

## КОНТРОЛЬНО- КАССОВЫЕ МАШИНЫ



№ 42



История кассового аппарата

### PUZZLED? READ ON . . .

Our NCR Retirement Fellowship website [www.ncr.org.uk](http://www.ncr.org.uk) continues to attract attention from around the world. At the end of last year a Russian Magazine contacted Ian Ormerod, our Webmaster, requesting a contribution in the form of an article on James Ritty, inventor of the cash register. The article, together with several photos he provided, appeared in issue 42 of their magazine. They have now requested another article on the founder of NCR, John H Paterson, to feature in their next issue. Our cover for this issue features the cover of their magazine.



## Region 1 - Wallace Hay

Since my last report in the winter issue of *PostScript* there has been no further activity in Region 1. Our next meeting will probably be in mid-October and I will be advising members in good time. If there is anyone who is not a regular member who would like to come email or write to me I will be happy to forward details. Remember, all are very welcome.

## Region 2E – Pat Keogh

We held our first lunch of 2007 at Otley Golf Club and had increased numbers again with 38 attending. We also had apologies from some of our regulars, **John Gilroy** who still has to work for a living, **Margaret Smith**, Nev's wife who was on holiday, **Mike** and **Mary Wood** who were in Canada and **Frank Pusey** who was back in the States sorting out his tax with the IRS. He hopes to make the October event if he gets out in time.

Joining myself and my wife were **Kathy Argilaga**, **John Back** and his wife, **Geoff Beaumont** and his wife, **Ian Beveridge**, **Harry Bramall**, **Maureen Burdis**, **Stan Catling**, **Mervyn Clapham**, **Dave Collins**, **Peter Cundall**, **Mike Dalby**, **Dave Dawson**, **Frank Ellison**, **John Evanson**, **Henry Faber**, **Terry Fergusson**, **Andrew Hill**, **Brian Ingham** and his wife, **Brian Jackson**, **Liz Lee**, **Alan Ludlam** and his wife, **Sandy McMillan**, **Ian Ormerod**, **Bas Pickard**, **Peter Ramsdon**, **Maurice Rhodes**, **June Rudge-Priestley**, **Richard Slater**, **Don Ward** and his wife, **Phil Wilkinson** and **John Wilson**. If any of these people owe you a pint, then why don't you attend our next lunch in October.

The prize for furthest distance travelled goes to **Dave Collins** who attended from Spain where he now lives. He returns to the U.K. on occasion and ensured that this visit coincided with this lunch. It was great to see him again and we hope he will make it to some more in the future. This is one of the great things about the fellowship, that it gives people the opportunity to call in and see a lot of their old friends in one place. On the travel front I would also like to thank **Ian Ormerod** who, not only travelled from Birmingham to Leeds, but called in at Burnley on his way to pick up **Frank Ellison** so that Frank could touch base again with some of his old friends this side of the hill. **Ian Beveridge** gave Frank a lift home as he also lives on foreign soil. It was revealed over lunch that Frank had employed Ian into NCR all those years ago, so he's responsible.

Having recently attended the Fellowship Annual Organisers meeting in London I was able to relay the relevant points from the report made by **John Burchfield**, Fellowship Chairman and give an overview of the presentation made by **Steven Swinbank**, Chairman of the Board of Trustees of the NCR Pension Plan.

We concluded our lunch with **Ian Ormerod** acting as guest speaker and giving a very interesting and informative presentation on the history of some of the early NCR products. Ian brought a restored Cash Register and a Gold Adding Machine to display at the lunch. He also brought extracts from the NCR Factory Post dated December 1967

with references to the opening of the new NCR Leeds Office at West Park on the Leeds Ring Road.

We continued to conclude our lunch date for another couple of hours talking over old times and still putting the company to rights. We are looking forward to our next lunch later this year on Wednesday 17th October also at Otley Golf Club.



**Region 2E members – all 38 of them!**



### Region 3 – Eric Grace

It was requested by several members at last October's lunch that we should hold two lunches every year. So we held the first of the new April Fellowship Lunches at The George Hotel in Litchfield on 19th April 2007.

I was a little apprehensive as to how many of our members would attend but OH! Ye of little faith!!

There were 28 Members and guests who enjoyed a very good three course Carvery meal.

We were booked for thirty, but the day before, **Ronnie Scott** had to pull out because he had a fall and fractured his shoulder and could not drive and, on that morning **Mr Butterfield** had awoken with all the affects of the flu!! Still, **Mrs Butterworth** came

We all send our best wishes to them both and wish a speedy recovery.

As things worked out we were unable to have any guest speakers on this occasion, so they had to put up with me! Luckily **Ian Ormerod** had, through contacts made within NCR, supplied me with an anecdote regarding **Frank White** (89 years old) who apparently got lost going to a wedding in 1953. I'm not sure if he remembered but we gave him the copy!!

**Steven Swinbank** had sent apologies, because he was in Romania this week but sent his warmest wishes to the meeting

I was also able to tell the meeting that we have had nine new members join us this year and one of them, namely **Joe Teeling** had brought his wife along to meet us all.

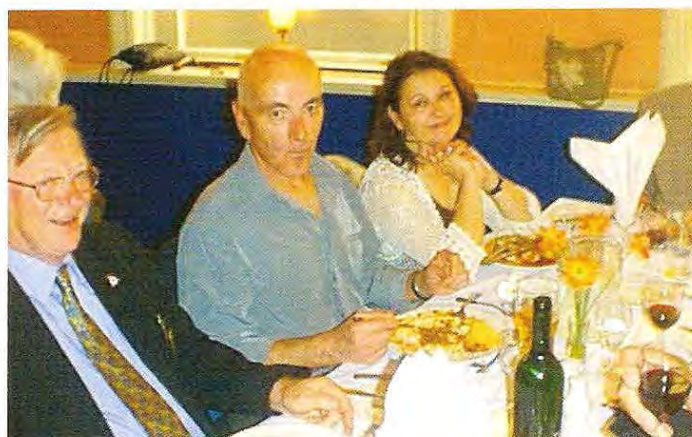
**Frank White** had brought his friend Jim along; as he had had an accident falling on an escalator which had shook him up a little.

There were messages from several of the members who were unable to attend this time but they all sent their regards and hope to be there in October.

### Region 4 – John Burchfield

Our annual get together was held for this year on Wednesday 4th October 2006 at the London Cricketers Club in Central London. The attendance of just over 100 guests was very similar to previous years with once again some visitors travelling considerable distances to attend this function. We were pleased to welcome guests from as far afield as Bournemouth, Nottingham and Doncaster. We occupy two separate restaurants within the club and all members sat down to a two-course lunch accompanied with wine, coffee and mints.

Our guest speaker was once again **Stephen Swinbank**, Chairman of the Trustees of the NCR Pension Fund, who updated the audience on the latest news regarding the Company, the Pension Fund and the issues relating to the Corporate Guarantee that is still in the process of negotiation.



Region 3 Lunch



*Region 4 (continued)*

As the location of the Cricketers Club is off of Baker Street and thus relatively near to NCR Head Office, it is the unanimous opinion of all attendees that we continue to use this venue for our future luncheons. We have consequently, already booked the two restaurants for next year, the date for everybody's diaries being Wednesday 3rd October 2007.

**Region 5 – Peter Bodley**

During the past year we have held two meetings, one in June at Denbies Vineyard, Dorking where 21 members and guests enjoyed lunch in the Garden Conservatory. The second meeting in September was our annual "bash" at the George & Dragon Inn, Headcorn. This time 20 of us sat down to a first class lunch and included our Chairman, John Burchfield who travelled from Leighton Buzzard to give us reassuring news regarding the Pension Fund.

It is planned to revisit these popular venues again in 2007.

**Region 6 – Alan Hutchins**

Region 6 have not held a Lunch since the one held at Shoreham Airport on Oct. 11 last year and reported in the Winter edition of *Postscript*. We had 20 to lunch including partners, the largest gathering we have had for this part of the region since the Fellowship was reformed. This was a very nice setting, with private aircraft coming and going which made it interesting. Food wise though it was not very good so I will try somewhere else next time.

I tried to arrange a lunch during December for the Western part of the region at the Sir John Barlycorn at Cadnam on the edge of the New Forest and were we have been before. Unfortunately I was let down by the Royal Mail who did not deliver the post from the restaurant to me so I could inform the members. By the time I discovered what had happened it was too late to let everybody know and to book the restaurant.

I have arranged a lunch at the same restaurant for Wednesday 16th May. I have sent out 27 invitations and so far have heard from 9, of which 4 have said they will attend. The closing date by which I have to let the restaurant know the final numbers is May 10th so I am hoping for a late rush.

*(Alan has subsequently advised that the May lunch has been cancelled due to low numbers – come on Region 6!)*

**Region 7 – John Jones**

Due to my long sojourn in New Zealand there have been no meetings in Region 7 since last time.

Whilst I was away **Dave Jones** kept a capable eye on things and to the best of our knowledge all is well.

The search is on once more for a suitable venue and when we are over the early holiday season a get together will be organised at a new watering hole.

**Region 8 – Des Woodall**

We hold two lunch meetings each year, and since our last meeting we have met at the Black Horse, Swaffham Bulbeck near Newmarket for the Region 8a get-together on October 11th. A record number of 22 people were there, including our Chairman, **John Burchfield**. John provided the gathered company with a resume of both the company and the pension scheme which we all found encouraging.

We were delighted to also welcome **David Money**, who now lives in France, as a guest and new members **Pat Dunham** and **Tom Atkins**. We were particularly pleased to welcome back, after a long absence, **Jimmy Wickham**. **Bernard Snell** was also due to return but was not well on the day – next time Bernard?

A number of wives attended, we were delighted to see **Gloria Craigie**, **Angela Dunham**, **Margaret Atkins**, **Hazel Gill** and **Olwen Franklin**, who, with her husband Colin, was giving us the onceover. My wife Beryl was also there but we missed **John** and **Doris Limn** and newly weds **Peter** and **Betty Timlett**. They reported sick the previous day.

Although it was a happy event, it was tinged with sadness for me – as previously implied, I have decided to retire as organiser while still able and this was my Region 8a lunch in my usual capacity. I was appointed by **Basil Garsed** as Organiser of Regions 8 and 8a way back at the beginning of the Fellowship so I think that I have done the job long enough. However, sometimes good things happen when changes occur, and they certainly did this time – **Richard Craigie** has volunteered to take over from me and I know he will be an excellent and dedicated successor.

