

Objectives

In this lesson the student will be able to:

- **Understand how to decode the ARL Numbered Radiograms**
- **Describe how to deliver message**
- **Understand when to send a service message**
- **Understand when to deliver the message via USPS**
- **Understand when to deliver the message via voice mail**

Notes:

Lesson 3 – Delivering traffic

ARL Numbered Radiograms

Radiograms with ARRL Numbered messages encoded as one or two numbers, some with option blanks to be filled out in the text, permit many words to be condensed to a few. These numbers are always spelled out in the written message and in transmission, and are always preceded by the letters “ARL,” as in “ARL FORTY SIX” in the example text.

Before delivery of the message these must be decoded. Then the decoded text is spoken. An example is; ARL FIFTY. This is delivered as “Greetings by Amateur Radio”

A complete list of the ARL Numbered Radiograms can be found in the FSD-3. This can be found at www.califtrafficnet.com or at www.arrl.org websites.

Delivering Messages

Messages are important to both the addressees and the originators, and, because our free public service is a novelty to many, we have an opportunity to serve the public and make a good impression on the people we encounter. Much of what people know about Amateur Radio will be learned from the experience of receiving a message, and how well (or poorly) the delivering amateur presented himself or herself.

In today’s telemarketing world, the first consideration in delivery style is to make immediately clear that your call is not a sales pitch or solicitation. Make certain you have reached the correct residence or location then explain who you are and why you are calling.

Notes:

Use care to explain that you have a greetings message so that the party on the phone does not jump to the conclusion that you are bearing bad news. People naturally think a “radiogram” is used only for the worst kind of news.

If the message is bad news, extra effort has to be made to soften the blow. Explain that the message might not be good news and you wish to help them understand the content clearly. This is a difficult and delicate matter requiring serious tone, calm voice, and sympathetic attention to the reactions of the party on the line. Messages concerning death or serious illness might be better handled if you contact the local American Red Cross or police for assistance.

Delivery to a fellow amateur may be treated as an opportunity to acquaint the recipient with the NTS in general and traffic handling specifically. If the recipient shows interest, or requests the traffic as carried on the NTS, please feel free to explain the subject in as much detail as you, or the recipient, desires. Remember, many traffic handlers today started out as recipients.

Notes:

Message Delivery Example

A good example on how to deliver a routine message might be as follows:

“Good (evening), is this the (addressee last name) residence?” (On the affirmative) “May I speak with (addressee name) please?”

If asked, identify yourself and your purpose without revealing the message contents.

When contact is made:

“Good (evening) Mr. (Mrs., Ms.) (name), my name is (your name) I am an Amateur Radio operator here in (city). I am part of the group of Hams you hear about who help with communications during emergencies. We also send radiograms daily for people as a free public service, and I have a greetings message here for you from (place of origin). I will read it through for you and would be happy to repeat it if you care to write it down.” This allows the person to ask you to wait until they get pencil and paper before starting, if they wish.

Read the message text slowly and clearly, using plain language and saying “period” for X-RAY as needed, etc., then say: “and the message is signed by (signature) from (place of origin) at (time filed, if present) on (date).”

Reading the message preamble, Prowords, Op Notes, or full addressee information, is **not** done unless there is some information contained therein which might need to be discussed to verify the correct delivery.

Ask if they would like you to repeat the message again to permit them to write it down, or simply to hear it again. Repeat the message, if required.

Notes:

Offer to send a message back or perhaps a message to another party of the addressee's choice. A reply may have been requested in the text by ARL SEVEN, or in the preamble by HXE. These requests are honored differently.

Recipients may or may not ask about how the message system works. This is your chance to talk about Amateur Radio. They will be amazed to hear your story.

Voice mail

Leaving messages on answering machines is a controversial subject for a number of reasons. Often such machines do not give sufficient information to be sure you have reached the right addressee, and certainly not the individual addressee within a household. There is no assurance that the message will be saved and recovered properly or privately. There may be risk in leaving your contact information on a stranger's answering machine.

Optionally you may choose to leave word on the machine that you have a greetings message for the addressee name, and leave your number for them to call for the message. Some amateurs are more comfortable simply indicating that they have a greetings message for the addressee name and they will call back later to attempt delivery.

Generally the delivery of the radiogram is not considered completed until the delivering station has contacted the addressee directly.

Notes:

Ring No Answer

This will happen from time to time. It is recommended that you make a couple of attempts at different times. It just may be that the addressee is out of town or working an off-shift. After several attempts, you may declare it as undeliverable and a service message should be sent to advise the originator of this.

Mailing

Mailing messages to addressee when telephone contact is not possible should generate a service message back to the station of origin. This is an option for the delivering station, but not required

**ARL SIXTY SEVEN 234 TO SMITH NO LOCAL
OUTLET X MAILED APR 10**

or

**ARL SIXTY SEVEN 234 NO PHONE ANSWER
TWO DAYS X MAILED APR 10**

If the mail is returned another service message is indicated.

**ARL SIXTY SEVEN 234 TO SMITH MAILED APR
10 X RETURNED APR 13 BY POST OFFICE
UNDELIVERABLE**

Notes:

Undeliverable

Messages undelivered and not relayed for any other reason should be serviced back to the station of origin as soon as possible, explaining the problem. There are numerous situations that might prevent delivery, among which are incorrect and unlisted telephone numbers, addressee unknown, etc. In the case of incorrect and unlisted telephone numbers the service message should contain the telephone number received in case the unlisted number was garbled in the original transmission.

Indicate if the telephone number is unlisted or private if there was none given in the message and you learn that in your checks.

ARL SIXTY SEVEN 234 TO SMITH PHONE UNLISTED

If a number was given, but it was incorrect, and you were not able to make contact due to the correct number being unlisted or private, so indicate. Do not service back changed or corrected telephone numbers, or other information, without permission of the addressee.

ARL SIXTY SEVEN 234 TO SMITH PHONE 410 555 1212 INCORRECT AND UNLISTED

If the address or telephone number does not seem to match anything in your area, attempt to find the correct location, forward the message there, or service as unknown address and no listing.

ARL SIXTY SEVEN 234 TO J SMITH 190 OAK RD PODUNK MD X NO NAME ADDRESS OR PHONE MATCH FOUND