present to sign same at time of purchase, each unsigned ticket shall bear a stamp or endorsement with blanks properly filled in, as follows:

**TO AGENTS AND CONDUCTORS.**

This ticket has been purchased by  
.....  
for.....

The signature of latter must be affixed IN INK in space reserved on face of ticket **BEFORE IT WILL BE RECOGNIZED FOR CHECKING BAGGAGE OR FOR PASSAGE ON TRAIN.**

.....  
Agent.

Description of Passenger.

42. The description of the passenger who is to use ticket, must be punched in tickets requiring description therein, whether ticket will be signed and presented by such person, or by the head of the family.

Tickets Sold in Advance.

43. Agents authorized to sell tickets in advance of the date on which they will be used, should stamp ticket with the actual date it is issued, and on back of the contract and each coupon, should be noted in writing, or by stamp if one is provided, "Not good for passage until.....date.....", inserting date, on which ticket will be used. Tickets should be limited to proper date, calculated from date on which ticket is to be used. If Agents are provided with a double dating stamp reading as follows:

September  
21  
1917  
Not Good Before  
October  
1  
1917

Name of Station

it will not be necessary to write or stamp the words "Not good for passage until....." on the back of the ticket.

44. Exchange orders should only be used when proper through ticket is not on hand, and must show complete route and junction points of ticket to destination, in order that passengers will not be inconvenienced at point of exchange. Complete information must be shown on Auditor's stubs, which should be

Exchange Orders— Issuance of.



forwarded to the Passenger Accounting Department in accordance with current Accounting Department instructions.

Exchange Orders on Council Bluffs, Ia., and Omaha, Neb.

45. The point of interchange with all lines, except the Illinois Central and Missouri Pacific Railways, is Council Bluffs, Iowa, and not Omaha, Neb., and all exchange orders for tickets to points east, south and north, via this gateway; (except to points on the Illinois Central and Missouri Pacific Railways), must be drawn on Council Bluffs, Iowa. Agents should inform passengers, at the time of issuing exchange orders on Council Bluffs, Iowa, that they **MUST BE EXCHANGED AT THE UNION DEPOT TICKET OFFICE, OMAHA, NEB.**

Skeleton Tickets.

46. Skeleton forms of tickets are furnished for occasional use in emergencies, and must only be issued via routes properly authorized in tariff, when no regular printed form of ticket via desired route, is in stock. The use of skeleton tickets should be avoided as much as possible and, when time permits, tickets via route desired must be ordered from the Passenger Department. Care must be exercised to show route in full on Agent's stub, Auditor's stub and on each coupon of skeleton ticket.

Disposition of Auditor's and Agent's Stubs.

47. Detach Auditor's and Agent's stubs of ticket, writing all necessary information in spaces provided and forward Auditor's Stub to the Passenger Accounting Department, in accordance with current Accounting Department instructions.

48. Before delivering the ticket to passenger, selling Agent will carefully scrutinize ticket on face and back, and see that it is correct and complete in every detail, i. e., dated, punched if half or second class, properly endorsed and the limit, route, destination, state and name of selling station properly shown on first coupon, etc.

Examine Ticket After Issuing.

49. If an error is made in issuing an Intra-System or Interline ticket, full information must be sent to Conductor by wire, who will have the ticket exchanged at first convenient station enroute.

Errors in Issuing Intra-System and Interline Tickets.

#### PREPAID TICKET ORDERS.

50. Prepaid Ticket Orders are to be used by Agents when collections for tickets are made at one station, and the delivery of the tickets made at another station.

Prepaid Orders—Use of.

51. Local Prepaid Ticket Orders should be used by Agents of the Oregon Short Line and O.-W. R. R. & N. Co. for delivery of local tickets, and should be reported in accordance with current Accounting Department instructions. They should not be used for delivery of Intra-System or Interline tickets.

Local Prepaid Ticket Orders.

52. Interline Prepaid Ticket Orders should be used by Agents of all three System lines for delivery of Intra-System or Interline tickets and should also be used by Agents of the Union Pacific Railroad Co. for delivery of local tickets.

Interline Prepaid Ticket Orders.



Prepaid  
Ticket  
Orders—  
Issuance of.

53. Prepaid Ticket Orders should be drawn in favor of the person to whom the transportation is to be delivered and on the station and Railroad which will be requested to furnish the ticket and are valid only when made out properly and carefully with pen and ink, countersigned by the issuing Agent, stamped with ticket dating stamp, and date of expiration punched.

Limit of  
Prepaid  
Ticket  
Orders.

54. The maximum limit of Prepaid Ticket Orders shall be thirty days, and should tariffs indicate by supplement or otherwise, that the ticket fare will be changed in less than thirty days, the order should be limited to the date on which such change in ticket fare will become effective.

Fares in  
Opposite  
Directions.

55. Fares are frequently not the same in both directions, and if Agent is not supplied with tariff, quoting fares from station on which Prepaid Ticket Order is drawn, the proper fare and route should be obtained from the Passenger Department. Agents should write depositors name and address on the back of the Auditor's Stub of all Prepaid Ticket Orders (local, Intra-System or Interline) for use in case of undercharge or overcharge in rates.

Orders  
Delivered to  
Depositor.

56. When Interline Prepaid Ticket Orders are used by Union Pacific Railroad Co.'s Agents for the delivery of local tickets, and the Prepaid Ticket Order is handed to the depositor to be forwarded to the person who is to use ticket, the "Advice to General Passenger Agent of Honoring Line" and "The Foreign Line Advice Slip" must be left at-

tached to the Prepaid Ticket Order. The Auditor's Advice Stub should be forwarded to Passenger Accounting Department in accordance with current Accounting Department instructions. The same rule will apply when the Interline Prepaid Ticket Orders are drawn on Union Pacific System Agents for Intra-System or Interline tickets of Union Pacific System issue. If drawn on Agents of foreign roads, and the order is handed to the depositor to be forwarded to the person who is to use the ticket, the Agent will leave the foreign lines' advice slip attached to the order, and will detach the "Auditor's Advice Stub" and the "Advice to G. P. A. of Honoring Line." The Auditor's Advice Stub should be forwarded to the Passenger Accounting Department with report in accordance with current Accounting Department instructions, and the "Advice to G. P. A. of Honoring Line" should be forwarded to the General Passenger Department by first mail, in order that the line on which order is drawn may be requested to honor when presented.

57. Agents are authorized to honor Union Pacific System, and Foreign Lines' Prepaid Ticket Orders, provided they are properly issued and stamped, and have the appearance of being genuine.

Honoring  
Prepaid  
Ticket  
Orders.

58. Orders for the delivery of local, Intra-System or Interline tickets should be placed by mail, if time permits, but in emergency cases ticket deliveries may be ordered by telegraph; the following general form of message as shown below should be used:

Placing  
Orders for  
Tickets.

Notify and furnish John Smith two naught



six South Eighteenth Street, one ticket, Denver, Colo., to Omaha, rate thirteen dollars ninety-seven cents. Prepaid Order Number twenty-five six seventy-nine issued to cover advise description.

When ticket deliveries are placed by telegraph, fill out Prepaid Ticket Order, and make notation on face thereof, "To cover telegraphic order this date."

Local  
Ticket  
Deliveries.

59. Orders for the delivery of local tickets on the same System line, will be placed direct with agents; Prepaid Ticket Order must be issued at once, and forwarded, with a copy of telegram, to Passenger Accounting Department in accordance with current Accounting Department instructions. The Agent issuing the Prepaid Ticket Order should not detach any of the coupons, except the Agent's Stub. Telegraphic orders from Local Agents for the delivery of tickets or tickets and cash, may be complied with, but telegraphic requests from Intra-System or Foreign Lines Agents must be confirmed by the Passenger Department.

Intra-  
System and  
Interline  
Ticket  
Deliveries.

60. Orders for the delivery of Interline or Intra-System tickets to be furnished by Agents of foreign lines or other System lines, should not be handled direct with System or foreign line Agents, but should be placed with the following offices:

Agents in Kansas with Assistant General Passenger Agent, Kansas City, Mo.

Agents in Colorado, Wyoming and Utah (Ogden and east) with Assistant General Passenger Agent, Denver, Colo.

Agents in Nebraska with General Passenger Agent, Omaha, Neb.

Agents of the O. S. L. R. R. Co., with General Passenger Agent, Salt Lake City, Utah.

Agents of the O.-W. R. R. & N. Co., with General Passenger Agent, Portland, Ore.

61. Prepaid ticket orders, covering the delivery of Intra-System or Interline tickets must be issued on date deposit is received. Prepaid ticket orders drawn on Agents of Union Pacific System lines for Intra-System or Interline tickets should be forwarded by first mail to Passenger Accounting Department, U. P. R. R. Co., Omaha, Neb. Prepaid ticket orders drawn on Agents of foreign lines should be forwarded by first mail to the office through which the request for the delivery of the ticket has been placed. The order should be reported in accordance with current Accounting Department instructions.