In fact, this forecast was proved correct when Richard held his first as Organiser at our usual venue on April 11th, and it was a great success. We were however sad to learn of the passing of **George Murray**, **Patrick Dunham** and **Peter Timlett's** wife **Betty**.

I have renewed and made so many friendships at Newmarket over the years, and warmly thank everyone in the Region for making it so.

Des.

**From Richard Craigie:**

It was my first outing as Organiser and would like to thank all who were there at the Black Horse on 11th April. It was tinged with some sadness that we had lost three of our usual attendees, but I hope everyone who was there enjoyed the lunch.

I would like to thank **Des Woodall** for all his successful luncheons and for his help to me, I find it comforting to know that he is just a phone call or email away if I need help in the future.

Richard Craigie.

*(As Region 8 has been incorporated into Region 4 - Region 8a will, in future, be known as Region 8. See the map. Ed.)*



## Region 9 – Jessie Wallace

The Annual Event, a lunch, was held on 16th October, 2006.

This was ably organised by **Geoff Jackson** as temporary organiser. The Lunch this year was a special occasion as it was held in memory of **George Wallace**, the regional organiser who died in June 2006 after a short illness.

23 members and partners attended. 7 members and partners were unable to attend due to prior arrangements or illness.

Guest speakers were **Malcolm Roberts** and **John Burchfield**. John updated members on the latest news regarding the Pension Fund. Malcolm reminisced on George's career within NCR.

The mantle of the regional organiser's role has been taken up by myself and I do hope the successful lunches will continue.

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## CHARLES SOUTHALL DECIDES TO "RETIRE"

With mixed feelings and after more than a dozen years as Regional Organiser, for the North West **Charles Southall**, has decided to relinquish his position. Charles has been a stalwart of the Fellowship for many years and the lunches that he organised in his Region were always well attended and most pleasurable to attend. His contribution to the annual meetings were greatly appreciated, were always well thought through and always considered first the benefits to the Fellowship and its members. Personally and on behalf of all the members of Region 2W may we take this opportunity to thank Charles and his wife Rhian for all the hard work they undertook in successfully running the North West Region for so many years. I know that they will both be attendees at future lunches and therefore will look forward in maintaining contact with them and we wish them both a peaceful and healthy continued retirement.

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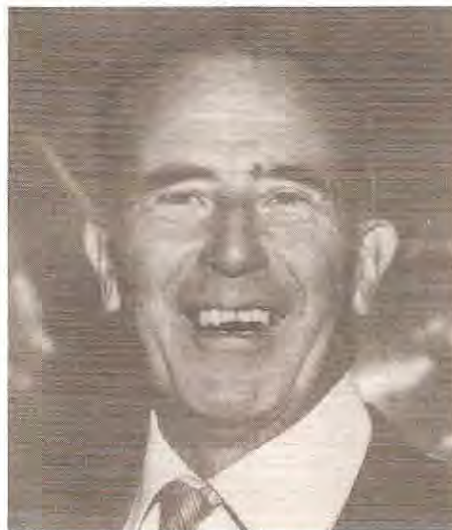
## REPLACEMENT ORGANISER FOR NORTH WEST REGION APPOINTED

Following Charles Southall's decision to stand aside, it is with great pleasure that I am able to announce that **Ian Ormerod** has volunteered to take over as the new Regional Organiser, Region 2W. Ian had a great many years of service with NCR, mainly in the Service Division, with a variety of differing responsibilities throughout his career; these included engineer, Manager in Channel Islands, Birmingham, Special Projects and Quality Assurance. Although not now residing within the Region boundaries, he is a Lancashire lad born and bred and is well known to many members as he retains many friends and colleagues within the Region. Throughout his many differing positions, Ian always brought great enthusiasm to his responsibilities, and I know that he will continue to bring this keenness to serve the members of the Region. I wish him every success in his new position.

## OUR PRESIDENT

**Harry Redington**, our President, celebrated his 90th birthday in March. **John Burchfield** pays tribute to him elsewhere in this issue and members of our committee, namely **Lin Sandell** and **John Atkins**, Treasurer and Secretary of the Fellowship respectively, took him out to lunch to mark this momentous day.

I found this pic amongst my archives and which sums up the bubbly personality which we all remember. Keep it up Harry, I am sure that you have many more to come.



*Harry Redington*

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## JOHN NASH STANDS DOWN

After approximately ten years as the Secretary to the Fellowship, **John Nash** has decided for personal reasons to stand down from this position. During his tenure as Secretary, John contributed an immense amount of his personal time in maintaining the accuracy of the membership's database, working closely with **Keith Pyle**, NCR Pensions Consultant; this workload was particularly relevant in the years before we became financially independent of the Company. I am personally grateful to John for the assistance he has provided to me since I took over as Chairman in setting up the annual meeting of the Fellowship's Committee. Additionally, John also played a major role in organising the London lunches for Regions 4, 5 and 8A when in those days he arranged eight lunches a year when they were held at Head Office. On behalf of, **Ted Young**, **Des Woodall** and myself, the Regional Organisers at the time, we would like to thank John for taking the major workload onto his shoulder for these events. I have personally known John for over forty years and as friends we will continue to be in contact on a regular basis; I know that he will still be keenly interested in the activities of the Fellowship and I will be happy to keep him updated. Once again John, on behalf of all Fellowship members many thanks for your hard work over the previous years and now you can enjoy a well-earned rest from the activities of the Fellowship.

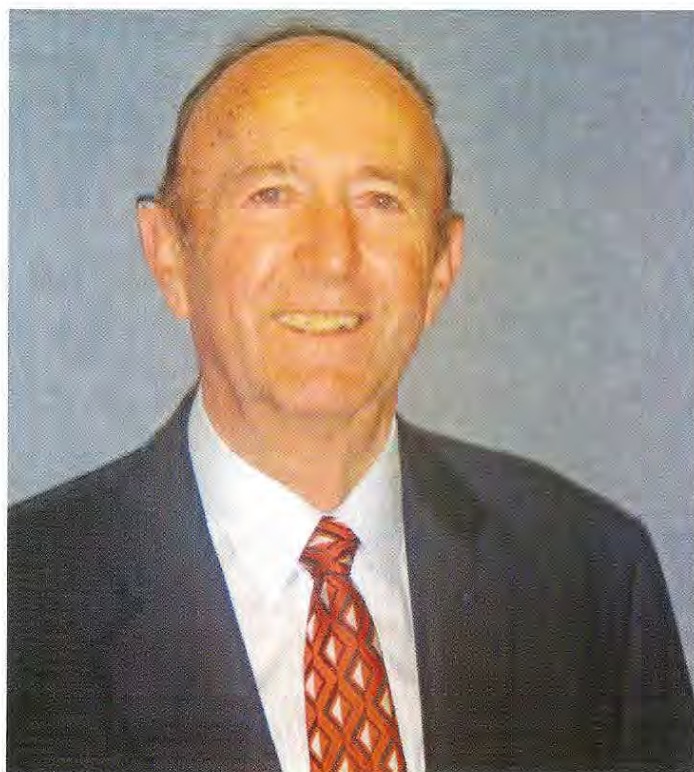
John Burchfield.  
Chairman.



## NEW SECRETARY APPOINTED

Following **John Nash's** decision to relinquish the responsibilities of Secretary, I am delighted to inform you that **John Atkins** has agreed to become the new Secretary to the Fellowship. The Company employed John for over forty years, all in an administrative capacity, but he is probably best known to employees outside of London as being the Payroll Manager for many years. In this capacity he came into contact with employees at all levels and from all of the offices in the British Isles. His wealth of administrative experience will be of immense value to all Fellowship associates and in particular to the other members of the Committee; I am particularly pleased that John accepted my invitation to serve as Secretary and we wish him every success in his new appointment.

John Burchfield.  
Chairman.



*John Atkins*

## It happens to us all in the end!!

**Charles Southall**, a great fund of humour, has come up with the following:

An elderly gentleman, (mid-nineties) is immaculately dressed in a well tailored suit, his hair groomed and a rose in his buttonhole. The aroma of a discreet aftershave surrounds him, adding to his handsome image as he enters the upmarket cocktail bar.

Seated at the bar is a lady of mature years. The gentleman walks over, seats himself beside her, orders a drink, takes a sip and, turning towards her says "So tell me, do I come here often?"

## NCR RETIREMENT FELLOWSHIP

### CHAIRMAN'S REPORT FOR THE YEAR 2006/2007

As in the past, I would like to commence this report with a summary of the Annual meeting of the Committee which was held on Wednesday 26th April 2006 in the Century Room B at Head Office. Unfortunately, I was unable to attend the meeting due to illness and I would like to take this opportunity to personally thank our Treasurer, **Lin Sandell**, who ably took over the chair of the meeting at very short notice.

In addition to myself, two other committee members were unable to attend the meeting due to ill health; all other members were present and two additional guests, namely **Stephen Swinbank** (Chairman of the Trustees, NCR Pension Plan) and **Keith Pyle** (Secretary, NCR Pension Plan) were invited to address the members.

As I had previously prepared the Chairman's Report for the year 2005/2006 this was presented by the acting Chairman and accepted by the committee. The Treasurers report was also presented and accepted. It was agreed that both of these documents would be published in the next edition of *Postscript*. Other normal agenda items were discussed, including the continuation of the annual subscription at the current rate of £10.00 per annum, the distribution of diaries to all members prior to the new year, a report from the editor of *Postscript*, and reports from each organiser. The process for deceased/potential new members was restated and agreed.

In June 2006, we were all shocked to learn of the passing of **George Wallace**, Organiser for Region 9, after a short illness. George had been a committee member for a relatively short time, however in that period he had proved to be an invaluable member of the Fellowship, especially during the disruptive episode when the Company withdrew its funding. I am personally grateful for his wise counsel that he provided to us all and he will be greatly missed by both the committee and the members of Region 9 that he represented.

In September/October the "luncheon season" was upon us, and I was sufficiently recovered to attend the Regional lunches in Kent, the Wirral, London, Newmarket, Lichfield, Ilkley and Exeter. The luncheon in Newmarket marked the end of **Des Woodall's** stint as Organiser for Region 8A and I was pleased to announce that **Richard Craigie** had agreed to take over from Des. The Exeter lunch was held as a memorial to **George Wallace** and we were pleased to announce that George's widow, **Jessie** was prepared to continue as the Organiser for that Region. We thank and welcome both Jessie and Richard to the Committee.

