REGION VI NEWS

A MONTHLY NEWSLETTER OF SIGNIFICANT REGIONAL AND WASHINGTON ACTIVITIES

CIVIL AERONAUTICS ADMINISTRATION, LOS ANGELES, CALIFORNIA

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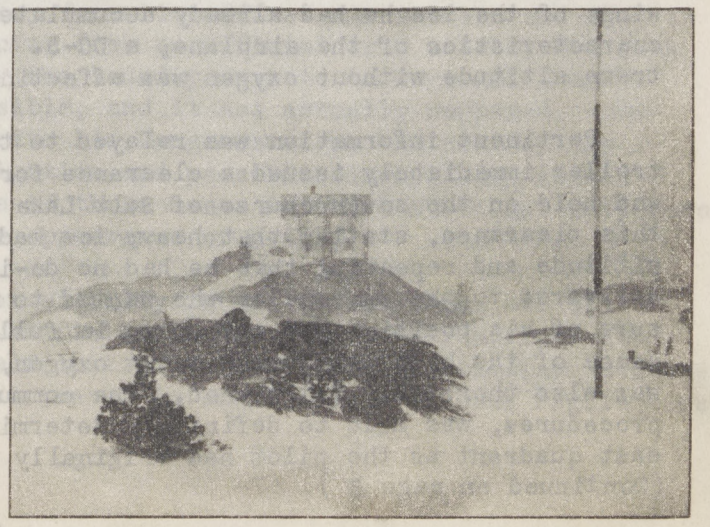
THE JOB OF AN AIRCRAFT COMMUNICATOR

Unlike Centers and Towers, Communications Stations are not always favored with good locations. Some are in very isolated places, others may be from one to twenty miles or more from small towns and accessible only by rough gravel or dirt roads. Bad roads, bad weather, or both - the Communicator must report for duty on time.

He spends ten to fifteen minutes of his own time for familiarization before relieving his fellow communicator. This familiarization consists of studying the airway forecast for current and future weather trends of the information area (usually about 200 miles radius); checking over the winds aloft report for direction and velocity of the wind from the surface up to twenty thousand feet or more; looking over the notam file (notices to airmen), which tells him the operational status of radio aids to air navigation, condition of airports, and any hazardous or pertinent information pertaining to the information area; checking radio receivers, transmitters and interphone for normal operation.

He signs "on watch" on a log sheet known as the Daily Communications Record. All his activities and any irregularities are written on this sheet in correct sequence and preceded by the exact time of happening. Continuously he monitors the local radio range by ear and instrument to insure normal operation. Most stations also monitor one or two adjacent radio ranges for a three minute period each hour. At 15 and 45 minutes past each hour, he makes a scheduled weather broadcast consisting of the local weather and various other designated weather reports from surrounding stations. However, he may make a broadcast at any time there is a sudden change in weather or outage of a radio aid to air navigation.

The communicator must have a sound, working knowledge of meteorology. If he is an observer, he is required to record and transmit a weather observation, via teletype at 30 to 40 minutes past each hour. On the hour, or more frequently, if necessary, he makes a check observa-



DONNER SUMMIT COMMUNICATIONS STATION

tion to report any extreme changes of weather such as low ceilings, low visibility, thunderstorms or any phenomena that would have an adverse effect on the flight of aircraft.

When pilots who are flying in the vicinity of the station call in their positions to the communicator, he informs them of the weather enroute and of any other information he believes would help the pilot to make a safe flight. When pilots report to the station in person to file flight plans and seek information, the communicator interprets the weather for them and offers any information or helpful suggestion he may have. In addition, farmers, businessmen and professional people seek weather information from him and use it to an advantage in their work.

When low ceilings, low visibility or generally bad weather prevails, pilots usually file instrument flight rule flight plans. This entails dispatch control of the aircraft through the Air Route Traffic Control Center; assignment of a specific altitude for the pilot to fly and receipt of frequent position reports. The Communicator is the go-between man for pilot and center, all information must be relayed through him. This requires very close coordination between center personnel (Airway Traffic Controllers) and the communicator. Necessarily they are a team, neither can operate efficiently alone. Here's a typical example of team work: Salt Lake City Traffic Control Center called via interphone and requested a certain aircraft be contacted and position and altitude obtained. The pilot advised that his wings were iced and he had no de-icing equipment on board. He wasn't sure of his position because of static and his automatic direction finder was not working, but he thought he was in the northeast quadrant of the Salt Lake City Radio Range. He also advised that his altitude was 18,000 feet. He had pulled up to that altitude to avoid local traffic. He reported that although he wasn't picking up more ice, he wasn't able to rid the wings of the ice he had already accumulated and this was effecting the flight characteristics of the airplane, a DC-3. A few questions indicated that the extreme altitude without oxygen was affecting the judgment of the pilot.

