

NCR CELEBRATES 125 YEARS IN THE UK

6th November 2020 heralded the 125th anniversary of NCR in the UK.

Ian Ormerod traces the company's early history.

From 1886, sales of cash registers in the UK were made by J.W. Allinson, the first NCR Agent outside of the USA.

The company was formed in November 1895. On the 7th August 1895 NCR founder John Henry Patterson sailed to Europe on the SS St Lois from New York with H. Theobald and C.E. Hall, on a trip which included stops at Berlin, Holland and Marseilles, arriving in London on 19 August.

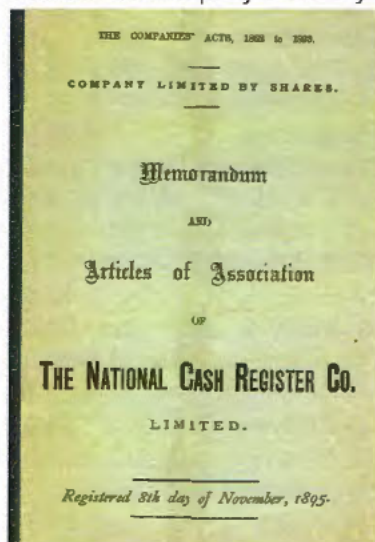
The group stayed in London from the 19th to the 31st of August and then travelled to Paris on the 8th September where they stayed until September 29th when they boarded the SS Bourgoyne for New York.

During his stay in London, Patterson removed Allinson as the company Sales Agent and engaged the legal firm of Kerley, Son and Verden, of 14 Great Winchester Street to act as the company solicitors and incorporate 'The National Cash Register Co., as the USA company's subsidiary in the UK.

Incorporation took place on the 6th November 1895, when the first shareholders, holding 1 share each were; Alexander Kerly, Henry Verden and A.W. Kerly (Alexander's son) who were solicitors along with Alfred George Thiselton, a law clerk and George Wm. Ritchie who was named as company secretary.



The Company Seal



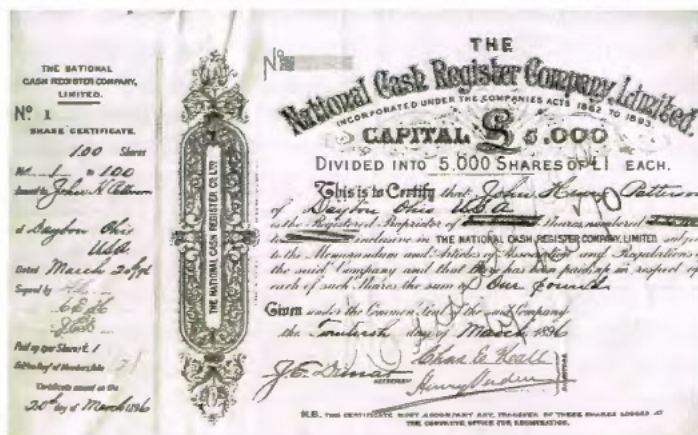
The seventh shareholder Charles E. Hall, who had stayed in London after the departure of the president, was named Managing Director.

The original Capital of the company was set at £5000 divided into 5000 shares of £1 each, and a statutory Board Meeting was held on the 12th February 1896 at the solicitors office when no business was discussed. The first 'Board Meeting' followed on the same day with resolutions confirming the description of the company seal and the appointment of Lloyds as the company bankers.

The board then resolved that Thomas Corwin and George E. Shepherd both of Dayton be appointed as additional Directors, John H. Patterson be appointed the President of the Company,

and that Charles E Hall, previously manager of the Brooklyn, New York agency, be appointed managing Director and Joseph Edward Demar be appointed secretary. The last resolution of the day stated that the President and Directors in the USA should form a committee, hold meetings and exchange minutes with the UK company Board. NCR UK was born!

The second Board meeting was held on the 10th March 1896 when the allocation of shares was decided as John Henry Patterson, Frank J. Patterson, Henry Theobald, Thomas Corwin, George E. Sheperd, Henry Verden and Charles E Hall 100 shares each.



John Henry Patterson's Share Certificate for shares No. 1 to 100

The National Cash Register Co. had three allocations of shares, 800, 300 and 3193 along with the 7 shares allotted at the incorporation making up the original £5000 Share Capital.