In September, we all received a document entitled the "Summary Funding Statement for members of the NCR Pension Plan." This can be more simply defined as a



"health check" on the financial position of the pension fund and from the latest actuarial valuation, it explained that the Plan's liabilities exceeded the assets by £67.1 million. On initial reading the financial position portrayed would cause some concern, however on closer inspection it states that this valuation was undertaken as at 5 April 2003. It is a legal requirement that an actuarial valuation is undertaken every three years, the latest being completed as at April 2006. During the presentation given by Mr. **Stephen Swinbank**, Chairman of Trustees at the London lunch he was able to announce that the results of this latest valuation, showed that the Fund was now marginally in surplus. This news was most welcome and provides a degree of security regarding the financial viability of the Fund for the future. This information was obviously imparted to those pensioners who attended the London lunch and I was able to disseminate this news to the various lunches that I attended subsequent to the London lunch. However this knowledge only reached a small fraction of Fellowship members and not to those pensioners who are outside of the Fellowship. As this report will be published in the first edition of *Postscript* to be published since this information became public knowledge it will be disseminated to all Fellowship members, but of course will not reach the other pensioners. I urge the Pension Fund administrators, or the Company to publish a new "Summary Funding Statement" detailing the findings of the latest actuarial valuation to all pensioners in the very near future and not to wait three years as was experienced in the past.

The absence of our "payslips" in November caused confusion and concern to many members. Those of us who were able to check our bank statement either on line, through ATM's etc. were able to ascertain that the pension payment had been paid on the due date. However, I would imagine that there would be many pensioners who would be unable to speedily confirm their pension payments, and I was disappointed that Mercer Human Resource Consulting Ltd., who administer the pension payments, did not immediately communicate the situation to all pensioners in light of the many queries they received. I also received many questions over this incident and I refrained from contacting Mercers until we received the next payslip, as I thought that they might have taken this opportunity to mention the loss of the November payslips in the large blank space on the form. Sometimes, it takes an incident such as this to bring to our attention other issues that had not appeared relevant in the past. We are constantly being reminded to be aware of the increase in identity fraud and with the "loss" of the payment advice's, it was realised that personal financial information was contained on the document which would prove invaluable if made available to the criminal fraternity. As no communication had been received from Mercers, I wrote to them on 29th November 2006 in my capacity as Chairman of the Fellowship pointing out these concerns. Coincidentally, a letter was received from Mercers, dated 30th November. As our letters obviously crossed in the post I cannot really take any credit for the subsequent suppression of personal banking details printed on the January 2007 payment advice. The February payment advice did in fact include a message as to why

certain details have been masked, therefore it is satisfying to know, that they took immediate notice of the many concerns that they received from their clients, which were formalised in my letter.

In November, after approximately ten years as Secretary to the Fellowship, **John Nash** decided to stand down from this position. I am pleased to welcome **John Atkins** to the Committee as the new Secretary. My personal thanks to **John Nash** for his dedicated service to the Fellowship will be found elsewhere in this publication of *Postscript*.

The excellence of the production and the quality of the content contained in the Fellowship's magazine, *Postscript*, were maintained at the highest level throughout the year. This continuing outstanding quality is entirely due to the dedication displayed by our editor, **Geoff Jackson**. This was admirably displayed during the publication of the last edition, No. 35 winter 2006/7. The print run was delayed until the very last minute as we wished to include a comment on the very latest developments on the ongoing negotiations between the Trustees and the Corporation over the thirty year guarantee. We were also mindful that we wished to include the 2007 pocket diary in the distribution process so that they were received before Christmas. Allowing for printing, enveloping and delivery time the decision was taken to start the print run; as always seems to happen when working to a deadline, very soon after the print run commenced news was received as to the granting of the pension increase. The only way, in which we could include this information with the magazine, was to insert a "stop press" announcement once the printed magazine had been received. Along with the diary, Geoff and his good wife, Marion enveloped this announcement and we all received our envelopes prior to Christmas. A truly exceptional effort by the Jackson's, for which we are extremely grateful.

This agreed backdated increase was due for payment on 1st February 2007. To ensure that all pensioners were advised of the formula used for the calculation of the increase and their new personal annual pension, **Stephen Swinbank**, Chairman of the Trustees, went to great lengths to prepare a letter that would be distributed to all pensioners before the Pension Payment Advice was received. The responsibility for including the personal details and distribution was agreed with Mercer Human Resource Consulting Ltd. Unfortunately, Mercers again failed to comply with the request, as the large majority of the letters were not received prior to the Payment Advice being delivered. In fact the original letter was subsequently received on the Monday following the receipt of the Payment Advices. As it was unknown whether the original letters would be delivered at all, a rerun was instigated which was also received in the same week as the original. Thus we all received two copies of the same letter, without any explanation as to the apparent duplication. Our sympathies extend to **Stephen Swinbank** and the Trustees, as they did their very best to advise all pensioners of the increase in advance of the monies being received, which was obtained after a lengthy and difficult set of



negotiations, only to be let down by the outsourced organisation

During the same week we received the Pension News document for the year ended 5th April 2006. A new dependant nomination form was to be included with this Pension News brochure as we were requested to submit a fresh form to ensure that the information currently held on file was current. Once again, Mercers failed to comply with this procedure as the forms were omitted and were subsequently forwarded under separate cover. The administrative incompetence of this Company is wholly unacceptable and we trust that the experiences of this past year are substantially improved in the future.

Over twenty-five years ago, the NCR Retirement Fellowship was formed at the initiative of **Harry Redington**, who is as you are aware, our President. We all owe a considerable debt of gratitude to Harry for his foresight in instigating and driving through the concept of an organisation that will enable previous employees and friends to maintain contact with each other after they have ceased their employment in the Company. We can all subscribe to the subsequent success of his vision, and as Harry celebrated his 90th birthday in March 2007 we take this opportunity to thank him and wish him continued good health in the future.

Finally, this report would not be complete without comment on the continuing dialogue between the Trustees and NCR Dayton. After three years of difficult negotiations, an agreement was reached in September/October 2006. A draft document was produced which included the thirty-year guarantee, an agreement on a backdated increase and an ongoing formula for future pension increases. In early December I received a telephone call from **Stephen Swinbank**, Chairman, NCR Pension Fund Trustees, stating that he had just been advised that the backdated increase had been agreed, but the Corporation had reviewed their position as to the guarantee and would not accept the formula for future increases. The comment that Dayton had "reviewed their position", is in my opinion a total renege on their agreement communicated to the Trustees only two months previously. I understand that Dayton had closed their pension fund to all USA employees and this decision prevented them from agreeing a thirty-year guarantee with the UK, as the two were not compatible. I find this decision completely hypocritical, as if Dayton hadn't reduced the UK's profitability to nil, ostensibly making the NCR Ltd. insolvent, then we would not be seeking the guarantee at all. The Trustees also found this about face wholly unacceptable and gave the Corporation until 31st January 2007 to reverse their decision. If no agreement was received they would have no recourse but to move the monies currently held in the Pension Fund to bonds, which would preserve the future financial viability of the Pension Plan. Late February, and from a further conversation with **Stephen Swinbank**, he advises that he has just received confirmation that the Company has guaranteed to underwrite the Pension Fund in perpetuity; a fresh attempt will also be discussed in constructing a formula for future increases. A more comprehensive explanation of the

agreement that has been reached is to be found elsewhere in this edition of **Postscript**. It would appear that at long last common sense has prevailed, and we must once again extend our grateful thanks and appreciation to **Stephen Swinbank** and his team of Trustees for their tenacity in successfully concluding these difficult negotiations for the benefit of both current and future pensioners.

My thanks must also be extended to you, the members of the Fellowship, as without your support and financial contribution, your Fellowship would not continue to function. I therefore encourage all members both old and new to renew their membership for the year 2007/2008 by completing and returning the form and payment which accompanies this edition.

Finally, it would be remiss of me not to extend my appreciation to all the Committee members and especially **Lin Sandell** our Treasurer, for providing their personal time and commitment in ensuring that the Fellowship continues to flourish.

John Burchfield.  
Chairman.  
April 2007

## DELEGATION





## An NCR Irish Trilogy:-

***Hamish MacKenzie, a former Regional Support Specialist who retired after 30 years service and who, with his wife Cora, is currently building a bungalow in Strathpepper in his beloved Scottish Highlands thought that you may be amused by the following reminiscence:***

"Ham Sandwiches", "Dry, perhaps with showers later" and "A Memorable Flight"

It was February and snowing heavily! Regional Office in Cumbernauld took on a Christmas card look as I settled in to a day at the office. The first phone call was from Ireland where a multiple head-crash on a mainframe disk promised a busy day for someone, but the local engineers were more than competent to deal with it. "But there's more!"...as they say on the emerald isle. "The customer has placed the crashed disk platter on a second disk unit to see if that would work – so now we have two disk units down!!" Oh dear!, "And there's more!...desperate to get the system up and running the customer put their back-up disk..." .....don't tell me, on the third, still unaffected disk drive.... "No, of course not, on the first disk drive, now damaged, with heads which have all the desired smoothness and polish of the Cuillin Ridge on Skye. Someone was in for a busy few days and nights!!

At the airport the weather was dreadful, and the flight delayed by a couple of hours. Not to worry, Aer Lingus always provided a tasty breakfast, something I was used to as I made regular visits to Dublin and enjoyed these immensely. Settling back in my window seat I reminisced on previous visits to a colourful country, with its even more colourful characters.

Shortly after take-off, came the announcement that owing to the stormy weather there had been no supplies delivered for in-flight catering. What was available however was a ham sandwich and this proved delicious. Soon we were in Dublin and meeting further delays to the onward leg to Cork. Unused to heavy snow in Dublin the solitary de-icing machine was working overtime and to keep the exasperated passengers relatively happy snacks were handed out in the transfer lounge, gratis, free and for nothing! The snack, a second ham sandwich was tasty enough and in the circumstances well received.

