

the following conclusions concerning the principles that should govern in the matter of handling and filing correspondence and preparing and mailing communications:

1. That the system of folding correspondence and filing in document files should be discontinued, and that all correspondence should be filed flat in vertical files.
2. That the briefing of correspondence should be discontinued.
3. That all correspondence, both incoming and copies of outgoing, should be filed upon a subjective classification arranged as nearly as possible upon a self-indexing basis, and where numbers are regarded as essential that a logical arrangement of numbers under a decimal or analogous system should be employed.
4. That no book or card record of incoming or outgoing correspondence should be made except where absolutely essential, and that all bound-book registers of correspondence received and sent should be discontinued.
5. That carbon copies should constitute the record of outgoing correspondence and that press copying should be discontinued.
6. That the employment of the dictation machine for the preparation of correspondence should be widely extended in the government service.
7. That "window" envelopes should be used whenever possible, in order to eliminate the cost of addressing envelopes, assure accuracy of addressing mail, and facilitate its dispatch.
8. That circulars issued by the government should be wrapped and mailed by machinery as far as possible, in order to reduce the cost at present sustained by hand methods.
9. That the forms to be filled in on the typewriter should be arranged so as to facilitate the making out and reviewing of them.
10. That the salutation and the complimentary close should be eliminated from "service" correspondence; that is to say, correspondence

originating in and addressed to offices of the same department, and that the title below the signature on such correspondence should be omitted and the title of officials addressed abbreviated.

A statement of the considerations which guided the commission in reaching the above conclusions, with the detail as to the elements which enter into the estimate of saving of expense, is set forth in the report.

Since the inquiry on the subject of handling and filing correspondence was entered upon, a number of changes in methods of handling correspondence and in filing systems have been made in conformity with the recommendations herein stated. Many of these changes are attributable, directly or indirectly, to the efforts of the commission. It is not possible at this time, however, to ascertain the full extent to which such changes have been made, but those which have come to the attention of the commission, or which have been effected in cooperation with the efforts of the commission, have resulted in a saving estimated at from \$50,000 to \$75,000 per annum.

According to report, says *The Civilian*, the postmen of Pasadena, a growing town in California, received a unique kind of Christmas Box. On Christmas morning they assembled with the expectation of performing a laborious days' work, but found themselves preceded by a lengthy row of motor-cars, the latter under the guidance of the best known residents of the town. Some twenty superfluous cars had to be turned away with thanks; the remainder were at the service of the burdened postmen, whose Christmas task was thus made a pleasure by the novel idea which had struck the local pastor and the success of the appeal he made in secret to his car-owning congregation.