At a Board meeting held on the 18th June 1896 the Common Seal of the Company was affixed to two documents relating to J.W. Allinson leaving as Agent to the company. The first document was a settlement of book debts dated 6th December 1895 and the second document being an assignment of no. 356 Strand which the National Cash Register Co., took over as their Head Office. At the same meeting, the company began the process of obtaining British Patents after receiving a communication from Thomas Carney at NCR Dayton.

Allinson's old office at 356 proved too small for the National and on the 3rd of February they took on the lease of a warehouse at 6 Helmet Court.

Allinson had taken on agents around the country and on the 9th March 1897 the company took on the lease of the first NCR office outside of London at 10 Bridge Street, Bristol.

On May 19 1897 the Company granted power of Attorney in favour of Mr Charles E. Hall in relation to the agency in Milan which had been the responsibility of De Giovanni. (Subsequently, In November 1897 he was appointed manager for Europe and then in 1898 De Giovanni's contract was suddenly cancelled!)

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WHAT WE HAVE FOR YOU IN THIS EDITION

The pandemic has resulted in cancellation of the Regional dinners, so the format and content of the magazine is different to normal.

Here is a guide to what we have and where to find it.

Page 1	NCR – 125 Years in the UK	Pages 6-9	Regional reports; Geoff Jackson
Page 2	Obituaries; Chairman's message	Pages 10-11	The story of the C2000
Page 3	125 years continued	Pages 12-15	C&G's Link mag 1988 Part 1 (part 2 next issue)
Page 4	David Robinson obituary; Fellowship info; Welcome Pat; Thanks Graham!	Pages 16-19	My First Dept/My Early Years in NCR; Broad Street Office
Page 5	John Lim – 100 years! News from USA; We need you	Page 20	Back cover; committee details

DON'T FORGET: A whole wealth of information, pictures and stuff to gorge on – Ian Ormerod's NCR Retrospective website: www.ncr.org.uk Just try it! You'll keep going back . . .

SUMMER MESSAGE FROM THE CHAIRMAN

By the time that you receive this edition of PostScript we sincerely hope that life will be back to an acceptable 'normal' and that all is still well with you and your families.

In March we held our annual committee meeting via zoom and as usual a main topic of discussion was the Fellowship finances, and I can confirm that we still have sufficient funds to maintain the annual fee at £10.

I would also like to announce various changes to the committee members.

Graham Brookman has decided to stand down from both his role as PS editor, and as a member of the committee, but has very kindly offered to continue with the magazine distribution. I would like to thank him for all his efforts in producing the magazine for the last few years.

Pat Stroudley has agreed to take on the magazine production role and was able to attend the meeting to discuss the future approach for producing PS. My thanks to Pat for taking on this activity.

Anthony Welsh decided to stand down as organiser in region 5 and I thank him for his contribution during recent years.

Tom Elliott has agreed to take on this role, for which we are grateful, and we look forward to meeting him in the not too-distant future.

Welcome Pat and Tom to the committee.

We were also made aware that Ian Ormerod, who provides much of the historical articles for PS, has been very poorly and I am pleased to report that he is now well on the way to recovery. Our best wishes go to him.

In conclusion we hope to restart regional lunches as soon as it is safe to do so, and the regional organisers will keep you up to date. Hope to see you soon and have a lovely summer.

Thanks to all who contributed to this bumper edition. Next time, it is your turn. We want to hear about your early years and experiences in NCR, or your first dept, particularly if it was an unusual one. (I know, they all were!). Email patrick.stroudley@btinternet.com

OBITUARIES

PIC have advised regarding the following deceased Pensioners in the past 6 months.

Fellowship Members

B A Carter	17.02.21	Region 6
D Cash	11.01.21	" 4
P Cundall	22.12.20	" 2E
D A Lock	18.02.21	" 9
J Marshall	17.02.21	" 1
Ms G R Moore	11.01.21	" 4
D K O'Connell	12.02.21	" 5
G O'Garr	21.01.21	" 7
G F Pittom	05.11.20	" 4
C E Thornley	05.11.20	" 5

Non Members

J P Abbott	24.04.21
E C Brake	06.04.21
D Dawkins	20.02.21
D J Elmes	05.02.21
D B Exley	15.11.20
M J Fionda	01.01.21
C B Gleeson	14.01.21
A Hall	12.02.21
K Hardy	07.02.21
O J Harris	06.02.21
R J Harrison	28.10.20
G J Hayward	24.02.21
R A Herbert	26.09.20
A Johnstone	22.12.20
W J Kirby	28.11.20
D W Lockwood	11.02.21
P J McCarthy	02.02.21
R M McLeod	21.01.21
D J Martin	14.01.21
J Over	09.02.21
R Parkes	19.01.21
D Ridsdale	22.12.20
D A Robinson	30.10.20
A B Simmons	08.11.20
B G Shellard	10.01.21
D M Smith	06.04.21
P M Williams	20.02.21