Cork was carpeted in snow, and on my arrival the patient engineer tasked with getting me on-site set off through the wintry weather. It was now 3pm and we were running six hours late. However the Irish have their priorities admirably arranged and as a hostelry appeared out of the storm he enquired – "You'll be needing some lunch" Eager to get started on the customer's site (honestly!) I suggested we should perhaps give it a miss. His reply remains one of my favourite reminders of how well the Irish utilise the English language. "Oh but this place specialises in anything you want!" Tempting though it was, we drove on.

It was dark when the factory gates opened and we were ushered in to meet an anxious data processing manager. There was no prospect of a quick fix so I decided to work on through the night. Somewhat taken aback John, the D.P. manager was impressed and promised me that "the wife will prepare a proper Irish breakfast and I'll bring it in first thing in the morning". This was indeed something to look forward to.

The night was long and at times despondency reigned, as little progress was made. Multiple head-crashes or "air-bearing failures" as they can be euphemistically called are

nasty and the replacement of crashed heads a fairly delicate operation requiring careful use of oscilloscope and a digital meter. Switching on the on-site scope filled the computer room with the smell of burnt toast and it crackled and popped into oblivion after about twenty minutes, never to regain consciousness! This was not good. Phone calls at 3am to Glasgow, Birmingham London and the Netherlands proved hopeful with promises from colleagues to get hold of the dozens of parts now required, and a replacement scope, all with back-up manpower to progress what was obviously an IT disaster for the customer.

Somewhat helpless with few parts left and an expired oscilloscope I plodded on with the somewhat repetitive task of changing "crashed" read-write heads with nice shiny new ones. It had been a long day and I was weary. Looking back now on this unusual way of life, I remember well the days when colleagues spent much longer days and nights deep in the bowels of computer rooms. In my recollection the longest time I ever spent in the one computer-room was 42 hours although that same week Dave Evans reached the total of 47 hours. We had "rules" for recording the times of such epics, the basic one being that one never left the area of the computer-suite for more than a coffee or toilet break. While engineers half our age seemed to wilt during these epics – we seemed to possess more staying power – something not permitted no doubt under current health and safety rules.

Back in Ireland, seven o'clock on a February morning didn't find me at my best but my face lit up as John's car arrived. The one thing that would cheer me up would be a full Irish breakfast. John came in with a small bag in his hand – "Sure, I didn't want to waken the wife, so I made you up a nice ham sandwich!!" I was close to tears.

The morning seemed to take ages to pass. While tired and weary, I was expecting parts from all over the place, and soon my colleague Mike arrived bright and cheery with a boxful of replacement parts, with the news that more parts and bodies were expected. By this time it was lunchtime and I was "out on my feet". Soon I was on my way to a local hotel, a grand place surrounded by golf courses, all freshly carpeted with snow. At reception I muttered. "Anything, as long as it has a shower or a bath" This had obviously touched a nerve. "Sir" I was told, rather indignantly, "Every room has a bath and a shower" I apologised and asked if room-service could put together a hot snack.

The room had a slightly musty feel as if it had been locked up since August – I suspect that it had. I stripped off and headed for the shower. While I abandoned bagpipe instruction within weeks as a youngster, years of global exposure to plumbing systems had armed me with a vast knowledge of piping of an entirely different order. Whether it was exhaustion or need for further experience, I was now totally defeated. I could get neither drip nor drop from the taps and neither spurt nor spray from the shower.

I "shared my concern" with reception, suggesting timidly that perhaps another room might be available. "Well sir, no. You see, sir, we don't normally have such severe weather in these parts so we have to protect the pipes you see" "But", I



pleaded, "I asked for any room with a bath or a shower" That same nerve was again aggravated for within a milli-second came the familiar boast. "But sir, every room has a bath and a shower". "But no water" I respectfully suggested. "No sir, You see it's the frost....." At this there was a knock at the door and an elderly gentleman entered carrying a tray with promising contents. That this porter had been in hotel service when Methuselah was a boy is perhaps questionable but his "claw hammer" jacket certainly had been. The tray was lowered carefully onto the table and with a suitably reverential bow the gentleman left.

The smell alone of a full Irish breakfast, lunch or dinner is a sense worth sensing! It can draw armies aside from conflict; cease for a few precious moments the turmoil of a tempestuous relationship. Those who have never enjoyed Irish hospitality cannot possibly relate to these descriptions. I could start talking here about memorable meals and evenings spent with Niall....but perhaps another time!!

However... as I lifted the cover of the salver, to say that I was surprised would not do justice to the occasion. Before me lay a whole plateful of....ham sandwiches!!! I think I wept!

It was a day or two of hectic effort that brought this particular computer site off its knees and this saga to a close. Mike and I sweated blood and eventually resolved the remaining problems with the help of parts from world-wide. But was this particular saga over? Not quite! With continuing winter weather Mike and I were not sure of getting home as airports all over the UK & Ireland were now becoming weather bound. At last a window of opportunity came our way and we made a hasty if hazardous journey cross-country to the airport.

A short digression..... Some months before this saga a district council, shall we say Kirkcaldy District Council (which it wasn't) experienced air-conditioning problems seriously affecting their computer suite, and the technician was called. On arrival he checked the suspect motor which kept cutting out, and found a thermal sensor was the cause. Eager to keep the customer "up and running" the engineer announced. "There's a thermal cut-out misbehaving but to keep your

system running I've bypassed this to allow the unit continue operating. I'll order a new motor and be back in the morning." That night the neighbourhood was awakened to the sound of sirens as fire brigades raced to the scene, but too late to prevent a total loss of the building and contents. NCR stepped in and had a complete new computer suite up and running in three days ....but that's another story!

Heading homeward Mike and I were soon at the airport, but found ourselves seated at opposite ends of the plane. The familiar sound of a 737's engines soon filled the winter sky as the take-off run commenced. Unusually the take-off was aborted, and with a judder of brakes the plane shuddered to a halt very very close to the end of the runway. The pilot apologised for the situation explaining that an over-temperature sensor on one engine had raised a warning indicator in the cockpit. Within minutes an engineer could be seen peering into the solar plexus of the starboard engine. Armed with what appeared to be a torch, a hammer and a stepladder, a detailed assessment ensued. Some minutes later the pilot announced. "Don't worry ladies and gentlemen, the engineer has identified that an over-temperature sensor is misbehaving on the starboard engine, resulting in a false indication of a fault in the cockpit. There is nothing to worry about as the suspect sensor has been bypassed to allow us continue with our scheduled flight." As our next take-off run commenced I saw Mike's head turn round some thirty rows in front.....without a moments delay we both clearly mouthed in whispered unison what we thought could well have been our last words "Kirkcaldy District Council".

We made it home!! Compared with other months February can be short by a few days. It can still however bring a few surprises. This trip was not typical of "support" calls, but somehow this one remains memorable. Some names and places have been changed, and some not, to protect the guilty innocent.

Hamish MacKenzie. Former Regional Support Specialist retired after 30 years service and currently, with his wife Cora, building a bungalow in Strathpeffer in his beloved Scottish Highlands.

## A 70th BIRTHDAY COMMEMORATION FOR MARYLEBONE ROAD

by Ian Ormerod

In the early 1930's it became apparent that the Tottenham Court Road premises were too restrictive for the new 'Accounting Machine Era' and a decision was made by the directors of The National Cash Register Company to construct a new purpose built Headquarters in Marylebone with 110,000sq.ft. of floor space, four times the size of their present offices.

The first cash registers in Europe had been sold from John Allinson's bar in Liverpool and then, in 1886, from an office he acquired in the Strand, London. In 1895 NCR incorporated its own company in Great Britain and moved from the Strand to Oxford Street. A period of expansion followed and in 1904 the company moved to 225/226 Tottenham Court Road. Even this proved too small and the company took over additional buildings at 223/224 Tottenham Court Road and 22 Store Street.

In 1935 land on Marylebone Road was acquired and the responsibility for the design given to architects J. Stanley Beard and Walter R. Bennett. The specification called for a

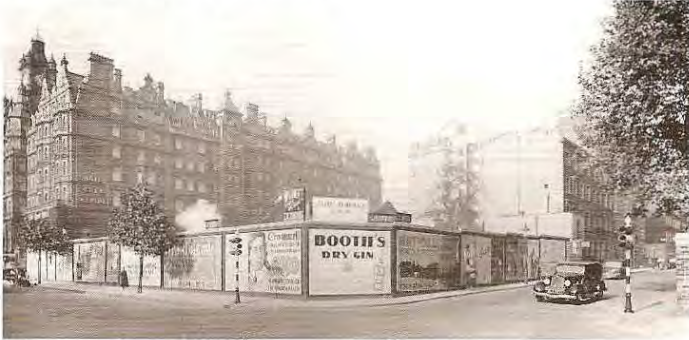
building which would prove efficient in its internal arrangements and at the same time be of such a dignified design as befits its important situation in Marylebone Road.



Provision had to be made for the varied offices workshops and production facilities which had been in operation at Tottenham Court Road whilst also catering for the ever expanding accounting machines sales. The original design called for the workshops and trade sections of the building being positioned on the upper floors, whilst the lower floors



were to be used for showrooms, demonstration rooms and administrative offices. The design allowed for heavy loads on the fourth to sixth floors to provide for the printing department a paper slitting department, which required storage for large rolls of paper, as well as plating and enamelling departments, repair and assembling shops and a photographic department.



#### 21st Sept 1935

Work on the new premises began in 1935 and by the 21st September the area had been surrounded by advertisements and a steam crane installed.



#### 28 September 1935

The steam crane and a Ruston-Bucyrus dragline excavator were hard at work excavating the foundations and by December temporary supports were in place to the adjoining buildings. As there was to be a basement floor, the roads and footways surrounding the site had to be adequately supported by reinforced concrete retaining walls, which were constructed in waterproof cement to render the basement damp-proof.



#### 14th December 1935

Interestingly, in 1935, the architects also provided provision for the possibility of extension of the premises by making allowance for additional load on the columns on the northern side where the present garage and loading dock were to be situated.