WEATHER REPORT BROADCAST

Pertinent information was relayed to the Traffic Control Center, and a controller immediately issued a clearance for the aircraft to descend to 14,000 feet and hold on the south course of Salt Lake City Radio Range. The pilot declined this clearance, stating that heavy ice had been encountered previously at this altitude and repeating that he had no de-icing equipment. The information was delivered to the controller who wanted to know the pilot's intentions. Not being sure of his position and not being in full possession of all his faculties because of the high altitude without oxygen, the pilot didn't know what to do. He was also thoroughly frightened. The communicator, by using prescribed orientation procedures, was able to definitely determine that the aircraft was in the northeast quadrant as the pilot had originally suspected. As weather conditions were

(Continued on page 6)

Regional Administrator's Column

USE OF OFFICIAL CARS

It appears that there is some misunderstanding with regard to the use of official cars.

The improper use of Government owned automobiles can lead to drastic disciplinary action as dictated by existing laws and regulations. It is therefore important that everyone using official cars be fully conversant with the applicable regulations. There can be no question regarding compliance therewith. Perhaps part of the misunderstanding has developed as a result of regulations which were promulgated during the petroleum shortage and which appear to be somewhat impracticable in their application. I refer to the regulations which prescribe that Government-owned passenger cars should not be driven over forty miles per hour; that only standard grade fuels are to be utilized, and that a person should not drive more than 350 miles on one day, nor more than 10 hours. The impractibility of continuing the observation of these particular rules has been called to the attention of higher authority, and the regulations are being modified to permit operation at speeds in conformance with State laws, and at a higher daily total mileage. Also, higher octane fuels are authorized in certain types of engines.

However, entirely aside from the above temporary special regulations, there seems to be some misunderstanding or disregard for the regulations stipulating that Government cars will be used for official travel only. The rules are quite clear as are likewise the penalties for infraction of the rules. In fact, the penalty is so specific that there is no possibility of administrative leniency.

Under such conditions your supervisor is in the same position as the Sheriff who recently attended a social function at which free liquor was served as long as people cared to drink. The Sheriff made it a point to announce to the entire assemblage that whereas drinking is legal in the State of California, driving automobiles while under the influence of intoxicants is illegal, and that anyone picked up by law enforcement officers after leaving the party could most certainly not expect any leniency from his office. As another example, it may seem entirely harmless in returning from an official trip to stop and pick up some groceries or the cleaning or the laundry enroute to Regional Headquarters. However, it is quite possible, and it has actually happened, someone will note this occurrence and write his Congressman or the head of the agency and then the chain of investigation and possible disciplinary action starts. In other words, this is one of those cases in which it is not only necessary to avoid evil, but to avoid the appearance of evil.

I am confident our people do not wilfully intend to abuse the use of official cars, but the matter is of sufficient importance that I believe it warrants a reminder to insure yourself that you are thoroughly familiar with the regulations and conduct your official travel in compliance with such regulations.

COMMENDATION

Congratulations are in order for Mr. Lyle C. Bjorn, Flight Engineering Agent, who has been commended by the Acting Administrator of Civil Aeronautics for his work on the indoctrination program for personnel of the Flight Operations Service.

Following a trial run in the Washington Office, Mr. Bjorn visited all of the Regional Offices within the continental United States delivering lectures on Transport Category Performance Requirements before regional personnel of the Administration, as well as personnel of the various airlines.

WHO'S WHO

EXECUTIVE OFFICER:

Vital Statistics: Ye ol' stork dropped Gordon Muir Bain off at Vancouver, B. C., on April 25, 1909. His Canadian residency was short-lived, however, for he came to Southern California in 1910. Gordon and Thelma Cummings tied the marital knot in 1928, the year he enrolled in the Freshman Class at the University of California. While acquiring an education, he was also acquiring a family - by his junior year, Gordon and Thelma were the proud parents of Ronnie and Norma Jean. . . so our Executive Officer is one of our real family men.

Education: Grade and high school at Redondo Beach, California. Graduated from the University of California in 1933, B.A. degree in Political Science. Received M.A. from the same school, one year later, specializing in Public Administration.