Continued from page 1



At the second General Meeting on the 3rd July 1897, John H. Patterson was present having sailed from New York on June 22 to be in London during Queen Victoria's Jubilee Celebrations. The accounts for the 13 month period to 28th December 1896 showed a profit of £1,460-9s 2½, an explanation for the low amount was given as resulting from the Managing Director and Company secretary being in the USA for part of the period.

A new Head office at 337 the Strand was proposed and the lease from John William Allen and John Charles Ridge was agreed.

Mr Patterson left London for France arriving at Longchamp on July 14th. His continental travels included Hamburg, St Petersburg, Odessa, Paris and Amsterdam before his return to London on the 18th October.

In November a new company secretary, Mr Steven Herring, was appointed at a wage of £6 per week and George H. Carr was appointed Manager for Britain at a salary of £7 per week.

Plans for the modification of the new Head Office at 337 Strand were drawn up and presented by the architect, Mr Heron, at a meeting on the 7th December 1897 were discussed and the builders, Mason Bros. appointed to carry out the work at a cost of £1,998.

February saw the renting opening of two offices, at 31 Gordon Street Glasgow and at 26 King Street Manchester. By this time the company had moved to 337 and had leased 356 Strand to Edistonia Ltd.

The 3rd Company general meeting was held on the 14th November when the auditors' report showed a profit for 13 months of £3693 8s 0d.



A 4th General meeting, 3 months later, held on the 23 February 1899 recorded revised accounts for 1899 as a loss of £490 7s 4d. This was accounted for by £3,058 1s 11d written off for 'Prospective Commission' not yet paid to Sales Agents. Also taken into account was the increase of 5% on the cost of registers imposed by NCR, USA.

By July 19th 1899, only five months after moving to the new premises, NCR were advised that the premises would be demolished as part of the Aldwych redevelopment. The company secretary was requested to speak to the council surveyor.

September 1899 saw George H. Carr being appointed a director and allocated 100 shares from the Dayton batch. The company also took out an overdraft of £25,000 at 4% interest.

1900

The 5th General Meeting was held on the 24th April. The Accounts for the 12 months to 31st December showed a profit of £1,775 9s 7d, net sales exceeded those of 1898 by £17,620 9s 0d. Profits also increase by £6,967 18s 7d giving a gross profit rate for the year at 36 ¼%.

By 30th April 1900 the company had made the decision to move again, this time to 124 Oxford Street and a lease on that property and also one for premises at 17 Hanover Street Edinburgh were signed and sealed at the meeting.

The London County Council offered £6,800 for 337 Strand but Henry Verden went to meet Wm Young of the County Council and ultimately they agreed on £7,500 for the buyout of the lease, fixtures and disturbance allowance.



124 Oxford Street

This article has been marginally edited for reasons of space. The full article, extending beyond the end of this piece is available on Ian Ormerod's NCR Retrospective website <https://www.ncr.org.uk> which you are encouraged to visit regularly!

David Robinson 1943-2020



"Dave Rob" as his colleagues affectionately knew him, attended a job interview in 1959 with the National Cash Register Company Limited in Bristol. Two people were interviewed for the single job vacancy but both were taken on by the then manager, Bob Randy.

Dave was 16 and it must have been his first job. Starting as was usual in those days as a cash register

engineer in CRD. He quickly progressed to accounting machines AAMD and then to the financial world of electronic point of sale machines (EPOS) and small computers like the 8250.

Which is when I came in contact with him, working together at The House of Frazer installation in Swindon, with Ian Leader, we were on call 24/7 one week in three, a great boost to our pension pots.

He worked all over the South and South West and when Bristol Office closed he like many of us transferred to Sheldon in Birmingham. He was a very well respected and proficient engineer who retired in 1998 having given 39 years of his life to NCR, together with the other engineer who joined with him, Maurice Keen.

He became an enthusiastic member of the NCR Retirement Fellowship not only attending functions in Bristol but also those held in Exeter. His presence at the informal get-togethers of Region 7 of the NCR Fellowship will be sadly missed by all and we would like to send our sincere condolences to Dave's wife Jan, Son Jonathan and Daughter Joanne and his Grand Children.