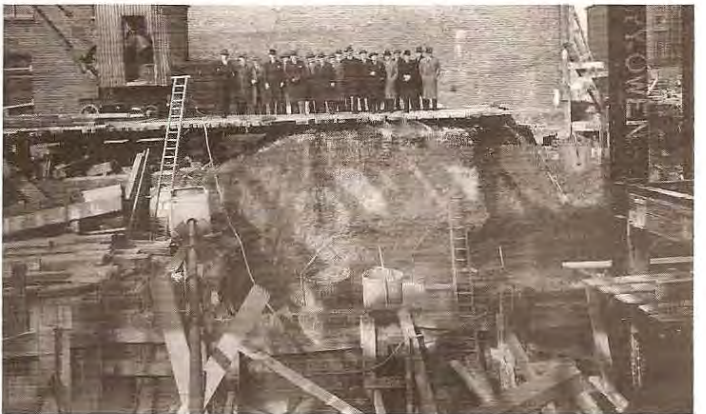
The steelwork construction began in the second week of February 1936 with a section at the east of the site.



#### 17th February 1936

The building was constructed with a complete steel frame so that the whole load of floors and walls is carried direct by steel beams and columns to the foundations. The design meant that the walls would carry only their own weight, so that in future any portion of the walls and floors could be removed or modified without causing a problem with the structure. The steel used was the best quality of British Manufacture, 1000 Tons of structural steel being used to provide 110,000 square feet of fireproof floors of reinforced concrete and hollow tile construction giving maximum strength with a minimum of weight. To give a spacious unobstructed area for the main showroom on the ground floor 40 feet span girders weighing 7 tons each were used at the second floor level.

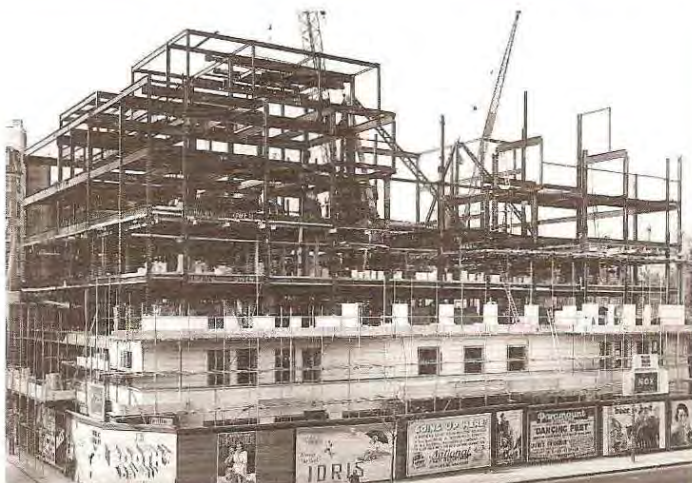
By the 17th March the erection of the steel framework was progressing well and the Company Directors and Senior Management visited the site to see for themselves the progress being made.



#### 17th March 1936

The first week in April saw the work on the stone facings begin and by the 7th May the first blocks of the columns on the second floor were in place. An advertisement for the new National Cash Register Company's eight floor Head Office appeared on a billboard on Marylebone Road.





The exterior described as a "restrained classical style". The main facade fronting on Marylebone Road being faced in natural Portland stone, the lower portion of the elevation had the stone courses rusticated "to give an appearance of additional strength and interest, and to form the base for the classical colonnade of the six three-quarter fluted columns of the Roman Corinthian order, which are the central feature of the main façade". The columns are 30' 0" in height and embrace three storeys.

Although the architect's notes do not mention why the six columns were incorporated into the design Stan Harrison of the North Western Region of the Fellowship says that this was done to commemorate the close connection with NCR Headquarters and the NCR Convention Hall in Dayton which had become a symbol of the company.

The sixth floor was set back from the main face of the building, with the stonework at the corners being carved and moulded cartouches. Bronze flagpole bosses and flagpoles were added for the company and country flags.

What is not generally realised is that in order to keep costs down the return facades to both Great Central Street and Balcombe Street are faced with artificial Portland stone, the architectural treatment being in keeping with the front facade.

The Portland stone used for the Marylebone Road elevation of the National Cash Register Company's new building was from the Cottonfields, Perryfields and Coombefields Quarries in Portland, fabricated in London and erected on the site by the South Western Stone Co. Ltd. The architects selected this stone as "it continues to be regarded as the foremost of the building materials for city work of magnitude and importance. Both its aesthetic value and weathering qualities cannot be surpassed. Not only does it satisfactorily withstand the attacks of smoke-laden atmosphere, but its appearance actually improves. The exposed surfaces of the stone are washed clean by rain whilst the shielded and recessed portions take on additional colour from smoke deposits, thus producing that desired variation which enhances the attractiveness of the façade".

The South Western Stone Co. had their large works at Battersea. Apart from the NCR building they did the stonework for the London County Hall Extension, the Fire Brigade Headquarters on the Albert Embankment, the Masonic Peace Memorial, Shell Mex House, Luton Town Hall, the Royal Empire Society's Building and the Science Museum, South Kensington.



The main showroom was under construction on the 11th May the inner brick walls were almost completed by the time this photograph was taken from the west side of the building.

Nine months later in March 1937 the showroom looked magnificent as this view from the east of the building shows



The main showroom was on the ground floor the entrance being from Marylebone Road.

Originally the showroom was 65' 0" long by 45' 0" wide and extended in height through two storeys. At first floor level the sides of the show room were set back with open balconies with balustrades constructed of bronze and etched glass with internal illumination.

The main staircase was under construction on the 16th June with the first coathangers in place!





### A Corner of The Main Showroom



The walls of the showroom and main stairs were finished in French walnut flush panelling, whilst the flooring was quartzite with ebonite jointing. On the second and third floors were extensive suites of administrative and executive offices, and also a further showroom for accounting machines. The principal executive offices were panelled in French walnut in a similar style to the design of the main showroom.

Opening off the main showroom and also off the balcony were numerous rooms treated acoustically to obviate all undue noise which were used for the demonstration of cash registers and accounting machines.

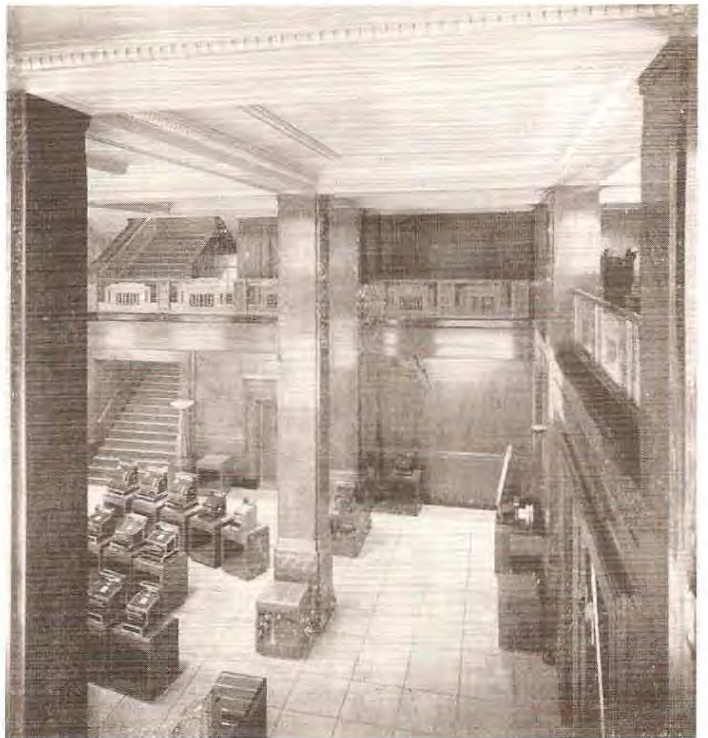
A feature of the ground floor plan is the large convention hall at the rear of the main showroom. Entered from a foyer approached from the main showroom the hall originally had seating for 168 persons.

As the building was nearing completion various departments started moving into Marylebone Road in late 1936. Harry Redington, in issue 2 of *Postscript*, describes how when the service division moved in the toilets were uncompleted and they had to make use of the facilities on Marylebone Station. Catering facilities had not been established and Harry recalled being paid an allowance to purchase tea at a local café, and use the station facilities!

### The Managing Director's Office.



### The East Corner of the Showroom



### The Departments in the New Building

**6th FLOOR** Electrotyping, Drawer Finishing, Cabinet Stripping and Refinishing, Cabinet Enamelling and Graining, Spraying, Polishing, Plating, Mechanics' Lecture Room, Window Display.

**5th FLOOR** Photographic, Canteen, Printing, Stationery and Advertising, Stock Ticket and Audit Roll Slitting, Repair Estimating.

**4th FLOOR** Repair Costing, House Maintenance, Mechanical Stores, Accounting Machine Final Inspection.

**3rd FLOOR** Mailing, Retail Training School, Duplicating Room, Service Department, Purchasing, Accountants, Insurance, Board Room, Overseas Vice-President, Overseas Comptroller, Overseas General Office.

**2nd FLOOR** Agents, Order & Shipping, Sales Manager, Manager's Secretary, Accounting Machine Showroom, Demonstrating Rooms, Manager-Accounting Machines, Accounting Machine Division, General Office, Accounting Machine School, Agents' Room

**1st FLOOR** Supply, Correspondence, Advertising, Filing Patents Office, Demonstrating Rooms, Agents' Room, Special Representatives, Sales Promotion

**GROUND FLOOR** Showroom, Accounts, Lecture Hall, Agents' Room, Supplies Office, Watchman's Office, Convention Room, Garage

**BASEMENT** Supply Stock, Carpenters, Register Stock, Filing, Vault, Air-Conditioning Plant, Boiler Room, Final Inspection



## An NZ enigma

**John Jones**, our Region 7 Organiser, recently wrote from New Zealand as follows:

Whilst on holiday in New Zealand I visited the local museum in the nearest settlement to where my daughter lives. I say settlement because she lives right out in the boondocks near 1 pub, 3 shops and 1 garage in a village called Norsewood. The nearest larger place is Dannevirke so called after the Danish, Swedish and Norwegian settlers who arrived here in 1879.