Career Hi-Lites: First full-time job was with the Los Angeles County as a Public Administration "Interne" in the County's famed Bureau of Administrative Research. During this one year training program, Gordon somehow kept the family together on the munificent sum of $50.00 a month. This was in 1935 - within two years he was Senior Research Technician in the Bureau of Administrative Research working primarily on County Budget formulation and presentation. In 1940, he became Alhambra's City Manager . . . From 1942 - 1946, he was a Principal Budget Examiner with the U. S. Bureau of the Budget . . . during this interval, he conducted a survey of Procurement Processes of the Army Service Forces, also a survey of Navy Department Procurement Processes. . . latter part of his Budget Bureau tenure was spent in working with the Army's Supply Program and the Army's Ordnance Department's fiscal requirements. . . for this work he received commendations from the Chief of Ordnance and the Secretary of War. . . In May of 1946, he returned to the West Coast to become Executive Officer of Region VI.

AIRPORTS BRANCH SUPERINTENDENT:

Vital Statistics: A native of Iowa, R. W. F. Schmidt first saw the light of day August 24, 1907. His Mom and Pop must have figured that their boy would grow into a big man some day (he's now 6'2" and weighs 235, and still growing) and would require more than the usual quota of names for they promptly dubbed him Robert William Francis. However, he's known as "Bob" to all his associates in the Region and in the industry. In 1929, at the ripe old age of 22, Bob met, courted, and married Sally Haleen.

Education: Went to grade and high school in Story County Schools at Ames, Iowa. Going to school in Story County undoubtedly contributed to Bob's gift of telling tall yarns. Bob also attended Iowa State College at Ames.

Career Hi-Lites: Airport experience dates back to 1929 when he was field engineer for the Curtiss-Wright Airport Corporation in charge of airport construction projects at Glenview, Illinois (site of the present naval air station); Milwaukee, Wisconsin; Grosse Isle, Michigan; Toledo, Ohio; San Mateo and Alameda, California. . . After working for Curtiss-Wright, he went with Goodyear in lighter-than-air ship operations at Miami, Akron, and Los Angeles . . . In 1933, and 1934, he was associated with the Florida Year Round clubs, engaged in providing transportation for affiliated organizations. . . He also worked for a time in developing the Seattle-Twin Cities and Nashville-Washington Airways. . . In 1936, he became Airport Engineer for United Airlines, building the Reno, Nevada, airport and installing the Denver-Grand Island Airway. . . For the last ten years, Bob has been with the CAA starting as District Airport Engineer for Colorado, Wyoming, South Dakota and Nebraska . . . Before coming to Los Angeles in 1941, he was Airport Project Review Engineer in Washington, D. C. On September 3rd, Bob will be leaving the Region to become manager of the Tucson Municipal Airport. Everyone in the Region extends best wishes and success in this new venture.

BOARD OF U. S. CIVIL SERVICE EXAMINERS

The Civil Service Commission has authorized this Agency to establish a Board of U. S. Civil Service Examiners for the purpose of conducting examinations peculiar to this Agency. The Board, with J. S. Marriott as Chairman, is composed of J. E. Read, G. M. Bain, Art Johnson and G. W. Haldeman as Continuing Members; Glyndon M. Riley, Executive Secretary and Miss J. Bromby, Board Clerk.

Agency Boards are established to expedite the holding of examinations and to enable the different agencies to assist their personnel in obtaining Competitive Status. All Agency Boards are under the jurisdiction of the Civil Service Commission and conduct examinations in strict compliance with Civil Service rules and regulations.

The examination for Radio Technician, Maintenance Technician and Maintenance

Technician in Charge was the first to be announced by the Civil Aeronautics Board of Examiners. As probational specifications are received from the Civil Service Commission, other examinations will be announced to cover the fields of Airport Traffic Controllers, Airway Traffic Controllers, Aircraft Communicators, Airways Maintenance Technicians, Aircraft and Engine Mechanics and Airways Engineers. A definite schedule cannot be set up at this time, but is hoped that not more than three months' time will elapse between examinations.