Because of the current Covid 19 restrictions no NCR presence could be made at his funeral. So hopefully this simple Obituary will be some small compensation.

John Jones

WELCOME PAT

Taking over the task of putting the magazine together, is Pat Stroudley who had a career with NCR spanning over 40 years until his retirement in 2009, since when he's resolved to only do things he enjoys, and is failing miserably in that task.



Pat started with the UK International Office in 1965, (and writes more about that elsewhere). A move to Financial Accounts followed in 1974 before being appointed UK Treasury Manager in 1978.

Pat's final department throughout the last 10 years of his career was the European Treasury Centre working out of first Amsterdam and then London until retirement.

(Around 1982, the dept replaced their much revered C2000 machine, possibly the oldest one still in action. More on this in the History of the C2000 elsewhere).

NCR Fellowship January 2020 – December 2020

Membership summary:

2020 start members	365
2020 new members	3
Total membership 2020	368
Deceased members	18
Non renewals	22
Starting membership 2021	328

Membership by region

Region 1	23
2E	29
2W	22
3	32
4	124
5	19
6	16
7	18
8	15
9	12
10	10
11 (overseas)	8
Total	328

Financial Summary:

Income	
Total b/f	7863.16
Membership fees	3330
New members	20
Donation	24
Early payments 20	30
Total	11267.16
Outgoings	
Expenses	200.70
Postscript	2648.67
Total	2849.37
Balance c/f	8417.79

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

THANK YOU, GRAHAM



After three years of editing and distributing PostScript Graham Brookman is stepping down as Editor, although happily he will still continue to be in charge of the distribution of the magazine. Thank you, Graham, for all you have done to make the magazine an interesting and enjoyable read throughout your time in charge.

John Limn Celebrates his Telegram from the Queen



Only a month before his **100th Birthday**, John finally decided that he needed closer support, as his family were about an hour away, and moved into a home where he is very happy and doing well. Due to Covid restrictions he was only allowed two visitors on the big day, his Son and daughter David and Jane. It's not all bad though. He can still enjoy a whisky, no longer has to bake his own cookies and receives some Royal Mail.

When he was a teenager, John was a very keen amateur radio enthusiast. When the war started he went into the RAF. His amateur radio experience meant he was sent for training on early Radar and spent his time moving round the UK installing radar systems.

John joined NCR in 1948, the year I was born, and worked in the London Centres. This photo, supplied by **Ian Ormerod** of course, is of a young looking John presenting an MQC Award to **P B Tate** of Brent Centre in 1974. On the left is **D H Treen** and on the right is **Norman Bowen**.

John and Doris moved from London to Leeds in 1977 when he took up the role of FED Regional Manager for the Northern Region. He was a very popular Regional Manager, for a 'Southerner', mainly because he dropped all the old restrictive NCR practices and operated in a more open and



inclusive style. People were allowed and encouraged to take initiative and he actually spoke to salesmen. We became a very successful Northern Region under John.

In 1992, a couple of years after his retirement John and Doris relocated back to Suffolk to be closer to his family, but not too close as he used to say.

John and Doris were a very welcoming couple and we kept in touch with them after they moved back down south, visiting them every couple of years, as did Mike and Mary Wood. My children only ever knew them as Uncle John and Auntie Doris. Our last visit south was in 2018 when John was a young 97. This record of that visit is with myself and Dot, my daughter Patricia, her husband Alan and their two lads Thomas and Oliver. It was our intention to visit for his 100th celebrations but Covid took care of that. Damned virus.



John had a very positive impact on everyone he came into contact with during his life so far and long may it continue

Pat Keogh

NEWS FROM THE USA

With all that's been happening worldwide, we sought news about Rex Fleet, who as you will all know was our President for many years. Brian Briggs is in email contact with Rex and Pat, and confirms their well-being, granted their advancing years. Brian last met the Fleets for lunch about 3 years ago on their last visit to the UK, when they were joined by Allan Robertson and Ian Black. Further trips are unlikely in view of the passage of time. However, it is good to hear positive news, which we hope will continue for many years to come.



Remember your first day/week/month/year/department in NCR? Any funny stories to recount? We want to hear them – we have a few examples in this edition. Tell us yours. Email me with your Ribald Tales – patrick.stroudley@btinternet.com

REGIONAL REPORTS

Regions 2E & 2W – Pat Keogh

The good news is that everyone is reporting two jobs and very enthusiastic for an October 2021 lunch and catch-up all being well.