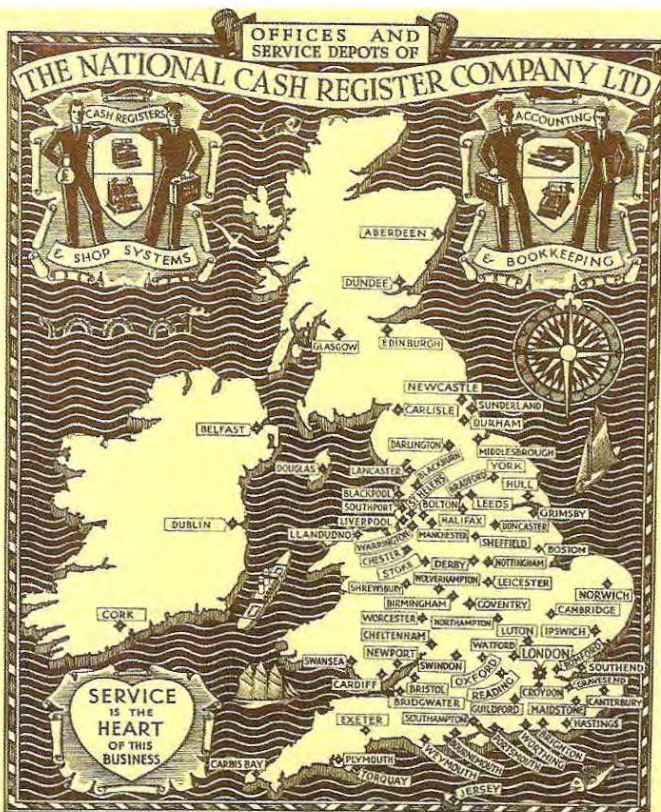
Most of the museum is taken up with relics from these early settlers homes but, in a room which used to be the Clerk of the Court's office, I espied a relic that I recognised ....A National till! When I say recognised I mean I knew it was a till made by the National Cash Register Company. Being AMD trained and later computer oriented I didn't recognise the model but did know enough to take a pencil rubbing of the number plate. This shows the serial number to be 989055 and the model a 216 or 218 (never was very good at rubbings, used to practice on the ashtray rims in Lyons cafes).

I managed to free up the keys but the drawer mechanism needs repairing (couldn't get the drawer out to check if anything had gone over the top).

So if there are any Cash Register engineers either on holiday or resident please pay a visit to Dannevirke Museum and give the old till a onceover. I don't think you will get union rates but maybe a cup of tea or a can of Tui. Seriously, anyone who can tell the age and any other details should let the Editor know and who will pass the information on to the museum via John.

The official opening of the new office took place on the 20th April 1937 by the Rt. Hon Reginald McKenna, P.C. The introductory speech was given by D.A.F. Donald the chairman of The National Cash Register Co. Ltd. "Since 1910 the turnover of the company", he said, "had grown by twelve times and since 1920 when there were 342 employees the company had now grown to a position where it was employing over 1000 staff of which 300 were mechanics engaged on service to users. The company had, since 1922, doubled the number of branches to 86 to provide sales and service throughout Great Britain".

### The Provincial Offices in 1936





## My 'NCR Experience'

by Jillian McPhail

So many times, over the last ten or more years, after reading the 'NCR News' and 'Post Script', I have made a resolution to put pen to paper and write down just what I can remember of my life with NCR, but other events in my fairly busy life kept intervening and the 'best laid plans' etc... never came to fruition. Only when reading SUMMER 2006 'Postscript' and accounts of their years with NCR by **John C. Thompson, Jim Kembery, and Barry Marcus**, did I determine to make this resolution a reality! So many names they mentioned were so familiar to me, and so many of the events evoked such memories. Unfortunately my memory is not what it was, and maybe I will get some of the 'facts' confused, but here goes...

I joined NCR Head Office on (I think) the first of January 1950. We did not have New Years Day off in those days. I was engaged by Mrs McLellan as a temporary operator - Class 3000. I had been a Class 3000 operator in Ilford and knew how to change the 'bars' and move a few 'stops'. Stores such as Swan & Edgars and other users was where I spent my first few days, and then someone from the Banks Dept. at Head Office asked for an operator to help with an installation in the Royal Bank of Scotland. I was shown how to change debit and credit blocks and dispatched to Lower Regent Street, with the knowledge that Mr. Fagin would be there to guide me. When I arrived, feeling extremely nervous, and met NCR salesman **Patsy Fagin**, I admitted to him that this was my first job, he told me that it was also his first installation. However the little we knew was obviously a lot more than the staff at the Royal Bank of Scotland knew and eventually the installation was a great success.

After that I was asked to join the Banks Dept. and stayed with them until March 1952. I loved the work and the people I worked with — both the NCR staff and the staff in all the different banks where I did installations of the Class 3000 and courtesy calls.

Mr. **Harold Cox** was Head of Dept. Mr. **J. Walker** and Mr. **N. Bergin** were salesmen. Miss **Phil Elston** was in charge of three of us demonstrators — Miss **Jean Adams**, Miss **Pat Yorath**, and me, **Jillian Kitchen**. Oh happy days!

At a Business Efficiency Exhibition in 1951, I demonstrated a Bank Proof Machine (as I seem to remember we called them) to an SPD trainee salesman by the name of **Alastair MacPhail**, a Scot who had started work with NCR in Glasgow after service in the R.A.F. We married in March 1952 and I transferred to Liverpool where Alastair had started his salesman career a few months earlier. I believe it was quite unusual, at that time, for a demonstrator to marry a salesman and remain in the Company and also for the pair to work together. Anyway we were not very long in Liverpool (again working with lovely people and we had a lot of fun too!) One day in May, I returned to the Liverpool office after spending the day with a customer and Alastair informed me that he had taken a call from either Mr. Hart or Mr. W. B. Woods (I can't remember which) asking us both to

return to London as soon as possible for a discussion regarding our suitability to work in West Africa. It appeared that 3000 Class accounting machines had been sold to Barclays D C & O in Lagos and Accra and there was a need for someone to train operators and install the machines. A salesman was also needed to work from the Accra office in the Gold Coast (now Ghana) and as I understood Bank procedures, Alastair and I fitted the bill.

So on the 19th June 1952 we were on the tarmac, walking towards the aeroplane (I think it was a Hermes) that would take us to our new home and new job in Africa. It was both exciting and frightening at the same time. I had not flown before, and Scotland was as far as I had travelled. Alastair, of course, was well used to flying, as he had been air crew in the R.A.F. (Lancasters). We touched down two or three times on the way, and finally arrived in Accra about twenty four hours later. Our first 'home' was one room over the office in Accra and we ate all our meals at the Accra Club. I had to learn to drive very quickly, as there was no other form of transport for us, and after six weeks Alastair flew up to Sierra Leone and Gambia. I spent most of my time preparing for the training of the African operators. I had to make up packs of posting media — cheques, paying in slips, waste sheets etc... — as the banks would not let me have any old, used items for security reasons. I had to draw 'pretend' cheques etc... and duplicate them on an old Banda machine. Sometime, about September I think, we moved into a house on the Nswam Road. An old warehouse on stilts with no proper bathroom or kitchen and a 'thunderbox' toilet with a box of sand and a small trowel beside it. The bucket part was removed each night, through a little hatch in the wall, by the 'night soil man' and replaced by an empty one. However, we made it into a reasonable little home, and eventually we had a septic tank built in the garden, over which we erected a trellis arch and grew moonflowers and morning glory.

The machines arrived in Lagos, and I flew there in November to start training. The aircraft was a transport plane and as I remember it, it was bare metal inside. I was the only European, apart from the two pilots, and the African passengers appeared to have everything but the kitchen sink with them, including their livestock! Particularly chickens with their legs tied. There was a frightful tropical storm on the way, and one of the pilots came and sat with me. I started the training in the bank, but of course had to work round the day to day routine. The manager and the visiting officials told me we could not transfer the balances from the hand written ledgers until after close of business on New Years Eve! Alastair came through from Accra to Lagos — we needed as much help as we could get. I think the Salesmen in Lagos were **Graham Hutchings** and **Paul Rasmusson**. We hoped we would be able to join a party before midnight to celebrate the arrival of 1953, but there was still a long way to go, and everything had to be transferred to the mechanical ledger and balanced ready for the bank to open at 10.00am on the 1st January. At midnight the manager asked us to join him in his office for



a drink to see in the New Year, and when we returned to the machine room, all the African staff had disappeared, so we just had to continue without them until we finally finished and balanced. I think it was about 3am. We were all very hot and tired. I stayed in Lagos for a few more weeks and had to steer them through their first month end balance. I then had to repeat the procedure in Accra. I think there were about 6 or 8 machines in each branch.

Accounting machines were becoming very popular now, and Alastair was very busy selling to all types of businesses up and down the West African coast - Gambia, Sierra Leone, Liberia, Ivory Coast, Gold Coast, Togo and Dahomey. We did quite a lot of travelling — mostly flying.

We installed machines in the Northern part of the Gold Coast up past Ashanti (Yes Mr. **Jim Kembery**, we have the Queens and Kings stools). We flew in a little Dove to Tamale and then drove along many miles of laterite roads to a place called Damongo, where the machines were powered by a generator. The Bishop of Accra was with us in the Humber Super Snipe taking us to Damongo, and when we finally arrived there, the Bishop, Alastair and I were covered in red laterite dust. We had to open the windows of the car because of the heat and humidity — no such thing as air conditioning then. We had such fun there with the small expat community and I still have a poem written by one of them.

There are so many tales I could tell about our three years in West Africa, such as waking up in the night in a government rest house in Freetown, and finding the little bed I was in was covered in ants! (And so was I). The next morning we discovered the cause — sheets were used on the breakfast table, and some still had marmalade or jam on them when put on the beds! We endured huge cockroaches running over our bed in the Hotel du Parc in Abidjan in the French Ivory Coast. That was where sign language was most useful when training the French operators in CFAO and the French Bank. They learned quickly though, and I think we all enjoyed the experience. The food was very good in Abidjan, they flew it out directly from Paris. We had to wait for the refrigerator ship to arrive in Accra, British West Africa, and often ran out of supplies. We washed salads and greens in permanganate of potash, and boiled all our drinking water then put it in gin bottles in the refrigerator. I remember the manager of the French Bank in Abidjan used to say "we boil our water, we cool our water and then we clean our teeth with it".