Prepaid  
Ticket  
Orders on  
System or  
Foreign  
Lines.

62. Agents must not accept orders for the delivery of cash in excess of 50 per cent of the value of the rail transportation (not including Pullman transportation). Lines east of Chicago and St. Louis will not accept prepaid orders calling for delivery of cash in excess of \$25.00 per ticket furnished. Cash should not be accepted for delivery, when prepaid ticket order is handed to the depositor, but in such cases, depositor should be referred to the Express Company, Post Office Department, etc.

Cash With  
Prepaid  
Ticket  
Orders.

63. Prepaid ticket orders may be redeemed by issuing station, within thirty days from date of issue, but before making refund to the

Redemption  
of Prepaid  
Ticket  
Orders.



depositor, Agents must secure cancellation of ticket delivery from station or office with which order was placed.

Agents should reply promptly to requests for cancellation of ticket deliveries. If application is made for refund after thirty days, or at other than issuing station, depositor should fill out proper blank, and redemption will be arranged by Passenger Department.

**Tickets for Immigrants at Ellis Island.**

64. The Commissioner of Immigration at New York has ruled that orders for tickets and cash, for use of immigrants arriving at Ellis Island, should be deposited with his representative at Ellis Island, and further, that tickets and cash for delivery to an immigrant will be taken into account when passing upon the question of admission; if immigrant is admitted, ticket and money will be delivered, but if rejected and not permitted to land, ticket and money will be returned to depositor unless order specifies delivery of money, even though applicant is rejected. Orders may, therefore, be placed for delivery of cash in connection with tickets, conditionally upon admission to the country and should always be made perfectly clear on this point. The regulations requiring detention of immigrants holding transportation, but not having \$10.00 in hand, will be waived in cases where sufficient means is held to cover necessities enroute.

**Dependent Aliens.**

65. Dependent aliens will not be admitted to the United States, except upon presentation of Affidavit that they will not become public charges.

66. Requests for prepaid ticket orders calling for tickets from points in Mexico should be referred to the Passenger Department for advice.

**Prepaid Orders Mexican Lines.**

### REQUISITIONS FOR OFFICE SUPPLIES.

67. Requisitions for office supplies should be made on the proper department, and strict compliance with the following instructions will save delay in receiving supplies and unnecessary handling of requisitions.

**Requisitions on Proper Department.**

68. All supplies of stationery, for example, envelopes, station forms, ticket, baggage and other report blanks, and ribbons for ticket dating stamps, should be ordered on proper form of stationery requisition from the Stationery Department.

**Stationery.**

69. Non-revenue baggage checks for local, Intra-System or Interline checking of baggage, also baggage cancellation punches, should be ordered from the Baggage Department, except that O.-W. R. R. & N. Co. Agents will secure from Passenger Office, Portland.

**Non-Revenue Baggage Checks.**

70. Ticket dating stamps, date wheels, dies and repairs thereto, should be ordered on proper form of requisition, which should be sent to the Passenger Accounting Department for approval, and forwarded by that department direct to the Stationery Department.

**Ticket Dating Stamps.**

71. (a) All Intra-System and Interline tickets and excess baggage checks should be ordered on tickets requisition, Form 1851, from the Passenger Department, U. P. R. R. Co., Omaha, Neb.

**Ticket Supplies.**



(b) All local tickets, local excess baggage checks, ticket cases, rubber stamps and ticket punches should be ordered on Ticket Requisition, Form 1851, as follows:

Agents of U. P. R. R. from Passenger Department, Omaha, Neb.

Agents of O. S. L. R. R. from Passenger Department, Salt Lake City, Utah.

Agents of O.-W. R. R. & N. Co. from Passenger Department, Portland, Ore., except that ticket cases and rubber stamps should be secured from Superintendents by all Agents (except for city offices at Portland, Seattle, Spokane, etc.)

#### TICKET AND BAGGAGE STOCK.

Keeping up  
Ticket  
Stock.

72. An ample supply of tickets and baggage checks should be kept on hand at stations; stocks should be examined at least once a month and requisition made for any tickets or baggage checks likely to be required. Agents will be held strictly accountable, should they permit supply of tickets to become exhausted. Whenever stock of tickets is found to be getting low, make requisition immediately, marking it "important."

Requisi-  
tions—When  
to be Made.

73. Requisition for Interline tickets and baggage checks should be made ten days in advance and Intra-System and Local tickets at least thirty days in advance of the probable need for tickets. The telegraph must not be used in ordering tickets, except in an emergency, when regular requisition should be made, with notation thereon "Ordered by

Telegraph," together with full explanation of necessity for using telegraph, and forwarded by first train to Passenger Department. Local and Intra-System tickets must be printed after receipt of requisition, and it requires from TWENTY-FIVE TO THIRTY DAYS, to get tickets from the printer. To this must be added the time necessary to receive requisition and to invoice and forward tickets.

74. Separate requisition on regular requisition blanks, which should be secured from the stationer, must be made for the various kinds of tickets, as follows:

Separate  
Requisi-  
tions  
Required.

(a) Local card tickets.

(b) Local book tickets, local excess and C. O. D. baggage checks.

(c) Intra-System card tickets.

(d) Interline and Intra-System coupon tickets, Trans-Continental Scrip books and Interline and Intra-System excess and C. O. D. baggage checks.

75. Requisitions must be filled in carefully specifying the form or kind of tickets required, and if for supplies of tickets carried in stock, the correct closing or highest number of tickets on hand, including series number, if any, should be given. Correctness and completeness of these details is necessary to avoid correspondence and delay.

Fill in  
Requisi-  
tions  
Carefully.

76. Agents not supplied with Interline or Intra-System tickets, should order them by special requisition, as required, from the Passenger Department.

Ordering  
Tickets by  
Non-coupon  
Stations.



Agents in Kansas may order from Assistant General Passenger Agent, Kansas City.

Agents in Colorado, Wyoming and Utah (Ogden and east), from Assistant General Passenger Agent, Denver.

Agents in Nebraska from Assistant General Passenger Agent, Omaha.

Agents of the O. S. L. R. R. from General Passenger Agent, Salt Lake City.

Agents of the O.-W. R. R. & N. Co. from General Passenger Agent, Portland.

In emergency cases, tickets may be obtained from nearest coupon station, in direction in which passenger will travel.

In ordering tickets, Agents must advise in detail the route and class of ticket desired, and the expected date of the departure of passenger, in order that issuing office may properly punch the ticket. Agents should state on special requisition for Interline or Intra-System tickets, whether they are advised of proper fare for current sale.

77. Take impression copy of all requisitions and check them off when tickets are received. If a second requisition is necessary, or a telegram is sent to hurry tickets not received within the specified time, or on account of urgent need, the second requisition or telegram should read, "Duplicate requisition of \* \* \*," (giving date), to prevent possibility of duplication of supply.

78. Agents should examine carefully all new ticket supplies received and check each form with the invoice, and note thereon any errors that may be found. Sign the receipt portion of the invoice in the space provided, take impression copy thereof for station

record, and forward the invoice to the Passenger Accounting Department without delay.

79. Special tickets received from the Passenger Department must be accounted for on reports to the Passenger Accounting Department. All such tickets, not sold within thirty days from date of invoice, must be canceled and returned with ticket report, in accordance with current Accounting Department instructions.

80. When Agents are requested to return tickets, a "Ticket Recall Order" will be issued and the tickets, with stub No. 1 of the recall order, showing the commencing and closing number and number of tickets, **MUST IMMEDIATELY BE SENT TO THE PASSENGER DEPARTMENT.** Stub No. 2 of the recall order filled out with the same information as Stub No. 1 must be sent to Passenger Accounting Department, in order that proper credit may be given. The signature, appearing at the bottom of contract on each ticket, should be canceled before tickets are forwarded. Tickets of any kind which are returned on account of being spoiled or canceled, must be sent to Passenger Accounting Department with ticket report.

#### UNITED STATES GOVERNMENT AND STATE REQUESTS.

81. Transportation requests, issued by the various Departments of the United States Government, by the various States and by the National Homes of Disabled Volunteer Soldiers, should be honored when properly drawn and countersigned by the officer designated thereon. Requests should not be accepted after expiration of limit noted thereon.

Disposition  
of Special  
Tickets.

Ticket  
Recall  
Orders.

Trans-  
portation  
Requests—  
Honoring  
of.

Duplicate  
Requisi-  
tions for  
Tickets.

Check  
Tickets  
Received.



Tickets  
Issued on  
Requests.

82. Agents should issue closely limited tickets via the direct route in exchange for requests, unless the requests call for tickets of longer limit or via other routes. Through tickets should be issued in exchange for requests to all points in the United States, via routes over which regular one-way first or second class fares are authorized, whether the through service is covered by a single request, or by a separate request for each road, from starting point to destination. All tickets issued on requests must have the word "Government" stamped or written across the face of contract and each coupon.

Receipt for  
Trans-  
portation.