The other good news is that John **Limn** has just celebrated his 100th Birthday. That's worth a glass of whisky and a cookie, isn't it?

I've done a separate, fuller report elsewhere in the magazine on **John's Big Day** and his time with NCR.

As for myself, the **Keogh family** and extended family are all doing well. My son Paul is probably the safest, living in New Zealand. Like everyone else, we're bored stiff and looking forward to a few family get-togethers.

I sent an email out asking how everyone was doing and here are some of the responses.



Terry Bearpark is doing fine and looking forward to the lunch catch-up in October, as is **Andrew Hill** from Sheffield who was over in 2W at West Kirby, Liverpool having a coffee, a long way to go for a coffee but probably glad of the ability to do so.

Others who responded and have survived the lockdown well and can't wait for October are **Sandy** and **Pauline McMillan**, **Graham Hatton**, **Derrick** and **Debbie Allen** (name the date), **Norman** and **Denise Roberts**, **Keith Penny**, **Peter Carruthers** and **Ian Beveridge**.

Ian Ormerod has had a really rough time of it over the last few months, everything but Covid, but hopes to be fit enough to pay us a visit in October. Although he has to travel a long way, Ian has always supported the 2E and 2W lunches and combines it with a visit to friends in the North. In the middle of March, he was hospitalized with Legionnaires Disease which caused Pneumonia, Sepsis, Kidney infection and a Heart Attack. Not much for this man of steel. He is back home now convalescing and sounds stronger every time I speak to him. I think Covid is afraid of him.

Margaret Ellis normally has a tale to tell but the only thing she has to report this time is that she is bored stiff and eagerly awaiting the return of the lunch in October. Also 'raring to go' are **Charles Southall**, **David Cooper** and **Syd Barnish** from 2W.

Dick Sale reports that they have had all their trips cancelled, including East Anglia next month and Slovenia in September,



Regions 2E & 2W continued

two extremes. Health wise he is still not out of the woods as he is booked in on 3rd of June for a heart valve replacement and a bypass. In his words he's 'absolutely bricking it'. He passes his best wishes on to everyone and is looking forward to the lunch.

Keith Stansfield is a man of few words. He responds "Hello Pat. I'm surviving. No interesting stories – things are very quiet, thank goodness for You Tube. I'd certainly support an October lunch if things return to near normal."

Dave and Doreen Collins.

Dave is still recovering from his stroke but Doreen keeps me up to date. Following their move from France to Spain she writes, "We live in Alfaz del Pi which is a 10 minute drive into Benidorm. We have an apartment in a complex for retired people and have a bar and restaurant, a doctor's surgery, 1 indoor pool, 2 outdoor ones, a hairdresser, a physio, a gym, a Jacuzzi Bath and a Sauna so we are well provided for. We have both been jabbed and I have a lot of daily local support for David, also helping him to walk and speak. He is able to walk a short distance (enough to get a coffee!!). Hope things continue to improve in UK and everyone stays healthy, Doreen". P.S. Please stay away from here!!

Although I didn't get a massive number of responses, there was a 100% vote for an October Lunch so I will be getting in touch with Otley Golf Club for the East and Birchwood Golf Club for the West to get the golf ball rolling.

Stay Safe

Region 4 – Roger Whelan**ANNUAL LUNCH ON!**

It's a great relief to be able to announce that, at last, the Corus Hotel at Lancaster Gate in London have confirmed that they have survived the sequence of lock-downs and will be able to host Region 4's lunch on 6th October at no increase in price from 2019. Hooray for that. Suitable and affordable venues are hard to come by. So, Region 4's annual lunch will take place on Wednesday 6th October 2021. What a pleasure and a relief to be able to write that sentence!

A full invitation together with menu choices will be sent out at the end of June or early July. The invitation extends to any other Region members who would like to come.

Region 7 – John Jones

I first sent out an email to all whom I know have email and here are their replies in the order they arrived.