Sixth Region personnel will be notified in ample time to make application for examinations conducted by the Board. It will be necessary for all non-status personnel to apply and take the examination which covers their particular field in order to be placed on the Civil Service Register of Eligibles and obtain Competitive Status. In addition, all permanent or probational employees who obtained their status by other means, such as the status given ten point veterans who re-opened an examination, will be required to pass any written examination for positions or grades which they desire to obtain in the future unless they have held a permanent appointment for at least one year and only desire promotion in the same line of work. (The same line of work is defined as a position which requires the performance of the same type of duties and is in the same classification service, i.e. CAF, SP, CPC, or P. A change from the SP service to the P service is not considered in the same line of work).

The Job of An Aircraft Communicator (Continued from Page 2)

much better at Wendover, it was suggested that the aircraft proceed to that field. The pilot concurred and clearance was obtained from Air Route Traffic Control and delivered. The pilot effected a safe landing at Wendover Army Air Base.

Occasionally a pilot gets lost or is in distress and needs immediate assistance. Here's where the communicator's knowledge of surrounding terrain may save a life. Example: An Army pilot flying above a cloud deck had been driven west of his course by unpredicted winds. When he failed to arrive over his destination, he began to worry about it. He called several communication stations, but failed to get an answer. His calls were loud and clear at Salt Lake City, and it was thought that he might be in the immediate vicinity. Most of his calls had been directed to Delta Communications Station located about 120 miles south of Salt Lake City. Delta reported the aircraft calls unreadable. Delta was requested by interphone to have the aircraft call and listen for Salt Lake City radio. The pilot did so and an immediate and satisfactory contact was established. Through a break in the clouds, the pilot gave a brief description of the terrain below. The main points described were an emergency field, a highway, and a secondary highway that passed near the emergency field and ended in nearby mountains. It was immediately determined that the pilot was over Knolls, Utah, and he was so informed. A half hour later the pilot effected a safe landing at his destination.

There are no set rules to follow during emergencies. The communicator's knowledge of the area, navigation, good judgment and quick thinking may determine whether the pilot makes a safe or fatal landing. This is all part of the Communicator's round-the-clock job.

REGIONAL PROMOTION PLAN QUESTIONNAIRE RESULTS

Seventy-one replies were received to the questionnaire on the Regional Promotion Plan published in the last issue of the Sixth Region News. This figure represents 5% of the total employees in the Region. The following table indicates the replies to each question:

	Yes	No	No Comment
1. Have you read and do you understand the Plan?	67	0	4
2. Do you favor any type of formalized method of promotion?	62	5	4
3. Do you believe that the promotional factors in the Plan are adequate?	39	28	4
4. Do you think that the written or oral examination would facilitate the selection of the best qualified employees for most positions?	18	48	5
5. Do you think that too much credit is given for experience in CAA?	10	56	5

SAFETY REGULATION HI-LITES

AIRCRAFT BRANCH:

Investigation of DC-6 Crash

An investigation into the cause of the crash of United Airlines DC-6 in the vicinity of Mt. Carmel, Pa. on June 17th is continuing. Merrill Grix, Aeronautical Engineer, is now in the East to participate in the hearings currently being held by the Civil Aeronautics Board with respect to this accident. As pointed out in last month's issue, the most plausible explanation to date is that the crew became unconscious or incapacitated because of excessive concentration of carbon dioxide in the cockpit of the airplane.

Accelerated Service Tests on Boeing 377 Almost Completed

The required 200 flight hours for accelerated service testing of the giant four-engine, twin-decked, 90 passenger Boeing Stratocruiser are almost logged. For approximately three months, Region Six test pilots have been putting the sky colossus through its paces endeavoring to squeeze into 200 flying hours the operating experience normally obtained in 3,000 flying hours. In a sense, an all-out effort is being made to see if the airplane will come apart - at the same time hoping it won't - in order to determine the ship's critical limitations. So far, the Stratocruiser has weathered most of the tests successfully although miscellaneous minor failures have occured, which are being remedied.

AIRPORTS BRANCH HI-LITES

Progress of Airport Program

The Sixth Region has forty-eight project applications for a total of $6,389,837.00, or 55% of the funds allocated to this Region.

During the month of July, seven additional project applications were received for national review and transmitted to Washington. These included:

Fullerton, California Municipal Airport - Grading and paving
Hayward, California Municipal Airport - paving
Santa Rosa, California Municipal Airport - runway lighting and auto park
Williams, Arizona Municipal Airport - Runway paving
Delta, Utah Municipal Airport - Grading and paving
Moab, Utah Municipal Airport - Grading
Provo, Utah Municipal Airport - Grading and paving

Projects completed during the month were the following:

Chandler, Arizona - Land purchase for airport
Holbrook, Arizona Municipal Airport - Grading of runway area
Gibbs Municipal Airport, San Diego, California - first project involving relocation of telephone line.