83. Before issuing tickets, Agents should examine the request to see that the certificate at the bottom of the request is filled in, showing points between which transportation is to be furnished, number of persons, extra baggage, if any, etc., and signed by the person to whom transportation is furnished. Where a request calls for transportation of more than one person, each person should sign the certificate unless one of the number is authorized to sign for all. Requests, presented by persons who cannot write their names, must have the signature of a witness to the marks made by the passenger on the certificate.

Orders of  
Soldiers'  
Homes.

84. Agents should carefully examine transportation requests or orders issued by National and State Soldiers' Homes, to ascertain if tickets issued thereon, should be furnished without charge or at an authorized reduced fare. The receipt of the passenger for the ticket, should be secured on the transportation request or order, which should be forwarded

to the Passenger Accounting Department, in accordance with current Accounting Department instructions.

85. If, for any reason, a person having a Government or State Transportation request should be required to pay additional charges in connection therewith, Agents should furnish a receipt for the amount collected.

Receipts  
for  
Fares Paid.

### CERTIFICATE PLAN.

86. Application for reduced fares on the certificate plan must be made as early as possible, but not later than ten days before the first date of sale, in order, that there may be sufficient time to make necessary arrangements.

Certificate  
Plan—  
Arrange-  
ments for.

87. When reduced fares on the certificate plan are duly authorized in a tariff sell regular one-way tickets for the going trip, giving each passenger a receipt for the ticket on the form provided for the purpose; the passenger must be required to sign receipt or certificate in proper space. A separate receipt or certificate should be issued to cover the sale of each ticket purchased.

Issuing  
Certificates.

88. First class, standard fares should be used, both in selling going and returning tickets.

Fares to be  
Used Under  
Certificate  
Plan.

If certificate indicates that a ticket at a temporarily reduced fare, has been purchased on the going trip, the Agent honoring the certificate, must collect the difference between such reduced fare and the full fare, in addition to the proper reduced fare returning. In other words, first class standard fare must be paid on going trip, in order to secure the benefit of the reduced fare returning.



Honoring  
Certificates.

89. For the return trip, when certificates have been filled out properly and signed by the Secretary of the meeting, certifying that the holder has been in attendance, and provided the receipts are stamped and signed by Joint Agent or other designated person, the Agent at place of meeting should sell return tickets at the reduced fare authorized in the tariff, based on fare from place of meeting to starting point.

Executing  
Certificates.

90. The Joint Agent, or other designated person will not stamp or sign the certificates, unless the number of passengers necessary to obtain the special fare for the return trip, as authorized by the tariff, have been in attendance at the meeting. Foreign line certificates, calling for tickets to points off the Union Pacific System, will be honored only when authorized by tariff of the line issuing the going trip ticket and the certificate or under special instructions from the Passenger Department.

Meetings  
Held Off  
Union  
Pacific  
System.

91. Where meetings are held at points located off the Union Pacific System, Agents will be instructed by tariff to sell either to nearest junction points of Union Pacific System where passengers can re-purchase, or ticket through to place of meeting; certificates honored at junction points for reduced return fare, must be signed by the Secretary of the meeting and stamped by the Joint Agent, or if no Joint Agent, by the Agent of terminal line, the same as certificates honored at place of meeting.

92. The word "Delegate" should be written on the contract and each coupon of the ticket issued for the return trip.

Completing  
Certificate  
and  
Disposition  
Thereof.

The form and number of the return ticket, station from and to, and rate collected, should be written in the space provided on the certificate, the passenger's receipt obtained thereto, and the certificate forwarded to the Passenger Accounting Department with report, on which the ticket is reported.

### SPECIAL RATE ORDERS.

93. Special Rate Orders calling for reduced fares, account "Clergy," "Railroad Employee" or "Family of Railroad Employee," "Missionary," "Charity," "Railroad Y. M. C. A.," etc., authorized in special tariff, must be made on form issued by Passenger Department, properly countersigned and bearing signature of person to whom issued. If Special Rate Order is presented to Agent without being signed by person to whom issued, Agent must have passenger sign it before issuing ticket.

Special  
Rate  
Orders—  
Honoring  
of.

94. In selling tickets on Clergy Permits, or Special Rate Orders, the special fare must be based on the lowest first class, standard, one-way fare via route of ticket, unless otherwise indicated on the order or in the tariff covering special fares. For the minimum amount of special fares for tickets issued on Special Rate Orders or Clergy Permits, see special tariff.

Special  
Fares.

95. When a special rate order or permit is presented covering transportation for the holder and family, except as noted below, sell to children, if any, of half-fare age, at

Special  
Rates for  
Children.



one-half the fare called for in the order, i. e., if order calls for half-fare, sell to the children of half-fare age at one-fourth fare, issuing a special ticket marked "half" or "one and one-half," as the case may be, filling out the ticket for the actual number of adults and children entitled to transportation thereon. If the special order includes the transportation of a child, at fare of one cent per mile, collect on basis of full one cent per mile for the half ticket. No reduction from fare for adults is made for children on one cent a mile basis.

Forms of  
Tickets and  
Endorse-  
ments  
Thereon.

96. Regular tickets for single trips, or Excursion tickets for round trips, should be issued on special rate orders. The words "Clergy," "Railroad Employe," or "Family of Railroad Employe," "Missionary," "Charity," "Railroad Y. M. C. A.," etc., as the case may be, must be endorsed on the back of local or Intra-System tickets, and on the back of contract and each coupon of tickets issued to points on foreign lines.

Tickets  
for More  
Than One  
Passenger.

97. When Special Rate Orders call for transportation of more than one person, issue a one-way or round-trip party ticket for the transportation of the entire party called for in the order or permit (provided the party will travel together on same train), otherwise issue single one-way or round-trip tickets, as may be required. Care must be used to see that party tickets are left in such condition, that they cannot be altered.

Limit of  
Tickets.

98. Tickets issued on special rate orders, must be limited according to the order; if the order does not specify the limit of the ticket, give the passenger necessary time only to make the trip.

## REFUND CLAIMS AND REDEMPTION OF TICKETS.

99. (a) When tickets or prepaid orders are presented for redemption the refund should be handled with all possible promptness and courtesy, due care being taken to guard against fraud and unlawful claims. A full and courteous explanation should be made to the claimant as to why a written statement is necessary.

Redemption  
of Tickets—  
General.

(b) Wholly unused tickets or Prepaid Ticket Orders may be redeemed at stations at which sold, within thirty days from date of sale. (If baggage has been checked and gone forward, ticket must not be redeemed by Agent.) Form 525 should be properly filled out as indicated thereon, including statement in applicant's own writing, and receipt obtained for amount paid in redemption in the space provided on this blank. Tickets redeemed by Agents shall be marked "Redeemed," and credit claimed as per current Accounting Department instructions. (See Rule 63 for redemption of prepaid orders issued to cover ticket deliveries.)

Redemption  
at Station.

100. Tickets presented after thirty days from date of sale, partly used tickets, tickets issued at other stations, will be redeemed by or through the Passenger Department. When claim is made for refund of such tickets, proper form should be filled out, and applicant's signature and permanent address secured; advise applicant that prompt investigation will be made by the Passenger Department, and Refund Voucher mailed

Redemption  
by  
Passenger  
Department.



in accordance therewith. In general, unused tickets of Union Pacific System issue will be redeemed at the fare paid; or if partly used, tickets will be redeemed at the difference, if any, between the amount paid and tariff fare for service rendered. The charge for baggage will be at the rate for 150 pounds of excess baggage (200 pounds intrastate in Nebraska), where the carrying of baggage is the only service performed. If circumstances indicate that applicant has traveled between stations from and to which the ticket reads, the presumption is, that all or part of the transportation has been received, and that an attempt is being made to take advantage of the Company. For instance, if a ticket reading from A to B, is presented for redemption at B, or a point beyond, there is a probability that the transportation has been used. In such cases applicant should explain how he traveled, and if claim is made that fare was paid, or another ticket purchased, the train and date for which ticket was purchased or upon which fare was paid should be specified, to enable verification by the Passenger Department.

For redemption of foreign lines tickets, passengers should refer holders to the issuing line, giving them any information possible as to name and address of its General Passenger Agent and explaining that issuing line has the money on the ticket, and will arrange refund if investigation shows passenger is entitled to same.

101. Applicant's written statement, or replies, if carefully but courteously questioned, will sometimes expose a fraud. If applicant refuses to explain regarding transportation or if it is clearly shown that service covered by ticket has already been furnished, mark the ticket "Cancelled account expired," sign and date endorsement, and return ticket to applicant, but this action should be taken only after refusal of applicant to refer entire matter to the Passenger Department for investigation.

Refunds—  
Evidence  
of Fraud.

102. When, through error, collections are made for tickets or baggage, over and above the fares named in tariffs, Agents must not retain in their possession the money overcollected, but must make reports for actual amounts collected. Refund of such overcollections will be made through the Passenger Department.

Over  
Collections  
Reporting.

103. Agents are not permitted to sell, exchange or handle scalped tickets in any manner or do a brokerage business.

Scalped  
Tickets.