Alastair became one of the top NCR salesmen achieving 213% of quota in 1953, I still have the gold plated cash register clock that he was awarded — and it still works! We had one home leave during the 3 years, but decided we wanted to return to the UK to work after the 2nd tour. This we did in March 1955 and found ourselves a flat in London and Alastair duly reported to Head Office. I thought I would not be needed, but apparently demonstrators were in short supply so I was called in too. By this time the Class 31 machines were being sold, so we were sent to Glasgow for re-training. On our return to London we were told our next

assignment would be in the North East. So in June 1955 we presented at the Newcastle Office, still working together — Alastair selling and me demonstrating and installing. We bought our first house in Cullercoats on the coast. Lots of lovely people there too. Selling NCR 31s and 32s was a complicated business at that time, as the customer had to wait 18 months or more for delivery. This caused a number of problems for some of the Salesmen. Anyway, we settled down to our life in the cold North East of England. Alastair started playing rugby again (he had played for London Scottish in London, and now he joined Percy Park Rugby Club). I resigned from NCR in September 1957 as I was expecting our daughter. At the end of November Alastair came home one evening and told me we had been asked to go abroad again. This time to Trinidad in the West Indies. A date was arranged for the beginning of January, but I wasn't too well and Alastair had some work to finish and it was the end of January before we left Newcastle. The flight from London was delayed for three days because of bad weather, and we stayed in the 'Pig and Whistle' in Russell Square (?) at the back of Head Office. I remember we had a large round bed, with a large round mirror on the ceiling! When we eventually took off we had to fly north to Iceland. We landed in Keflavik and there was a problem with the aeroplane, so we had to stay overnight in the American Army I Air Force quarters. Not very pleasant. We flew the next day to Gander for refuelling, and then to Bermuda where we had trouble with the undercarriage and had another day and night delay whilst waiting for parts from the States. Next stop was Barbados and then, a week after leaving Newcastle, we arrived in Trinidad. The NCR staff and their families were quite concerned for me, and had arranged for a Doctor to see me and appointments with a nursing home. Our daughter, Fiona, was born on 14th April, two weeks later than I expected. I was then 31½ years old and they considered me to be an 'old' new Mum. When I left NCR, I said I would keep up with developments in the company so that I might return — if and when I was ready and was wanted. Looking after my daughter proved to be, for me, a full time job, and I did not work again — outside the home - for 17 years. We lived for five and a half years in Trinidad and returned to our home in Cullercoats in 1963.

In September Alastair came to work in Wolverhampton and we moved into this house in Codsall in January 1964. I am still here, more than 42 years later. My dear Alastair died on 11th January 1993. He was 67 and had suffered a severe stroke five years previously and was disabled as a result. We did manage to attend a couple of the retirement fellowship lunches, complete with wheelchair, and the help of **Les Williams**, CRD manager in Wolverhampton. Les only survived Alastair by a few months. I still see Les Williams' wife Sheila. She is not very well.

These are just a few of my memories of almost eight years employment with NCR, and 29 years, in total, of association which was Alastair's career with NCR. There is so much more to tell, but of how much interest is it to people other than a very few?

I haven't mentioned many names — again my hazy



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Accounting machines were becoming very popular now, and Alastair was very busy selling to all types of businesses up and down the West African coast - Gambia, Sierra Leone, Liberia, Ivory Coast, Gold Coast, Togo and Dahomey. We did quite a lot of travelling — mostly flying.

We installed machines in the Northern part of the Gold Coast up past Ashanti (Yes Mr. **Jim Kembery**, we have the Queens and Kings stools). We flew in a little Dove to Tamale and then drove along many miles of laterite roads to a place called Damongo, where the machines were powered by a generator. The Bishop of Accra was with us in the Humber Super Snipe taking us to Damongo, and when we finally arrived there, the Bishop, Alastair and I were covered in red laterite dust. We had to open the windows of the car because of the heat and humidity — no such thing as air conditioning then. We had such fun there with the small expat community and I still have a poem written by one of them.

There are so many tales I could tell about our three years in West Africa, such as waking up in the night in a government rest house in Freetown, and finding the little bed I was in was covered in ants! (And so was I). The next morning we discovered the cause — sheets were used on the breakfast table, and some still had marmalade or jam on them when put on the beds! We endured huge cockroaches running over our bed in the Hotel du Parc in Abidjan in the French Ivory Coast. That was where sign language was most useful when training the French operators in CFAO and the French Bank. They learned quickly though, and I think we all enjoyed the experience. The food was very good in Abidjan, they flew it out directly from Paris. We had to wait for the refrigerator ship to arrive in Accra, British West Africa, and often ran out of supplies. We washed salads and greens in permanganate of potash, and boiled all our drinking water then put it in gin bottles in the refrigerator. I remember the manager of the French Bank in Abidjan used to say "we boil our water, we cool our water and then we clean our teeth with it".

Alastair became one of the top NCR salesmen achieving 213% of quota in 1953, I still have the gold plated cash register clock that he was awarded — and it still works! We had one home leave during the 3 years, but decided we wanted to return to the UK to work after the 2nd tour. This we did in March 1955 and found ourselves a flat in London and Alastair duly reported to Head Office. I thought I would not be needed, but apparently demonstrators were in short supply so I was called in too. By this time the Class 31 machines were being sold, so we were sent to Glasgow for re-training. On our return to London we were told our next

assignment would be in the North East. So in June 1955 we presented at the Newcastle Office, still working together — Alastair selling and me demonstrating and installing. We bought our first house in Cullercoats on the coast. Lots of lovely people there too. Selling NCR 31s and 32s was a complicated business at that time, as the customer had to wait 18 months or more for delivery. This caused a number of problems for some of the Salesmen. Anyway, we settled down to our life in the cold North East of England. Alastair started playing rugby again (he had played for London Scottish in London, and now he joined Percy Park Rugby Club). I resigned from NCR in September 1957 as I was expecting our daughter. At the end of November Alastair came home one evening and told me we had been asked to go abroad again. This time to Trinidad in the West Indies. A date was arranged for the beginning of January, but I wasn't too well and Alastair had some work to finish and it was the end of January before we left Newcastle. The flight from London was delayed for three days because of bad weather, and we stayed in the 'Pig and Whistle' in Russell Square (?) at the back of Head Office. I remember we had a large round bed, with a large round mirror on the ceiling! When we eventually took off we had to fly north to Iceland. We landed in Keflavik and there was a problem with the aeroplane, so we had to stay overnight in the American Army I Air Force quarters. Not very pleasant. We flew the next day to Gander for refuelling, and then to Bermuda where we had trouble with the undercarriage and had another day and night delay whilst waiting for parts from the States. Next stop was Barbados and then, a week after leaving Newcastle, we arrived in Trinidad. The NCR staff and their families were quite concerned for me, and had arranged for a Doctor to see me and appointments with a nursing home. Our daughter, Fiona, was born on 14th April, two weeks later than I expected. I was then 31½ years old and they considered me to be an 'old' new Mum. When I left NCR, I said I would keep up with developments in the company so that I might return — if and when I was ready and was wanted. Looking after my daughter proved to be, for me, a full time job, and I did not work again — outside the home - for 17 years. We lived for five and a half years in Trinidad and returned to our home in Cullercoats in 1963.

In September Alastair came to work in Wolverhampton and we moved into this house in Codsall in January 1964. I am still here, more than 42 years later. My dear Alastair died on 11th January 1993. He was 67 and had suffered a severe stroke five years previously and was disabled as a result. We did manage to attend a couple of the retirement fellowship lunches, complete with wheelchair, and the help of **Les Williams**, CRD manager in Wolverhampton. Les only survived Alastair by a few months. I still see Les Williams' wife Sheila. She is not very well.

These are just a few of my memories of almost eight years employment with NCR, and 29 years, in total, of association which was Alastair's career with NCR. There is so much more to tell, but of how much interest is it to people other than a very few?

I haven't mentioned many names — again my hazy



memory, and also I'm afraid I might omit some, probably, important ones.

Nowadays I keep fairly busy. I belong to various organisations and I am treasurer for two of them. I have been chief baby sitter and child minder to my (now) 16 year old Grandson since he was 6 months old, when my

physiotherapist daughter returned to work after his birth. He still comes to my house after school and we eat together. I was 80 in September, which I find hard to believe, and I'm sure many other 80 year olds will feel the same.

Jillian MacPhail  
October 2006



LAGOS - 1952

### NCR MEMORABILIA

by Ian Ormerod

Since retiring I have been taking various University courses in Local and Family History. I am at the moment considering an offer from one University to do a research degree based on the history of mechanised accounting in retailing. This would centre around NCR and the impact the company had on business in the UK.

I have a substantial amount of NCR material already but, if anyone has any books or memorabilia concerning the history of NCR or any of the products and would be willing to loan them to me, I would be most grateful and would, of course, reimburse any costs involved.

Please contact me on 0121 745 4209 or email to [ian@ormerod.uk.net](mailto:ian@ormerod.uk.net)

### NCR 'Spin-Off' back to its future

Dayton Daily News – January 14th 2007.

NCR leaders hope split will help boost its core business DAYTON — NCR Corp. is headed back to the future. With the company's decision to split off its Teradata data warehousing division as a separate publicly traded company, NCR will focus on building the U.S. and overseas trade of its core businesses, including automated teller machines and customer self-service kiosks used at airports, hotels, hospitals and doctors' offices.

In January this year the Board of NCR Corporation

announced it's intention to 'spin-off' and separate the Teradata (data-warehousing) division of the Company as an independent and publicly traded company. Since being acquired by NCR over a decade ago Teradata has established itself as the internationally recognised specialist and leader in its field. The 'spin-off' is scheduled to occur in the 3rd quarter of 2007.

Existing NCR stock holders will receive a share in each company.



## BARRY MARCUS

Barry, who has featured in recent editions of *PostScript*, may be interested to see how he looked and how he wrote many moons ago. This provided by the Fellowship's Archivist – **Ian Ormerod**.



A recent C.R.D. Sales School—back row, left to right: M. P. ROONEY, J. CAIRNS, C. L. LLOYD, B. T. HITCHIN; (Manager, Sales Education), A. R. HINDLEY, B. MARCUS, A. B. PARSONS. Front row, left to right: M. J. DOBSON, G. A. V. AGAR, P. J. SMITH, D. DUFFY, N. W. COLLINS, J. S. WARDEN.

### SALESSCOPE

#### A 'timely' Tip from

#### BARRY 'Bookmakers' Best Friend' MARCUS.

FOR YOUR BENEFIT, BARRY PASSES ON A TECHNIQUE HE HAS DEVELOPED IN 'DEWING' THE CL. 21 'BET CONTROLLER'. AS HE HAS SOLD OVER 50 MACHINES TO BOOKMAKERS, YOU CAN BE SURE HIS TIP IS A GOOD ONE.