Mary Leader

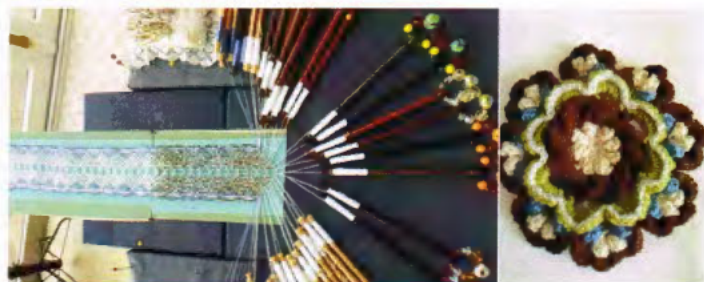
As you know my only connection with NCR is through my late husband **Ian Leader** who was a Field Engineer from joining as a trainee in the early 1960s until he was made redundant in the late 1980's, so after more than 25 years dedicated service.

Personally I have a couple of unusual hobbies – holding a Private Pilot's Licence (acquired at the age of 59) and any



handicraft to do with needles and threads. The most unusual of these being lace work.

I attach three of photos which might be of interest in an article.



Hi John

The threat of an inconvenient phone call has prompted this reply, although in these Zoom days any phone call is welcome.

Apart from the usual bits falling off with old age all is well here. I empathise with Stella Wall in that I find I know hardly anyone of our members. This is probably because I worked on the computer systems side and not in the engineering side. Sadly most of the engineers I enjoyed working with are no longer with us.

In order to relieve the boredom of lockdown I bought a cheap BSA Bantam motor cycle with seized engine and gearbox. I am passing many a happy hour getting it back together.

Best wishes to all the people I don't know! (and the ones I do)

Maurice Chivers

Thank you for that John I had been thinking just a couple of days ago about the fellowship.

Very sorry to hear about **Betty Vickery** I did know her many years ago.

Living in Ilkley Yorks it's not easy to get to the lunches but I haven't given up yet. My family and self are all keeping very well.

My first year in NCR was 1967 as a relief administration clerk. In those days there were lots of offices (think 80 or so) and I used to go wherever needed to cover holiday staff shortages etc.

I would ne happy to write about that but can't think it would gel with many!

Kind regards

Bob Kirkham

Region 7 continued

Thanks John but I had left NCR in 1983 to move here and have no connection with this region at all.

I worked in Head Office, Greenford, 1000 North Circular Rd, Brent and Bonhill st in the City

After the revolution of D Day in 1971 I was moved to Cardiff and then switched to sales in Systemedia in Swansea.

And then to Bristol for 11 years.

That children's home I think closed around the time we arrived in Ilkley it's about 9 miles away towards Leeds.

Bob Kirkham

Hi John we are doing ok, Pat (the boss) has also been looking after her mum who is 93 and lives about 8 miles from us, we have had our first vaccine hoping the second won't be too long now. Like everyone else we are waiting to be set free again to meet up with friends and family.

All the best.

Mike Wells

Hello John,

Good to hear from you. I'm glad to report that all is well at Ogmere by Sea. Being very selfish we have enjoyed the peacefulness of not having the crowds plus cars intruding into everyday life.

However, as I write the car park is beginning to fill up and no doubt the visitors are willing the tide to go out so they can access the beach.

John, I doubt very much if I will make further lunches. The reason being that years catch up on you when you are not looking.

I would like to retain my membership and I wish everyone continued enjoyment of the lunches and the friendships they maintain.

Very best wishes

Rita Keitch

Hi John,

Nice to hear from you. Christine and I are doing fine thank you. We have managed to keep virus free, although my eldest daughter was struck down with the dreaded C19. She caught it from a colleague she teaches with at her school. Fortunately she made a full recovery with no lasting damage. We were unable to visit her during the whole episode due to Lockdown, but are hoping to visit when the world opens up again. We are starting to book staycations and hope to have a get together for our 25th anniversary around June 3rd. We are looking forward to when we can have our lunches again. I was sad to hear of the recent losses and our thoughts go out to their families. I have been busy with DIY and the bungalow is the best it has looked for a while. I have been supporting elderly neighbours with IT support and maintenance and

keeping my Neighbourhood Watch group up to date with local activity in the area. I trust you are keeping well and we look forward to when we can all meet up again. Take care and keep safe.

Mike and Christine Sanford.

Hi John, just letting you know that me and mine are all fine. I hope you're feeling better and looking forward to see you all as soon as we can.

Best wishes

Fred Macey

Hi John, all well with us. (can't believe it's just over 30 years since you brought your band to my house for my 40th !)

It seems every week, I'm learning of a departure. Sorry to hear about **Dave Jones** and **Nick Carter** especially.

In addition to our 9 year old labradoodle, we now also have a 9 month old. - Keeps me active !

All the best

Bob Fairbairn

Keep up the good work John, hope you and the family are well given these v strange times.