104. Agents of Union Pacific System are authorized to redeem cash fare receipts issued by the Union Pacific System or St. J. & G. I. Ry., paying the holder the refund value indicated thereon. Cash fare receipts redeemed should be stamped on back with station stamp and canceled with three impressions of punch (care being taken not to punch out number of check), and credit claimed, per current Accounting Department instructions.

Redemption  
of Cash  
Fare  
Receipts.



## PUBLIC NOTICES AND ADVERTISING.

Posting  
Notices to  
the Public.

105. All printed notices to the public and short limit tariffs bearing notation to this effect, published by the Passenger Department, should be posted prominently in the waiting rooms. Such notices should be kept clean and, when soiled or mutilated, requisition made for duplicates. Circulars, instructions, etc., to Agents, should be kept on file in the office, and not posted on the walls of the waiting rooms.

Notices  
Regarding  
Tariffs.

106. Notices to the public regarding tariffs must be posted in each waiting room of passenger depot, or if only one waiting room is provided, two notices should be posted therein, but in different locations of the room. Strict compliance with the above instructions is required by law.

Distribution  
of  
Advertising.

107. All advertising matter issued by the Union Pacific System must be distributed thoroughly and prominently, not only in the station buildings, but throughout the city or town. When Union Pacific System advertising matter is to be posted in the waiting rooms, tacks must not be driven into the plastering, but the advertising matter should be placed on the wooden wainscoting or bulletin boards provided for that purpose. When the dates of excursions, or the attractions advertised, are past, take down all such advertising matter, keeping posted only such matter as is in effect.

Advertising  
Matter  
Issued by  
Other Lines.

108. Advertising matter, such as posters, handbills, maps, etc., issued by other railroads, steamship companies, stage lines or

other companies or individuals (except American Express and Western Union Telegraph Company), MUST NOT be posted in waiting rooms or about station buildings, unless special permission has been first obtained by the Agent from the Passenger Department.

109. Time tables and folders furnished by the Union Pacific System should be kept on hand at stations in sufficient quantity to give to passengers or others interested, when seeking information, regarding train service, etc. The necessary supply of time tables and folders should be ordered from the Passenger Department.

110. Maps, folders, time tables, circulars, and other forms of advertising matter, pertaining exclusively to time of trains, through car service and other facilities of connecting lines, steamship companies and stage lines, may be received and kept within the ticket office for delivery to the traveling public.

111. Contracts are made with newspapers published at certain points on, or tributary to Union Pacific System. Agents are expected to examine local papers published at their stations, and see that the advertisements appear correctly in each issue. Copies of each issue of newspapers are furnished, under advertising contract, to Agents. Any failure on the part of the papers to insert Union Pacific System advertisements must be reported promptly to the Passenger Department. Any article of interest to the Company that may appear should be clipped and sent to the Passenger Department.

Union  
Pacific  
System  
Time Tables

Time Tables  
of  
Connecting  
Lines.

Newspaper  
Advertising.



**Newspapers—Change in Management.** 112. Agents should notify the Passenger Department at once of the suspension of publication, or change in management of newspapers in Agents vicinity.

### TRANSPORTATION FOR CARETAKERS.

**Caretakers' Tickets.** 113. Full instructions, covering the issuance of return tickets to caretakers, accompanying shipments of live stock, live poultry and perishable freight, will be found in tariffs issued by the Freight Department, or jointly by the Freight and Passenger Department.

**Return Transportation for Caretakers.** 114. When live stock or caretaker contracts are presented for return transportation, Agents must satisfy themselves by means of the punch marks and endorsements of Conductors, that such contracts were honored on some freight train from starting point to destination. Fill out the information under "Receipt for return transportation of live stock attendant," on the back of the live stock contract, obtain caretakers signature thereto, and forward the contract to the Passenger Accounting Department, in accordance with current Accounting Department instructions.

**Special Tickets for Caretakers.** 115. For return transportation of caretakers on live stock contracts, use special form of ticket provided for that purpose; except, in certain cases where tariff calls for collection of half fare returning, Agents will issue regular form of revenue tickets.

### INSTRUCTIONS IN TARIFFS.

116. Tariffs should be examined carefully when received, and the instructions and arrangements contained therein, in addition to the passenger fares, should be complied with in all cases.

Subjects Covered in Tariffs.

(a) Fares and arrangements for the operation of Parlor Cars will be found in Parlor Car Tariff, see Index of Passengers Tariff.

Parlor Cars.

(b) Optional Routes and Side Trips on Union Pacific System are covered in Local and Joint Tariff, see Index of Passenger Tariffs.

Optional Routes—Side Trips.

(c) Stop-over arrangements and accommodations accorded on tickets will be found in Local and Joint Tariff, see Index of Passenger Tariffs.

Stop-overs—Accommodations.

(d) The requirements for exclusive use of drawing rooms and compartments in Standard Sleeping Cars, are provided in Local and Joint Passenger Tariff, see Index of Passenger Tariffs.

Drawing Room and Compartment.

(e) Arrangements and fares for the movements of special trains, special cars and extra baggage cars will be found in Local and Joint Tariffs, see Index of Passenger Tariffs.

Special Trains and Cars.

O.-W. R. R. & N. Co. Agents should take up with Passenger Department, Portland, all matters in connection with movement of special trains, special cars, etc., and O.-W. R. R. & N. Co. Conductors should show on Form S-3618 "Conductors Collection Report" complete information as required.



Mileage  
Tickets.

(f) Mileage ticket rates and conditions when authorized are covered by Mileage Tariffs, see Index of Passenger Tariffs.

Corpse  
Trans-  
portation.

(g) Corpse transportation, regulations, fares, tickets, and other conditions relating thereto, will be found in Local and Joint Tariff "General Baggage Rules." See Index of Passenger tariffs.

Trans-  
Continental  
Scrip.

(h) The territory and basis on which Trans-Continental Scrip may be accepted for tickets will be found in Passenger Tariff, issued by the Trans-Continental Scrip Bureau. See Index of Passenger Tariffs.

### MISCELLANEOUS.

Receipt for  
Tickets, etc.

117. Upon request, agents must give passengers receipts for tickets purchased, on printed form furnished by the Passenger Department. Receipts should only be furnished by agents when requested at the time tickets are purchased. In reply to requests by mail for receipts for tickets, agents should refer passengers to the Passenger Department, with advice that it is against the rules to issue receipts except at the time the tickets are purchased. All receipts must be filled in properly and completely and signed and stamped by the Agent. Passenger's signature must be obtained in the space provided on receipt, and under no circumstances, should the receipt be issued blank, so that it may be passed from one person to another and used in an illegal manner. Certificate printed on the regular receipt form will only be available for reduced fare rate returning when covered by tariff under the certificate plan.

118. When Interline or Intra-System tickets are presented to Agents for exchange, account error of issuing agent in routing passenger or change in route, the coupons reading to Union Pacific System terminal should be lifted after proper authority has been received from the Passenger Department and an interline ticket correcting such error issued in exchange therefor; For example, in exchanging a ticket issued at Chicago to San Francisco and return via Portland, which is presented for exchange at Fremont, Neb., the Union Pacific System coupons, Council Bluffs, to Portland, including any intermediate coupons reading via foreign lines, should be lifted and exchanged for an interline ticket. Local forms of tickets should not be issued in exchange for Interline or Intra-System tickets.

Exchanging  
Interline  
and Intra-  
System  
Tickets.

119. Round-trip tickets, bearing contract requiring validation and signature of Purchaser witnessed by selling Agent, must be signed by purchaser and stamped and witnessed by Agent at destination, before ticket will be honored for return passage. Agents at destination of ticket (or at other points, if designated in the tariff), must, before validating the contract, examine closely all iron clad contract tickets that may be presented, see that the limit for presentation has not expired, compare signature of holder with that on the face, and satisfy themselves by this means, or otherwise if necessary, that the holder is the original purchaser.

Validation  
of Return  
Portion of  
Tickets.

120. Tickets requiring validation at destination are frequently issued in connection with exchange orders, drawn for example, on Chicago, St. Louis, Council Bluffs or Kansas City,

Validate  
All Portions  
of Return  
Tickets.



which also should be validated at destination in order that passengers, on arrival at point of exchange, will not be inconvenienced and required to pay extra charges. Agents should in every instance, ascertain from passengers, whether transportation presented for validation constitutes the entire return portion of the ticket, which under provisions of contract requires validation at destination. If ticket is in two or more portions, each portion should be validated in space provided for that purpose.

Loss of  
Tickets or  
Property at  
Stations.

121. In case of loss of tickets, baggage checks, tariffs or other property furnished by the Passenger Department, by fire, theft, or otherwise, Agents must promptly advise the Passenger Department, also Superintendent having direct supervision, the particulars with full description of what is lost.

Tickets  
Lost by  
Passengers.