Dissatisfied with the apparent slowness of inserting one slip, certifying it and removing it, and then repeating the process, Barry experimented and came up with the following:-

'Take the Betting Slip; pull the Acknowledgement Slip from the Stacker and place it on top of the Betting Slip. Now INSERT THEM TOGETHER (face down) on the Slip Table, and record (i.e. amount and motor bar). Hold the Betting Slip down on the Table with the right forefinger whilst you pull out the Acknowledgement Slip from beneath it. Complete the Operation (i.e. 'Cash' key and motor bar)!

With a little practice, on any CL.21 Slip Printer, you'll be surprised how speedy you become. It's all so simple and effortless that it never fails to impress the Prospect.

P.S. Recently, in face of strong competition the above demonstration helped bring about the sale of three CL.21 'Bet Controllers'.



**BREAKFAST-FOR-ONE**  
Note: Among the printed rules of a betting shop in the Old Kent Road is one on "and forewarned".

5

May 1962

## Pay as you enter – 1945 style

from John C Thompson

There is nothing new under the sun! The attached pictures illustrate London Transport Bus No: STL 2284 fitted with an NCR Class 1900 Cash Register, built in Dayton for use on Public Service Vehicles. This heralded the new concept of "Pay as you enter" buses although it didn't last long this first time. Does anyone remember it- you must have been around in 1945 to do so?



## OBITUARIES

We extend our sincere sympathy to the families of the following former fellow employees:

Tirle Inits	Surname	D of D	Mr LA	Fornear	01/01/07	Mr GH	Owen	11/01/07
Mrs M	Ashong	01/11/06	Mr JT	Griffith	25/01/07	Mr C	Parfitt	11/12/06
Mrs J	Beatty	24/02/07	Mr HJ	Hutchins	17/12/06	Mrs EM	Piper	01/01/07
Mr C	Benson	27/02/07	Mrs M	Hughes	04/02/07	Mr CE	Sartorius	03/03/07
Mr RG	Burt	29/10/06	Mr TH	Krecioch	06/12/06	Mr JF	Torbuck	25/02/07
Mr KV	Coode	14/02/07	Mr RJ	Lee	13/11/06	Miss O	Trevelyan-Thomas	14/12/06
Mr GS	Daniels	13/12/06	Mr AF	Linton	17/01/07	Mr JH	Trustrum	20/10/06
Mr DJ	Davies	22/03/07	Mr E	Logan	07/12/06	Mr WN	Vaz	16/12/06
Mr AG	Dowsett	18/03/07	Mrs LM	McGovern	11/10/06	Mr RG	Vidler	30/12/06
Mr FJ	Docherty	25/11/06	Mr GW	Murray	02/02/07	Mr PJ	Walklett	24/01/07
Mr JT	Evans	01/11/06	Mr DAM	O'Byrne	06/11/06	Mr JEA	Whitmarsh	28/10/06



## NCR Retirement Fellowship May 2006 – April 2007.

### Membership summary:

UK members	495
Overseas members	21
06-07 New members	43
Total membership 06-07	559
Deceased members	12
Duplicates and non renewals	19
Starting membership 07-08	528

### Membership by region

Region 1	25
2E	48
2W	38
3	42
4	199
5	44
6	29
7	24
8	20
9	27
10	12
11 (overseas)	20
Total	528

### Financial Summary:

#### Income

Total b/f 05-06	2584.10
UK membership fees	4790
Overseas membership fees	45
New members	250
Donation	45
Early payments 06-07	80
<b>Total</b>	<b>7794.10</b>

#### Outgoings

Expenses	2144.76
Postscript/diaries	4495.78
<b>Total</b>	<b>6640.54</b>

#### Balance

**1153.56**

NB. Subject to audit planned June 07

Expenses covers all administrative costs (eg. postage, copying)

## NEED SOME CUFFLINKS?

Some of you will remember **Barbara Eastmure** who worked with her husband, **Reg Vian** in Bank Operations, St Alphage House between 1961 and 1971. When they left the company they set up their own company in Ireland and the Isle of Man and finally retired to Guernsey in 2000, where Reg sadly died in 2002. (see picture right)

Barbara says that she has a pair of 9 carat gold 1967 CPC cufflinks (boxed) which she would like to sell. She reckons that they are worth about £45 and interested parties should direct their offers to the Editor who will pass them on to Barbara in Guernsey.

## NCR PENSION PLAN –

### An Update from your Trustees:

2006 was a momentous year for 'negotiations' and finally we have secured two of our three objectives, namely – (i) a long overdue backdated pension increase and (ii) a Corporate Deed of Covenant from Dayton which provides for an indefinite guarantee to underpin the UK Pension Plan. This last item is extremely significant and with expert legal advice has been signed in the form approved by the UK Pension Regulator and the Pension Protection Fund (PPF). This is important because it means that even if the Corporation were to fail at some point in the distant future that our Scheme now also qualifies for a final level of backing from the PPF. In the meantime, should the Corporation wish to buy its way out of the Guarantee it can do so but only by funding the purchase of an Annuity for every member of the plan to secure their pension for life!

The third item which remains to be negotiated and agreed is the long term 'Pension Increase' formula. You may recall that we were negotiating a 15 year formula last year as part of the Corporate Deed of Guarantee but in the end this was not adopted. This month on 8th May and again on June 14th further discussions will be held with the Corporation in parallel with a review of the funds Investment Strategy. The Trustees objective and reasonable expectation is that provided the Trustees (both current & future) act responsibly to build and maintain a strong fund, that Dayton should not withhold their approval for the Trustees to grant regular increases. As you might imagine we are taking extensive Investment, Actuarial and Legal advice to secure a fair agreement.

As soon as we have more to report later in the year we will update you. In the meantime thank you all for your continued interest and support in the work of your Trustees: Ron Gammie, Teresa Maclagan, Donald Macqueen and Walter Bullen.

Stephen Swinbank – Chairman.



Orders for NCR Input Preparation equipment were recently received from three major British banks. The orders, worth £2.1 million, brought the value of orders for computer input equipment, received from all branches of industry and commerce, during the first ten weeks of 1966 to £5 million.

The high volume of these orders is a direct indication of the success of the range of input machines which produce fully verified computer input media as an automatic by-product of an accounting routine.

An important feature of the NCR input machines is their ability to produce input for all types of data processing equipment, an advantage when one considers the diversity of computers in use today.

Merely by altering the programme of the input preparation machine, input media in any specified code can be produced.

Above: R. Vian, NCR Bank Operations, hands over the order to A&M&D Director D. H. Triggs. Below: Mr. Vian is congratulated by Mr. Conway.



The top picture also features George Murray, Sean Dixon and Graham Miller.



# The NCR Retirement Fellowship

PRESIDENT: Harry Redington

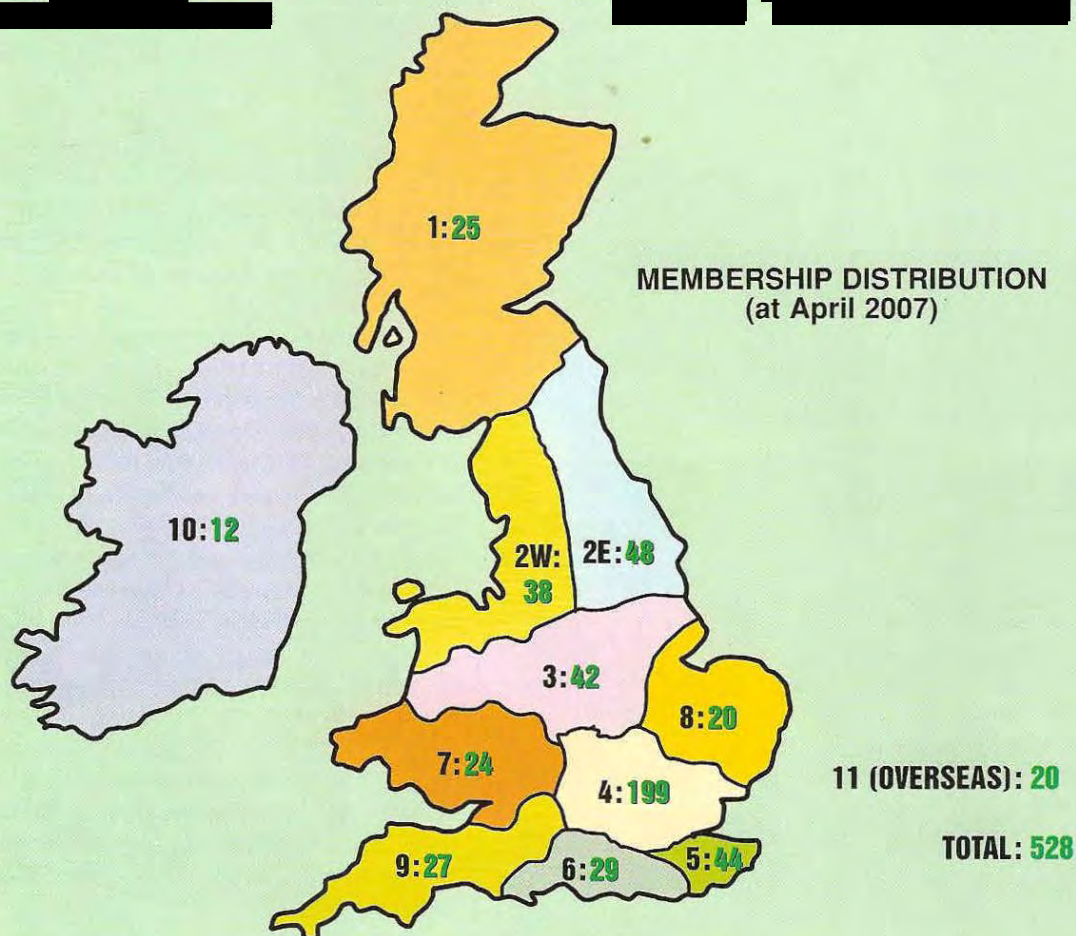
## ORGANISING COMMITTEE

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SECRETARY: John Atkins

TREASURER: Lin Sandell

EDITOR "POSTSCRIPT": Geoff Jackson



## REGIONAL ORGANISERS

Region 1: Wallace Hay

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Region 9: Jessie Wallace

Region 4: John Burchfield

Region 10: Ronnie McGowan

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Regional Adviser: Ted Young