At the end of July, there were thirty airports under construction under the Federal Aid to Airport Program.

Airport Lighting Engineers' Conference

Terence F. Bird, Assistant Secretary, Ministry of Civil Aviation, London, England, and Leslie C. Vipond and B. A. Hemelt of the Washington Office of Airports met with Lighting Engineers from the Seven Regions in the United States and from the Ninth Region, Honolulu, at the Landing Aids Experiment Station, Arcata, for the annual Lighting Engineers' Conference.

The agenda included discussion of new designs of lighting equipment, methods of correcting existing faults, changes required in CAA specifications to eliminate field troubles, new specifications required for special lighting or conditions not covered heretofore, inspection at LAES of advance and experimental lighting, and familiarization of Lighting Engineers with actual zero-zero landings and take-offs. FIDO (Region Six News - April 1) was demonstrated and test flights run, attendees at the conference flying as observers; commercial operations were by Southwest Airways.

FEDERAL AIRWAYS HI-LITES

OFACS Conference Held in San Francisco

In order to facilitate the solution and coordination of intercontinental communications problems related to the operation of overseas foreign aircraft communications stations, (OFACS) a series of conferences were instituted some time ago which are held at six month's intervals. Meetings are held on the Pacific Coast, alternating between San Francisco and Seattle, to discuss problems in the Pacific area. Like meetings are held on the East Coast concerning such matters in the Atlantic and Carribean areas.

One such meeting was held during the week of August 16th in which members of the 6th, 7th, 8th and 9th Regions participated, and representatives from the First Region and the Washington Office were in attendance.

Radio Engineer Has "Brush" With the Law

Associate Radio Engineer, Joe Orr, was recently issued a new sedan delivery truck equipped with Federal license plates with the "I", Interior Department, prefix instead of the usual Commerce Department "C". These plates had been issued to the Region as a temporary measure to be replaced by Commerce plates when available. As Orr drove through St. George, Utah recently, the sheriff there noticed the CAA truck with Interior plates attached, and came to the conclusion that the vehicle had been stolen. As a result, he phoned ahead to the gendarme at Mesquite, Nevada. Shortly after Orr drove through Mesquite, he heard a siren blast and pulled off to the side of the road. The local "cop" stopped on the other side of the road and was holding a "horse" pistol on him. He demanded that Orr throw identification materials acress the road to him, including registration slip for the vehicle. After some moments of perspiration and confusion, Orr was finally able to convince the law officer that the vehicle had not been "swiped" and that he was using it with full authority.

Status of Projects This Month

Projects About to Begin:

Bids have been opened for the construction of a watchhouse at Winnemucca, Nevada. Bids are now being taken for resurfacing of the intermediate field at Wells, Nevada. Bids are being received for the construction of a VHF Communications Station at Saddle Peak, which facility will be a part of the Los Angeles OFACS. A VHF receiver and transmitter will be located at Saddle Peak, and a high frequency transmitter only at Torrance, the building design for which has just been approved by the Washington Office.

Status of Projects Which Are Underway:

Construction work has been completed for relocation of the LA ILS localizer, and the temporary radio gear is now being replaced with permanent equipment.

Work has been started on the construction of a VOR at Sod House, Nevada, and at Ukiah, California.

Construction of an H facility at Montague, California is underway utilizing the old loop range materials from Mt. Shasta. An airways maintenance technician headquarters is also being constructed at Montague.

Ecuipment installation is underway at the Pise Mt. repeater which is part of the radio link between the San Francisco OFACS and Pescadero.

Monitors are now being installed in all VOR's. Voice and control equipment will be available only in the Daggett facility, which facility will then be the only complete VOR in the Region. Installation of voice and control equipment at other VOR's will be delayed until equipment is received from the Washington Office.

CAPITAL GLEANINGS

ANNUAL AND SICK LEAVE. . . .Federal workers are going to hear a great deal

more about their leave - both annual and sick - during the next few months. . . Separate studies of the leave system are being made by the respective staffs of the Senate and House Civil Service Committees . . . So far no firm conclusions have been reached . . . it is reported, however, that these are among the possibilities under study: (1) Reduction of the amount of annual leave that can be accumulated to considerably less than 60 days. (2) A provision that so much annual leave - a minimum of ten days - must be taken each year or forfeited. (3) A uniform system of annual leave throughout the Federal Service in lieu of the approximately dozen different systems now in effect varying from fifteen days for postal employees to 30 days for temporary workers.