122. Carriers do not assume responsibility for tickets lost by passengers, as it is something beyond their control. Passenger should take care of his ticket, and if lost treat it the same as any other loss. If, however, a passenger reports loss of ticket, obtain full description of the ticket, the time, place and circumstances of loss, communicating the information to the Passenger Department. Ticket cannot be bulletined, but if it otherwise comes into possession of Company, it will be returned to passenger.

Tickets  
Found by  
Agents.

123. The finding of a ticket by an Agent should be immediately reported by telegraph to Passenger Department, and to Superintendent of Division with necessary details.

124. Bulletins regarding tickets lost in transit or missing from stock, train service, etc., sent to stations provided with bulletin boards, should be given prompt attention, and posted for the information of those interested. Bulletin boards should be kept in order by removing expired and obsolete bulletins.

Bulletins.

125. If a ticket partially honored should come into possession of an Agent, it must be returned promptly to Passenger Accounting Department with a full statement of facts.

Partially  
Used  
Tickets.

126. Transportation delivered to Agents by sleeping car porters, which is due passengers on identification check plan, should be delivered to owners upon proper identification and description, taking receipt, which should be forwarded to the Passenger Accounting Department.

Undelivered  
Trans-  
portation.

If delivery is not made promptly, wire the Passenger Department giving full details, including full description of tickets.

127. Under Act of Congress Chinese cannot travel to points in or through Canada and re-enter the United States. Chinese must, therefore, be ticketed only to first United States frontier point en route, and requested to make their own arrangements beyond, and must not be ticketed through, or to points in Canada. This rule does not apply on Trans-Pacific business through Canada via Vancouver. The destination of railroad ticket should be the steamship port in all cases.

Chinese to  
or Through  
Canada.



Chinese to  
Cuba.

128. Under the Cuban Immigration Laws, the admission of Chinese to Cuba is prohibited. Chinese, therefore, must not be ticketed to points in Cuba without obtaining authority from the Passenger Department.

Chinese  
Diplomatic  
Officers.

129. The Act of Congress prohibiting the entry of Chinese to the United States from Canada and the Cuban Immigration Laws above mentioned do not apply to properly accredited and identified Diplomatic Officers of the Chinese Government and members of their retinue, and certain other privileged classes.

Chicago  
Depots.

130. Lines using same depots at Chicago:  
UNION PASSENGER STATION—Canal and Adams Sts.

Chicago & Alton R. R.  
Chicago, Burlington & Quincy R. R.  
Chicago, Milwaukee & St. Paul Ry.  
Pennsylvania Company.  
Pittsburg, Cincinnati, Chicago & St. Louis Ry.

DEARBORN STATION—Dearborn and Polk Sts.

Atchison, Topeka & Santa Fe Ry.  
Chesapeake & Ohio Ry. Co. of Ind.  
Chicago & Eastern Illinois Railroad.  
Chicago & Western Indiana R. R.  
Chicago, Indianapolis & Louisville Ry.  
Erie R. R.  
Grand Trunk Ry.  
Wabash R. R.

GRAND CENTRAL DEPOT—Fifth Ave. and Harrison Sts.

Baltimore & Ohio R. R.  
Chicago Great Western R. R.  
Minneapolis, St. Paul & Sault Ste. Marie Ry.  
Pere Marquette Railroad.

LA SALLE ST. STATION—La Salle and Van Buren Sts.

Chicago, Rock Island & Pacific Ry.  
New York Central Lines.  
New York, Chicago & St. Louis R. R.

CENTRAL STATION—Twelfth St. and Lake Front.

Cleveland, Cincinnati, Chicago & St. Louis Ry.  
Illinois Central R. R.  
Michigan Central Ry.

C. & N. W. PASSENGER TERMINAL—  
Madison, Canal and Clinton Sts.  
Chicago & Northwestern Line.

131. When a transfer coupon is attached to a ticket through Chicago, via lines using the same depot, mark such coupon "Canceled," and note same on Interline ticket report.

Chicago  
Transfer.

## INSTRUCTIONS TO CONDUCTORS —EQUIPMENT

132. Conductors must see, before going on duty, that they have been supplied with the following necessary equipment by Division Superintendent.

Equipment.

(a) Ticket punch, which is for the exclusive use of the Conductor to whom assigned, must not be exchanged or used by others. A receipt, in duplicate on Form 3627, is required therefor.

Ticket  
Punch.

(b) Cash fare receipts or checks, mileage exchange and stop-over checks, transfer checks when required on run assigned, telegraph pass exchange checks, hat checks and parlor car seat checks, if on a parlor car run.

Train  
Checks and  
Receipts.



**Tariffs.**

(c) Local passenger tariffs containing local ticket fares and bases for train fares, mileage tariffs, if conductor's run is in the territory where applicable, parlor car seat tariff, if on a parlor car run, and tariff covering instructions relating to optional routes, stop-overs, side trips, limits, etc.

**Other Articles.**

(d) Report forms, envelopes for train collections and necessary stationery supplies.

**CASH FARE COLLECTIONS.**

**Cash Fare Receipts.**

133. A cash fare receipt for the amount collected must be issued to each passenger paying cash fare, whether train fare or regular ticket fare is collected. The excess or penalty charge to be assessed passengers in connection with fares paid on trains, is fully stated in tariffs furnished Conductors.

**Canceled Receipts.**

134. Should cash fare receipt be spoiled in issuing, both portions thereof should be marked "Canceled," and forwarded to Passenger Accounting Department, in accordance with current accounting instructions. A second receipt should not be issued without taking up the first receipt issued to passenger.

**Train Fares.**

135. Train fares which are higher than ticket fares from stations, must be collected in accordance with tariff regulations, even though the passenger may have held a ticket or mileage ticket to the station from which train fare is collected. The passenger must secure proper transportation through to destination in advance of taking the train, or purchase a new ticket, if desiring to ride beyond the destination of the original ticket, or beyond the extent of mileage ticket.

136. On arrival of a train at a station, the Conductor should satisfy himself, whether or not the ticket office is open for the sale of tickets. If tickets could not have been obtained at the station and excess fare is not collected on the train make notation on Conductor's Collection Report, Form 3618, to Passenger Accounting Department, "Ticket Office Closed," "Agent Absent," or whatever may have been the cause for Agent not selling tickets.

Ascertain if Ticket Office is Open.

137. If excess fare is not collected from non-ticketing stations, explanation should be made on "Conductor's Collection Report," Form 3618.

Fares From Non-Ticketing Stations.

138. Conductors should not collect cash fares to points off their runs, in order to give passengers benefit of through fares, except when specific authority is given by Passenger Department. Collections should be made only to end of run, or to point at which passenger will leave train, except when specific authority is given by Passenger Department.

Cash Collections to End of Run.

139. Correct change should be given in the collection of cash fares. Conductors should carry the necessary supply of small coins for the purpose.

Correct Change.

140. The Interstate Commerce Act and State Laws prohibit discrimination of any kind in the transportation of passengers, and provide penalties, both for those failing to enforce the requirements, and those benefited by such failure. Conductors, should therefore advise passengers attempting to evade compliance with published tariffs, that they are amenable to the law, and subject to the penalties provided therein.

Liability for Non-Compliance with Tariff Requirements.



Certificate  
of Age of  
Child.

141. If question arises, regarding transportation for children, passengers should be given the benefit of any doubt as to the age of a child, but where conductors are satisfied that charge should be made, they will endeavor to collect fare. In the event payment is declined, a form for certification of age of child has been provided, which parent or guardian should be courteously asked to fill in with the correct age of child and sign the blank, giving full name and permanent address. Conductors will forward the certificate of age of child to Passenger Accounting Department with train collections. Cash collections should be made to destination of the child if on Conductor's run, but if to a point beyond, parent or guardian should be required to purchase at first convenient stop, proper ticket to destination on the Union Pacific System or to junction point, if the destination is on a connecting line. Ticket should be issued to a destination on a connecting line, if it is requested. Fare should be collected if possible from the station child boarded train, and endorsement made on ticket showing point, from which fare is collected.

Insufficient  
Funds to  
Pay Fare  
for  
Children.

142. In case parent or guardian has not sufficient funds to pay fare or purchase ticket for the child, and the transportation held by adult shows baggage cancellation, baggage check should be secured by Conductor, and at first convenient stop, C. O. D. check should be substituted on baggage to cover value of ticket furnished, showing on C. O. D. check amount of fare, after which agent will

issue ticket from and to points for which fare is shown on C. O. D. check. If passengers have neither funds nor baggage, report the facts by telegraph to the Passenger Department, giving full and complete information, and await instructions.

143. Clergymen boarding trains at agency stations without securing ticket, and presenting their credentials, will be required to pay full train fare; when they board trains at non-agency stations they will be given the benefit of the clergy fare.

Fares for  
Clergymen  
on Trains.

144. If a corpse is received in baggage car from a non-agency station, or under any other circumstances is received on train without transportation, Conductor must collect proper fare for both corpse and attendant (but not less than minimum of \$1.00 for corpse), endorsing on one cash fare receipt "Corpse," and on the other "Corpse Escort."