Rgds

Paul Davies

Yo John.....Good to hear from you..All ok in the Keene household same ol' same ol' still not able to get up to anything interesting.. Putting up the barricades at the moment ready to repel the hordes that are bound to descend on WsM this weekend, but the chip shops will be rubbing their hands..... Just bought a tin of paint so I'm watching that dry at the moment...See how the other half live !!!

Anyway, hope things are good with you and yours....

Take care mate...All the best **Pat & Maurice Keene**

Hi John

Good to hear from you, Anita and I are both well just a bit cheesed off.

I was interested to hear that **Pat Stroudley** is taking over as Non Editor of Postscript, I used to work with Pat at Marylebone Road.

Hope to see you Later in the Year

Best Wishes

Anita and Dennis Williams

Hello fellow NACARECO's, thanks for checking my phone line still works John.

Stuck in a hole in the ground since December 2019's visit to my Brother in NZ.

Have supermarket home delivery & daily round town walk feeding Birds throughout winter & spring.

Bill Hudson



Region 7 continued

Then I did a round of telephone calls to those who don't have or are not taking part in Email.

Johnny Watts is still with us. I'm trying to get him to tell us about his days as a young apprentice. He and **Geoff Bacup** who is as well as can be expected, used to cause havoc apparently.

Peter Bodley is learning how to use his new email address and that is keeping him busy along with other things during Covid.

Paul Bryant and wife **Angela** are riding out the storm at home with plenty of DIY to keep themselves occupied.

Annie Cunningham (Weekes) wishes to be remembered to all, has kept busy with her dogs and a bit of child minding for a neighbour.

Graham Watts and wife **Carol** are toughing it out at home, no trips to France for a while yet.

Keith Middleton has been isolating for well over a year now, hopes things will be better soon, now that he has had his jabs. He has just had an unlucky week, his favourite football team got relegated and the ceiling in his living room collapsed due to a water leak. Things can only get better.

Roy Back was still well when I last checked on him. He of course has his Daughter to care for and she has to have 24 hour care.

Jessie Wallace and **Martin** are both up to date with their jabs and looking forward to getting out and about but alas no cruises for a while.

Ian Omerod is making a good recovery from his recent bad health (not Covid related) and expects to be back in harness in the very near future.

Sue Hooper (Kembery) and all the family are well, her son has started work and husband has got a new job. She wishes well to all who remember her..

Jean Cheek is looking forward to going on holiday with her Son and all the family. At 88 she doesn't get out very often, even less nowadays with Covid about. She would like a membership form and some old copies of Postscript.

Chris Mumford has finished his garage conversion and is as well as can be expected spends time with his daughter and grandchildren.

Keith Ponting and **Margaret** and both well looking forward to a family holiday in August and hoping it will not be cancelled like last year. As with a lot of others a lack of motivation because of covid restraints, seem to make us content to stay at home.

As for me I had my first band practice for 7 months last night was good to blow the spiders and moths out, got to do some hard work to get ready for two gigs on Bank Holiday weekend.

I'm hoping to organise some kind of get together later in the year.

Region 9 – Adrian Gallagher

Hopefully everyone is still keeping safe and well, and starting to enjoy the slow release in restrictions on the path to returning to a more normal way of living.

Due to the pandemic there have been many discussions and some changes to the way things will be done to try and keep everyone safe. The committee met via Zoom on 25th March 2021 to discuss the fellowship and how we continue for the future.

Therefore at a local level, we will be changing the date of the annual meal to October 2021 and October annually, exact details to be advised by letter/email nearer the time, but will hopefully still reside in Exeter.

If you need any more information in the meantime, then please don't hesitate to contact me.

I would like to just pass on my thanks to the Fellowship committee for all their hard work and dedication to this group, especially during the pandemic.

If anyone has any stories or articles they would like added to the Post Script, please let **Patrick Stroudley** the Editor know by email.

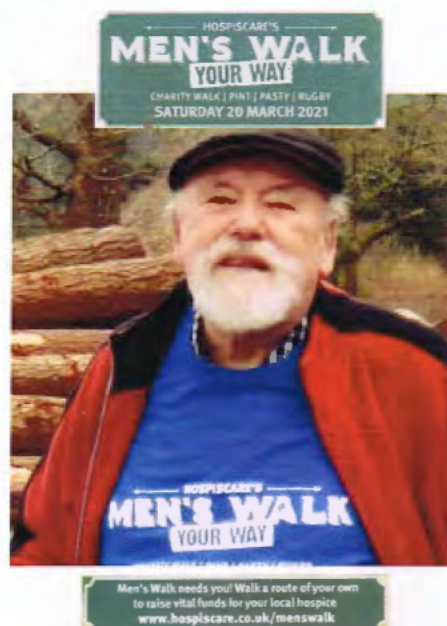
Many thanks.