With respect to sick leave changes, many ideas have been proposed, all aimed at halting abuses of current provisions. Some seek to abolish sick leave except for genuine illnesses such as operations . . . others would merge it with annual leave. A middle of the road suggestion is that employees be forced to use annual leave for routine visits to the doctor and for any illnesses less than one day.

PER DIEM . . . The Aiken Bill S-544 increasing to $8.00 the present $6.00 per day maximum subsistance allowance died in the House Committee on Expenditures in the Executive Departments with the close of the recent Special Session of Congress. This bill, which had been passed by the Senate, will be introduced again when the new Congress meets in January.

INDUSTRY BRIEFS

New Jet Fighter Completes First Test Flight

The Air Force's newest jet fighter, the Northrop XF-89, has successfully completed its first test flight at Muroc Air Force Base, California. It had been undergoing ground and taxi tests for more than a month. This plane is an all-weather fighter, powered by two Allison J-35 jet engines of 4,000 lbs. thrust each. The engines are mounted externally, slung underneath the wing where the wing joins the fuselage. It has tricycle landing gear and a very high-slung tail. The cockpit seats two in tandem. Spanning 55 ft. and 42 ft. long, the XF-89 is expected to have a top speed in the 550 mph class. No production contract has been let as yet.

Drop in Passenger Fatality Rate for First Quarter 1948

The Bureau of Safety Investigation, CAB, reports that in the first quarter of 1948 all scheduled U. S. carriers, domestic and international, carried revenue passengers 1,640,715,000 passenger miles at a passenger fatality rate of 0.7 per 100 million passenger miles. For the corresponding quarter of 1947, the figures were 1,634,270,000 passenger miles with a passenger fatality rate of 0.9. In domestic scheduled passenger operations during the quarter, a total of 11 passengers, two pilots, two copilots and three other crew members were fatally injured in three fatal accidents. The domestic passenger fatality rate for the quarter was 0.9 per 100 million passenger miles, compared to 1.2 for the first quarter of 1947.

Four Place Plane Expected to Sell for About $3,000

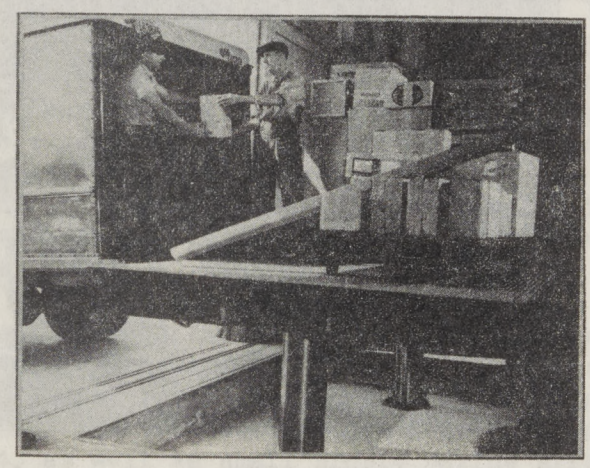
The Atlas Aircraft Company, in Los Angeles, recently announced a 4-place all-metal plane expected to sell for about $3,000, powered with a 220 hp engine, speed of 170 mph, with a cruising speed of 150 mph. Its fuel capacity is 56 gallons & it is said to have an 800 mile range. The landing gear is conventional.

REGIONAL WAREHOUSE
IN CROSS-SECTION

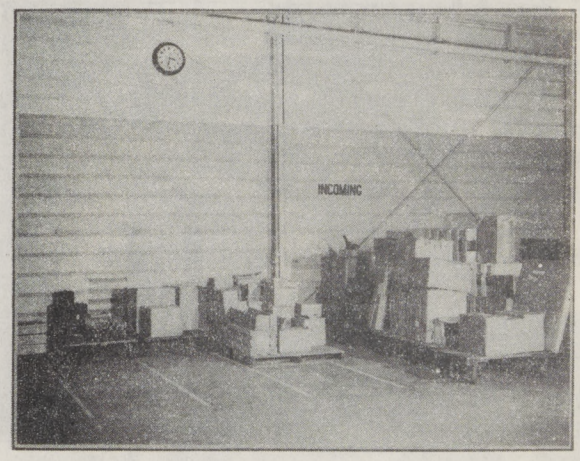
BASICALLY, THE OPERATION OF THE REGIONAL WAREHOUSE, LIKE ANY WAREHOUSE, IS SIMPLE. ITEMS ARE RECEIVED IN, STORED, AND ON REQUISITION, SHIPPED OUT. RETAINING THIS SIMPLICITY, IN PRACTICE, HOWEVER, IS SOMETHING ELSE AGAIN, ESPECIALLY AS THE RANGE OF ITEMS BECOMES GREAT AND THE NATURE OF THE ITEMS THEMSELVES, COMPLEX.