Corpse from  
Non-Agency  
Station.

### HONORING TRANSPORTATION.

145. Conductors should carefully examine transportation presented for passage, and note the conditions thereof, endorsements on face and back of tickets, date of sale, limits, class, etc., and see that service is performed in accordance therewith, and in accordance with current regulations and arrangements.

Conditions  
of and  
Endorse-  
ments on  
Tickets.

146. Conductors must be careful, to see that all tickets show the date of issue correctly, and that tickets stamped or printed "Good only on date of sale," or "Good for continuous passage commencing within one day from date of sale," are honored for passage only on date indicated.

Limited  
Tickets—  
Honoring  
of.



Tickets not Dated.

147. In case a ticket of Union Pacific System issue is presented without an impression of ticket dating stamp, report the facts by telegraph to the Superintendent of Division and the Passenger Department. If a ticket of a foreign line's issue does not bear an impression of ticket dating stamp, lift the ticket and telegraph full particulars to the Superintendent of Division and the Passenger Department and await instructions.

Honor Tickets in Correct Direction.

148. Conductors will honor tickets for passage, only in the direction for which they are issued, and to destination or an intermediate point, unless instructions are received from the Passenger Department to the contrary, and will only allow the holder privileges and accommodations according to the class of ticket held.

Canceling Tickets.

149. Tickets and trip passes honored must be canceled in the presence of passenger on first presentation to conductor, by carefully punching the ticket or trip pass in accordance with current Accounting Department instructions. Care should be used in canceling tickets not to punch out the number of the ticket, or any of the numbers or letters denoting the form or the class of the ticket, the station at which sold, date, or any other essential detail of the ticket. When a ticket terminates on the Union Pacific System, Conductors will cancel the coupon and not the contract portion of the ticket.

Punch Cancellations in Tickets.

150. Conductors should familiarize themselves with ticket punches on their own and connecting divisions, examine all tickets carefully, and be governed by preceding punch

marks, as well as the number and location of punch cancellation, to determine the service performed on the ticket.

151. All transportation honored and lifted must be forwarded to Passenger Accounting Department. If passenger desires to leave the train, and discontinue journey at a station short of destination of ticket, Conductor will make endorsement on the ticket, "Used to.....," filling in name of station and signing his name, so that if ticket is sent in for redemption of unused portion, the notation will show how far the ticket was used.

Tickets Wholly or Partially Honored.

152. Conductors, to whom the blank destination ticket containing conductor's coupon is first presented, if reading to destination beyond their run, will detach conductor's coupons at the same time canceling with punch main portion of ticket as well as the lifted coupon; conductors lifting coupon will not report ticket to Passenger Accounting Department on Form 3645 "Conductors Report of All Passes Honored and of Tickets honored but not lifted." If ticket is presented to conductor with conductor's coupon detached, he will treat the ticket the same as all other tickets unprovided with conductor's coupon, except that conductors honoring ticket out of station at which sold should see that a conductor's coupon is attached to ticket, bearing the same destination as main portion of ticket. Tickets reading to destination on conductor's run will be taken up with the unused conductor's coupon attached, and such coupon as well as main

Coupon Local Ticket, Honoring of.



portion of ticket, cancelled. If ticket, without conductor's coupon is presented out of issuing station, conductor will wire issuing agent for information, as to correct destination and reason for issuing ticket without coupon. Conductors will also be careful to see that destination on coupon which they lift, corresponds to destination shown on ticket, and in case a discrepancy of any kind is discovered, take matter up with issuing agent by wire, making full report to Passenger Accounting Department under personal cover.

One  
Coupon for  
the Union  
Pacific  
System.

153. Only one coupon is required on tickets reading over Union Pacific System lines, but if presented, the old forms of tickets with two or three coupons, should be honored for passage. When one coupon is presented for the Union Pacific System, it will pass through the hands of a large number of Conductors and punch cancellations must, therefore, be made carefully and systematically so that ticket may be legible and in good condition when received by Passenger Accounting Department.

Separate  
Coupons  
for Union  
Pacific  
System.

154. When separate coupons are presented for the journey over each System Line, Conductors will leave all coupons for the System lines attached, treating them as one coupon. U. P. R. R., O. S. L. R. R. and O. W. R. R. & N. Conductors will cancel coupons reading over their respective lines, as per current Accounting Department instructions. The Conductor honoring the ticket to destination on the last System line, will lift all the coupons, and forward with his ticket collections and reports, for train and date on which honored.

155. Theatrical business is frequently handled on manuscript tickets, which are often made out in the name of the Manager of the theatrical company. It often happens that members of the working crew, or members of the company, are sent in advance or follow the company. Such tickets should be accepted without controversy when presented by members of the company regardless whether they bear the name of the manager or of members of the company.

Manuscript  
Tickets—  
Honoring  
of.

156. The Conductor will carefully locate and count the number of persons carried on party tickets, and note on the back, the actual number of passengers carried, signing his name. If the number of passengers, exceeds the number called for on the ticket, Conductor must collect train fare for each passenger in excess of the number on the ticket, except in military movements, fare need not be collected, but receipt must be obtained from officer in charge, for transportation of each passenger in excess of number ticketed. Notation should be made on Form 3618 and receipt forwarded to Passenger Accounting Department with train collections.

Party  
Tickets—  
Endorse-  
ment on.

157. When mileage tickets are presented for passage on the Union Pacific System, the contract should be examined, to ascertain if the ticket is good for passage in the territory, and over the line and between the points for which presented. See that the limit has not expired, and if a punch description ticket, that it corresponds with passenger, also that other conditions of contract and tariff are complied with.

Mileage  
Tickets.



Detachments from Mileage Tickets.

158. Ascertain the number of coupons or miles to be detached for the trip, from mileage tariff or conductors local tariff; add the number of coupons to be detached, to the number shown on first coupon at top of mileage strip, and detach all coupons or lines up to that number; for example, if the number of first coupon at top of mileage strip is 42 and 34 coupons are to be detached, the strip should be torn off up to (but not including) line 76 (total). Conductors should be careful to tear the strip through the middle of the space between the lines and not on the line. Indorsements and cancellations should be made in accordance with current Accounting Department instructions.

Trans-Continental Scrip.

159. Trans-Continental scrip should be honored for passage between points in the territory shown in the contract of the ticket, for the original purchaser, who should be required to sign identification slip contained in the scrip book cover.

Detachments of Trans-Continental Scrip.

160. Trans-Continental scrip is printed with coupons or lines of 5 cent denominations, and conductors should detach coupons or lines equal to the ticket fare shown in tariffs. Care must be taken to detach the coupons between and not on the lines.

Exchange Orders Presented on Trains.

161. When an exchange order or ticket which should have been exchanged at Union Pacific System station, is presented for passage on train, it must not be left in the hands of the passenger, but Conductors must have the exchange order or ticket exchanged at first convenient station enroute.

162. Holders of Government and State transportation requests are required to exchange the requests at stations for tickets. But if passengers neglect to have requests exchanged for tickets, Conductors should honor the requests for passage to first convenient station, at which point the request should be exchanged for a ticket to destination. Conductors should make notation on the back of the request, showing the names of stations between which they have been honored, number of train and date, and name of Conductor.

Honoring Government Requests on Trains.

163. Requests and the tickets issued thereon, are not transferable, and if presented by any person other than the one named in the request, they should be taken up and train fare collected.

Tickets Non-Transferable.

164. Conductors must notify passengers, when tickets are presented, of any change of cars to be made on their run, and see that the passengers change at the proper junction stations. This is especially necessary, for example, with Conductors into Cheyenne, Wyo., from the west, having passengers holding tickets with but one coupon to Kansas City, Mo., Leavenworth, Kan., or points on Kansas Division. Conductors should notify passengers when the car in which they are traveling will switch to another train at any point enroute.

Advising Passengers to Change Cars.

165. When passengers should transfer to a following train at an intermediate point to destination, for example, from a through train to a following local train, or vice versa, account end of train's run, or account through train not

Change of Passengers to Following Train.



stopping at destination, or at starting point, Conductor will endorse on ticket, "Transfer to.....," writing number of following train which passenger will take, the name of the station at which passenger will transfer, the date and sign his name. The ticket will then be honored by Conductor of train and date indicated.

**Illness,  
Stop-Overs  
on  
Account of.**

**166.** Where passengers stop off or are delayed at an intermediate station to destination, account illness, quarantine, wrecks, washouts or other acts or Providence, handle transportation in accordance with provisions of the tariffs governing.

**Stop-Overs  
at Omaha.**

**167.** Conductors of passenger trains, east-bound on Nebraska division, eastern district, will cancel and lift all tickets reading to Council Bluffs, Iowa, when first presented. If passenger wishes to stop at Omaha, Neb., the Conductor on the eastern district will issue stop-over check for Omaha, Neb.

**Protecting  
Delayed  
Passengers.**

**168.** When a passenger is detained enroute on account of delayed trains on the Union Pacific System, Conductors will endorse on the back of tickets (or on the back of contract, and each coupon of through tickets), "Delayed..... hours, account.....," giving date, number of train and signing his name thereto. Such an endorsement will be authority for succeeding Union Pacific System Conductors, to honor tickets for the stated length of time, after date of expiration as originally provided.

**169.** If a passenger, whose transportation is held by Conductor, leaves or misses train, the ticket should be turned over to Agent at first Interline Ticket Station enroute, and full particulars telegraphed Passenger Department and Superintendent giving form and number of ticket and name of passenger, statement being made to the Passenger Accounting Department on Conductor's collection report.

**Passengers  
Separated  
from  
Tickets.**

**170.** When a passenger holds a ticket or exchange check improperly issued, or identification check for which ticket cannot be located, Conductors should notify the Passenger Department and Superintendent of Division by telegraph, being careful to state the name of the issuing line and station, when issued, also form, class, number, route of ticket and number of train upon which passenger is traveling.

**Transportation  
Improperly  
Issued or  
Separated  
from  
Passenger.**

**171.** Conductors, in honoring tickets reading to points on or via connecting lines, should be very careful not to lift coupons beyond Union Pacific System junction points. Conductors should examine collections carefully and if it is found that connecting lines coupon has been lifted, telegraph the Conductor of the connecting line, the Passenger Department and Superintendent of Division, giving full information, as to form and number of ticket, stating when, where and by whom issued, and the junction point or destination on the connecting line, to which the passenger should be carried.

**Connecting  
Line  
Coupon  
Lifted in  
Error.**

The lifted coupon with proper notation thereon together with a copy of the telegram to the Conductor of the connecting line, should



be forwarded to the Passenger Accounting Department with the train collections.

Tickets Reading Over Foreign Lines Presented on Union Pacific System Trains.

172. Tickets reading over foreign lines, between the points for which presented for passage on the Union Pacific System, must not be honored unless specially instructed. On first presentation of ticket, Conductor should be careful to see that it reads over Union Pacific System, but if it reads over a foreign line for the haul for which presented, Conductor will collect fare. If, however, such ticket is honored by mistake, attach explanatory memorandum and carefully enclose with collections to Passenger Accounting Department.

Errors in Local Tickets.

173. When a local form of ticket, with destination left blank or with destination shown incorrectly, or which passenger claims reads to wrong destination, is presented, Conductor must ascertain the correct destination from the issuing Agent by telegraph and note thereon the station to which the ticket is honored, and sign his name thereto. If the passenger claims transportation beyond first Conductor's run, telegraph the issuing station and the Passenger Department, and if answer is not received in time, hand the ticket to connecting Conductor, who will carry the passenger until he receives instructions. The Conductor will endorse the ticket according to the service performed, sign his name, and make proper notation on Conductor's collection report, Form 3618, attaching Agent's telegram thereto.

174. If an Intra-System or Interline ticket is issued incorrectly in destination, limit, class, etc., Conductors should obtain the information necessary to correct the error from the issuing station by telegraph and have ticket exchanged at first convenient station enroute. If a ticket of foreign lines' issue is presented, without destination indicated, or otherwise incorrectly issued, telegraph full particulars, including passenger's statement, to the Passenger Department, and await instructions.

Errors in Interline or Intra-System Tickets.

175. If Conductor has reason to suspect that a non-transferable ticket is presented by a passenger other than the original purchaser whose name appears in the contract, he should require satisfactory identification by writing of signature, or other reasonable and proper means; when certain that the ticket has been transferred, Conductor should lift the ticket, collect train fare, and give passenger a receipt for the ticket and fare collected. The lifted ticket should be forwarded to the Passenger Accounting Department, in accordance with current Accounting Department instructions.

Tickets in Improper Hands.

176. Conductors lifting transportation, which they have received orders to dishonor, should forward to Passenger Accounting Department under personal cover, with statement of facts, in accordance with current Accounting Department instructions.

Confiscated Transportation.

#### CARETAKERS' TRANSPORTATION.

177. All live stock or caretaker contracts held by caretakers, accompanying shipments of freight, must be presented to and punched by each Conductor enroute, in order to show

Honoring Live Stock Contracts.



divisions over which the contracts were honored. Conductors will also make endorsement on the back of the contract, showing the number of caretakers (if more than one), names of stations from and to which honored, train number and date, signing their name thereto, in accordance with current Accounting Department instructions.

**Drovers' Tickets.**

178. (a) Drovers' tickets should be honored in strict accordance with the conditions thereon. Conductors will see that the ticket is in the hands of the person to whom it has been issued and who corresponds to the punch description in the ticket, and will require satisfactory identification when necessary. If it is evident that ticket is in the wrong hands, Conductor will take it up, collect full fare, and send ticket, with full explanation, under personal cover to the Passenger Accounting Department.

(b) In all cases where drovers' tickets require signature of holder, Conductors should see that holder signs in space provided.

**Drovers' Tickets to Points on Stromsburg Branch.**

179. In order that passengers holding drovers' tickets from Omaha or South Omaha, Neb., to points west of David City, Neb., on the Stromsburg Branch, may reach home as early as possible, such drovers' tickets will be honored via Valley and Valparaiso, Neb., or via Central City, Neb., at option of passenger.

**Collection of Fares from Caretakers of Freight.**

180. Conductors should collect proper fare from all persons found on trains in charge of live stock, or other freight, if they are unprovided with tickets, live stock contracts, or other proper evidence, entitling them to pass-

age. If Conductor is unable to make collection of fare and caretaker is properly identified, endorsement should be made on way-bill by each Conductor, for Agent at destination to collect fare, stating the amount to be collected, and stations between which passenger was carried, making full report on Form 3618 under "Remarks" to Passenger Accounting Department, giving waybill reference, amount to be collected and stations from and to which, passenger was carried. When endorsement is made on waybill by issuing Agent, calling for collection of fare for attendant at destination, Conductors will make report to Passenger Accounting Department on Form 3618, without endeavoring to make collection.

**MISCELLANEOUS.**

181. Conductors should have corrections made in tickets at first convenient station, when it is evident that an error has been made by issuing Agent, for example, if a whole ticket is presented for a child of half fare age, or a ticket is not reduced to second class or does not bear endorsements on contract and each coupon, such as, "Colonist," "Homeseekers," "Summer Tourist," etc., and will notify the Passenger Accounting Department and issuing Agent.

**Corrections in Tickets.**

182. All tickets, which are good on passenger trains between two given stations, will be honored for passage between the same points on freight trains that are authorized in employes' time tables to carry passengers.

**Tickets on Freight Trains.**



Telegraphic  
Reservations  
in Pullman  
Cars.

183. Telegraph messages in reference to reservations in Pullman cars, addressed to Agents of connecting lines, or to Agents of this System, should be signed by Train Conductors. Messages sent by Pullman Conductors will not be accepted. Telegrams must not be sent to Agents of connecting lines, advising that no reservations are desired by passengers.

Bulletin  
Boards.

184. In order that Conductors may be familiar with changes in the rules, bulletined tickets and other matters, posted from time to time for their guidance, bulletin boards at different points on the line should be consulted frequently.

Insane  
Persons.

185. Conductors will arrange to have insane persons and attendants carried in such a manner that there will be no annoyance to other passengers. Attendants should be requested to take precautions, to see that their charges do not destroy the property of the Company, or of other passengers. If a passenger becomes insane on the train, he may be temporarily placed in the baggage car on order of Conductor, and turned over to proper authorities on arrival at first suitable station.

Corpse  
Escort.

186. The tariff requires that each corpse transported should be accompanied by an escort, who should hold a first class adult ticket, which agent will endorse, "Corpse Escort" together with form and number of baggage check covering the shipment of the corpse. Conductors will see that each corpse loaded in baggage car, is accompanied by escort with proper transportation, or notify General Baggage Agent by telegraph.

187. Conductors are authorized to allow tourist excursion agents to take description of tickets held by members of their parties, if they desire to do so.

Tourist  
Excursion  
Agents.

### HANDLING TRANSPORTATION OF SLEEPING CAR PASSENGERS.

188. The following arrangement is made to relieve sleeping car passengers from the care of their transportation, and of possible annoyance in having to frequently show tickets to Conductors; also to avoid disturbing them at unseasonable hours, as well as to have the transportation passed upon and taken care of by the Train Conductor, as the only official authorized to handle it. Sleeping car employes should not be permitted to handle transportation when it can be avoided.

Handling  
Transportation  
of  
Sleeping  
Car  
Passengers—  
Purpose of  
Arrange-  
ment.

We rely upon Conductors to cooperate in giving satisfaction to passengers by handling the transportation correctly and avoiding troublesome errors from oversight, inadvertence, etc.

189. Conductors will collect direct from sleeping car passengers, regular tickets, mileage tickets, exchange checks, passes, cash fares, etc., to destination, cancelling to the end of his run, any transportation reading to a point beyond.

Lifting of  
Tickets.