A CONSIDERABLE AMOUNT OF EFFORT HAS BEEN EXPENDED OVER THE LAST YEAR AND A HALF TO PUT THE REGIONAL WAREHOUSE ON THE MOST EFFICIENT OPERATING BASIS POSSIBLE. THE JOB IS NOT COMPLETE, BUT EVIDENCE THAT PROGRESS HAS BEEN MADE IS ATTESTED TO BY THE FACT THAT REPRESENTATIVES OF THE WASHINGTON OFFICE AND THE OTHER REGIONS RECENTLY VISITED THE REGION TO STUDY THE WAREHOUSE OPERATIONS.

MANY REGIONAL PEOPLE HAVE SEEN THE WAREHOUSE AND ITS OPERATIONS IN WHOLE OR PART; MANY MORE HAVE NOT. MOST FIELD PERSONNEL ARE CONCERNED DAILY WITH MATTERS RELATING TO THE WAREHOUSE. IT IS THE PURPOSE OF THIS ARTICLE IN THE "LIFE" MANNER, TO INCREASE OVER-ALL UNDERSTANDING OF THE PROCESSES WHEREBY SUPPLIES ARE MADE AVAILABLE THROUGHOUT THE REGION.

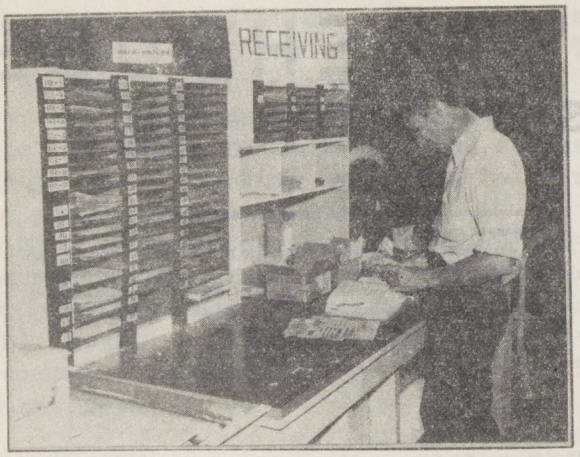


INCOMING SHIPMENTS ARE RECEIVED AT THE REGIONAL WAREHOUSE ENTRANCE, WHERE A HYDRAULIC LIFT, RAISED TO TRUCK BED HEIGHT, FACILITATES HANDLING. AFTER THE LOAD HAS BEEN REMOVED FROM THE TRUCK, THE LIFT IS LOWERED FLUSH WITH THE MAIN FLOOR, AND LOADED SKIDS ARE PULLED OFF WITH A HAND TRUCK. THE REVERSE OF THIS PROCEDURE IS USED FOR LOADING SHIPMENTS.

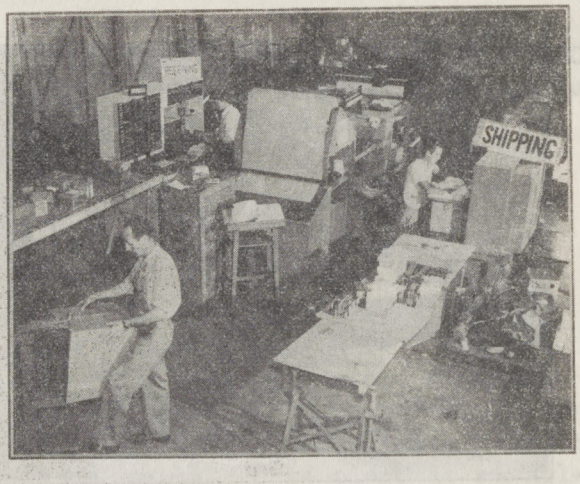


LOADED SKIDS ARE "SPOTTED" IN A WAITING AREA UNTIL BOXES CAN BE OPENED, IDENTIFIED, AND PROCESSED IN.

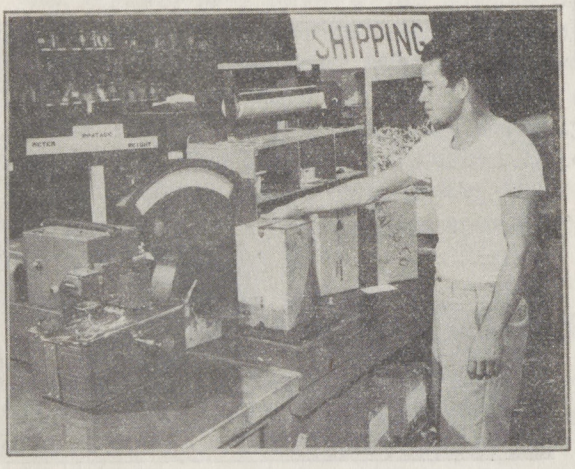
SKIDS LOADED WITH INCOMING ITEMS ARE MOVED TO THE END OF THE RECEIVING "LINE" (FOREGROUND), ONE SKID AT A TIME. THE 4-DRAWER FILE CABINET CONTAINS THE WAREHOUSE COPY OF THE PURCHASE ORDER, WHICH IS USED TO IDENTIFY THE ITEMS, AS RECEIVED, AND THEN SERVES TO ADVISE THE ACCOUNTS DIVISION THAT ITEMS HAVE BEEN RECEIVED AND THAT PAYMENT MAY BE MADE. THE "LINE" BEHIND THE FILE CABINET IS FOR SHIPPING. STOCK IS LOCATED ON THE SHELVING, SHOWN IN BACKGROUND, IN CATALOG ORDER. BULK QUANTITY AND LARGE ITEMS ARE STACKED ON PALLETS IN THE REAR OF THE WAREHOUSE, (UPPER LEFT).



INCOMING PACKAGES ARE OPENED, ITEMS CHECKED AGAINST THE PURCHASE ORDER, AND IDENTIFIED IN THE REGIONAL STOCK CATALOG IF NECESSARY. BEFORE ITEMS ARE SET ASIDE FOR SHELVING, THE BACK ORDER INVOICE FILE IS CHECKED. NOTE THAT THE BACK ORDER INVOICES ARE FILED IN CATALOG CLASS ORDER, FACILITATING SEARCH. ALL OUTSTANDING BACK ORDERS ARE FILLED BEFORE ITEMS ARE RELEASED FOR SHELVING.



IN FILLING REQUISITIONS, ITEMS ARE PICKED FROM THE SHELVES AND THE ORDER ASSEMBLED ON WFLATSW NEAR THE ONCOMING END (RIGHT FOREGROUND) OF THE RECEIVING LINE, ACCOMPANIED BY THE REQUISITION ITSELF. ONE STOCKMAN DETERMINES THE TYPE OF CONTAINER NECESSARY, WHICH HE OBTAINS, PLACING THE ORDER IN THE CONTAINER. A SECOND STOCKMAN PACKS THE ITEMS IN THE CONTAINER READY FOR SHIPMENT



THE SECOND STOCKMAN, AFTER PACKING THE ORDER, WEIGHS THE PACKAGE, FIRST DETERMINING FROM THE NATURE OF THE CONTENTS THE BEST MEANS OF SHIPMENT. IF THE SHIPMENT IS TO BE MADE BY PARCEL POST, THE STOCKMAN USES THE POSTAGE METER MACHINE, AT THE LEFT, TO OBTAIN STAMPS. IF THE SHIPMENT IS TO BE MADE BY OTHER MEANS, (EXPRESS OR FREIGHT) INITIATING ACTION IS TAKEN IN THE EXPRESS BOOK OR GOVERNMENT BILL OF LADING FORM.

PACKAGES, CRATES, OR BOXES READY FOR SHIPMENT ARE ASSEMBLED AT THE FRONT OF THE WAREHOUSE NEAR THE MAIN SHIPPING-RECEIVING DOOR. SHIPMENTS ARE GROUPED BY TRANSPORTATION MEANS, I.E., PARCEL POST, EXPRESS, OR FREIGHT, THEREBY FACILITATING HANDLING AT THE END OF THE DAY, WHEN PICK-UP IS MADE. THE FLOOR SCALES ARE USED TO WEIGH LARGE ITEMS WHICH CANNOT BE HANDLED ON THE REGULAR SHIPPING LINE SCALE.