190. Identification check (tear from back of envelopes), must be given, to each sleeping car passenger by train conductor, for any transportation collected beyond his run, and enclosed in small envelope, using separate

Issuance of  
Identifica-  
tion Check  
and  
Enclosing  
Trans-  
portation.



envelope for each passenger and writing on envelope number of passengers' berth, name or number of car, point at which passenger will leave car, destination of ticket and conductor's name. When two or more passengers occupy a berth or section together to the same destination, and have like transportation, as in the case of a man and wife occupying a berth or section, or members of a family or party occupying two or more berths or a drawing room, one identification check may be issued to the head of the family or party, and the transportation of the members enclosed in one small envelope, conductor being careful to write thereon the number of passengers; but in all other cases, separate envelope and identification check must be used for each passenger.

Punching  
Identification  
Envelope.

**191. CONDUCTOR WHO LIFTS TRANSPORTATION WILL PUNCH IDENTIFICATION ENVELOPE WITH TICKET PUNCH, SO THAT IMPRESSION MADE BY PUNCH WILL SHOW ON ENVELOPE AND IDENTIFICATION CHECK GIVEN PASSENGER.**

Use of  
Large  
Envelope  
and  
Delivery to  
Succeeding  
Conductor.

**192.** All collections made beyond conductor's run, enclosed in small envelopes, will be placed by Conductor in large envelope, using separate large envelope for each sleeping car; fill in spaces on face of envelope with name or number of sleeping car, starting point, number of train, date and destination of car. Also show the contents of envelope in space provided for same and deliver envelope to succeeding Conductor.

**193.** Conductors eastbound into Omaha will upon arrival go to telegraph office, Union Station, and deliver to C. & N. W. Ry. train Conductor, or to C. M. & St. P. Ry. train or sleeping car Conductor, large envelope containing transportation belonging to passengers occupying through accommodations in the Chicago Sleepers.

Eastbound  
Conductors  
into  
Omaha.

**194.** Conductor must make sure of receiving large envelope, with transportation for each sleeping car, from preceding Union Pacific System Conductor, or from foreign line Conductor for a through sleeping car, and will compare contents of large envelope with endorsement of previous Conductor and with diagram of car, and see that number of passengers in car corresponds; cancel all transportation properly, take up such as terminates on his division, return to the envelope transportation reading beyond, together with any transportation collected, destined to points beyond his division, and deliver envelope to succeeding Conductor with proper endorsement.

Receipt of  
Large  
Envelope  
from  
Preceding  
Conductor,  
and  
Comparing  
Contents.

**195.** Conductors must not depend on diagram, or the envelope received from the preceding Conductor, but must satisfy themselves that sufficient transportation is received to cover the transportation of all passengers, by inspection of the sleeping cars, having due regard for the comfort and privacy of passengers. For convenience of Conductors in checking up sleeping cars diagram is given on back of large envelope,

Checking  
Up  
Sleeping  
Cars.



and it is essential that Conductors keep up the diagram so that it will show the number of passengers occupying the car.

**Lifting Identification Check and Returning Transportation to Passengers.** 196. Conductors must make every effort to take up all Identification Checks from passengers whose sleeping car accommodations end on their division, and must return to passengers any unused transportation belonging to them.

**Returning to Passengers Transportation to Points Beyond Union Pacific System Terminals.** 197. Conductors of trains into Union Pacific System Terminals will retain coupons reading over the Union Pacific System, and return to passengers, before arrival at Union Pacific Terminals, the portion of tickets reading over other lines; except where passengers hold sleeping car accommodations in a through car to destination on other lines. Care should be taken to see that through transportation is returned to passengers who intend making Salt Lake City or other side-trips.

**Lifting Transportation on Through Sleeping Cars.** 198. When a passenger holds ticket reading to a destination beyond Union Pacific System terminals, in connection with sleeping car transportation in a through sleeper, the first Conductor will lift the entire ticket, succeeding Conductor canceling the Union Pacific System coupon, and the last Conductor detaching it before arrival at the Union Pacific System terminal. The envelope containing the transportation of the passenger holding sleeping car transportation in through car, should be turned over to Conductor of Foreign line over which transportation reads and through sleeping car runs. The Con-

ductor on the foreign line will detach the coupons covering transportation over their line, and when ticket reads to a point beyond run of through sleeping car, will return unused portion of ticket to passenger.

199. Annual, time and trip passes held by passengers having through sleeping car accommodations will be treated in the same manner as tickets.

**Annual, Time and Trip Passes.**

200. Mileage tickets will be taken up and held enroute, but first Conductor must make detachment of proper mileage through to end of his run, except where special through mileage detachment is authorized in mileage tariff. In accepting mileage for through trip and in detaching mileage, Conductors must be governed by current tariffs.

**Mileage Tickets.**

201. When passengers enter sleeping cars, before train in which sleeper is to be placed is made up, sleeping car Conductor or other employe authorized to do so should collect passenger's transportation, and put that of each passenger separately in small envelope; endorse correctly thereon number of passenger's berth, issue identification check to passenger, and deliver the envelopes containing the transportation to the train conductor when he takes charge. After train Conductor takes charge of train, transportation should not be collected by any other employe.

**Passengers Taking Sleeping Cars Prior to Arrival of Train.**

202. When a sleeping car is left at destination by train Conductor before passengers are awake, Conductor will leave with sleeping

**When Porter Will Deliver Transportation.**



car porter in large envelope, any small envelopes containing transportation due passengers; the porter will carefully deliver such transportation to the passengers, being particular to take up identification checks, and also have passenger sign name on small envelope as receipt for delivery of transportation and to show identity in case any question arises.

Disposition of Envelopes and Checks by Porter.

**203.** Porter should be instructed to deliver promptly to ticket agent, at destination of sleeping car, the large envelopes, for transmission to Passenger, Accounting Department.

Sleeping Cars Dropped by One Train and Taken Up By Another Train.

**204.** In case of delays or layovers, when sleeping car is dropped by one train to be taken on by a later train, or when car misses connections and is taken through by a later train, Conductor will leave in charge of sleeping car porter, any transportation belonging to passengers, securely enclosed in large envelope, properly endorsed to show contents; porter will deliver the large envelope intact to succeeding Conductor, to be treated in accordance with rules herein; except that, if any passenger desires to leave the sleeping car while in charge of the porter, and before the train Conductor takes charge, the porter will take up the identification check, and deliver transportation to the passenger, taking receipt on small envelope.

Collecting Transportation at Intermediate Points.

**205.** Where passengers take sleeping car at intermediate stopping points of train, Conductors should make prompt collection of transportation, so that passengers will not be delayed in retiring, or disturbed after retiring.

**206.** When Conductors, or porters in charge of cars, deliver transportation belonging to passengers who have lost identification checks, courteous inquiry should be made of the passengers, to ascertain the nature of their transportation, in order to avoid the possibility of delivering transportation to the wrong passenger; obtain passengers receipt on small envelope for the transportation, noting thereon roads issue and form and number of ticket delivered.

Delivery of Unused Transportation When Passengers Have Lost Identification Checks.

**207.** If passengers present transportation, or pay fare, to a point short of their sleeping car destination, Conductor should make proper notation on small envelope, and under the head of "Notes," on large envelope.

Transportation to Point Short of Sleeping Car Destination.

**208.** When passengers desire to stop over at an intermediate point, proper notation should be made on small and large envelope, under the head of "Notes," for the guidance of succeeding Conductor, in whose run, the transportation should be delivered.

Stop-Overs at Intermediate Points.

**209.** Where passengers transfer from one sleeping car to another in the same train, the Conductor must be careful to see that transportation belonging to the passengers who make the transfer, is placed in the large envelope, for the proper car, so there will be no difficulty in identification of the passengers, or in the return of transportation to them. Care must be taken to see that proper notation, in regard to transfer, is made on both the large and small envelopes for the guidance of succeeding conductors.

Transfer of Passengers from One Sleeping Car to Another Enroute.



Disposition  
of  
Identifica-  
tion Checks  
and Small  
Envelopes.

210. All Union Pacific System transportation to points on the Union Pacific System, lifted by conductor, should be removed from small envelope, and the envelope with the passenger's identification slip enclosed, should be forwarded with other train collections to the Passenger Accounting Department.

CONDUCTORS SHOULD NEVER FAIL TO HAND TO CONNECTING CONDUCTORS ALL TRANSPORTATION DUE SLEEPING CAR PASSENGERS ON IDENTIFICATION CHECK PLAN, BUT IF AN ERROR SHOULD OCCUR AND CONDUCTORS FAIL TO TURN OVER TO CONNECTING CONDUCTORS THE PASSENGER'S TRANSPORTATION, THEY MUST TELEGRAPH SUPERINTENDENT AND THE PASSENGER DEPARTMENT, A COMPLETE DESCRIPTION OF ALL TICKETS. THIS INCLUDES WHERE, WHEN AND BY WHOM ISSUED, FORM AND NUMBERS, CLASS, DESTINATION, ROUTE AND PASSENGER'S NAME.