NEWS FROM GEOFF JACKSON

Our Editor Emeritus

I decided to take part in the Exeter Hospicecare Mens Walk this year. Wife Marion passed away ten years ago this month and was looked after by the hospice towards the end. I have recently spent a week in hospital with a kidney infection and am trying to get back to good health again. Normally the walk is a fixed one of 8 miles, way beyond my capability in my ninetieth year, but this year you could choose your own route. I therefore chose to walk from the village up to Keeper's Cottage in Newton Woods and in memory of Marion. I am pleased to say that I just made it!

Cheers Geoff Jackson.



THE C2000 – THE BIRTH OF A FLAGSHIP MACHINE

And how NCR UK Head Office might just have operated the last active C2000

The class 2000 Accounting Machine was NCR's flagship product in the 1920s.

In this article, we hope to take you through some of the early history of how the C2000 came to be from a manufacturing and engineering perspective. The main selling point was the machine's ability to retain several totals at that same time, identifying banks and large commercial organisations as likely customers. The C2000 was the central piece of the 1920 CPC convention, released to the Marketing Force at the convention.

The C2000 was a major improvement and expansion of the company's previous models in this field.

The company had 39 years of experience in manufacturing and selling cash registers which needed fully utilising in this project as the C2000 represented a whole new generation of designs, tools and parts.

In 1921, NCR introduced the Class 2000 Savings and Loan Machine specifically designed for financial institutions.

Development

D.R.Hall, Chief Engineer, C2000 in 1924, explained as below on 1 May 1924:

Prior to the time of building the first model cash register, which ultimately developed into the Class 2000 line, there were three models constructed in which the principles involved played a more or less important part in the development of this class of registers. One of these was a register with four adding counters, a card printer, and a subtracting counter.

Another was a register with high registering capacity and with a printer for handling a bank passbook. A limited quantity of these were built and sold to one firm. They were not all made at one time but were built and sold as the needs of the institution required. These have been in daily use for a number of years. From these two registers certain ideas were taken and a third partial model was built.

From the knowledge and experience gained in the building of these models, the first model Class 2000 was designed and completed. It was then known as the Universal model. The term "Universal" was not applied with the idea of using this as a commercial name but was used as a term describing the thought in mind of completing a line of registers for all classes of trade with one standard type of construction as a basis. This was a five-counter register with a printer on the left side and with functions similar to the register known as the Class 100 sold to department stores.

Field tests

The same report continues with an explanation of the field tests undertaken around 1920.

Actual Field Tests

The development work had now progressed to such a point that it was deemed wise to give the principles involved actual field tests. To do this, it was necessary to place registers in

use with different lines of business. To provide these registers required the making of many thousands of parts by the expensive process that must be employed when permanent tools are provided.

The Company was willing to spend this money to protect the interests of our future customers and our reputation of always putting out a product of the highest standard. The following demonstrating or test models were then made:

- Grocery Store Register
- Drug Store Register
- Shoe Store Register
- Department Store Register
- Special Retail Store Register
- Two Mail Order House Registers
- Two Savings Bank Registers
- National Bank Register

To build all of these test registers covered a period of approximately three years and required expenditure of many thousands of dollars.

As each register was completed it was put out into the field in actual use and kept under observation, first from the standpoint of mechanical performance and second from the standpoint of system efficiency. Records were kept of the suggestions and criticisms for the purpose of perfecting the mechanism and working out the very best system applicable to the various businesses.

During the periods of try-outs, after these registers had been finished, development work was being carried on in connection with different mechanical functions. Finally after several years of research, instructions were issued to build a model to cover the maximum functions for the store type of register; also tool models for the individual parts so that necessary preparation could be made to build registers by the standard process of manufacture.

Tool design

Below is an extract from a June 1924 report from A W Deedes, Foreman, Tool Designing Dept:

Great skill is necessary in producing the parts for this machine, due to their extreme accuracy and intricate shapes. Some of the finest examples of die work in the country were required to produce the dies for such parts as the typewheel racks and counter gear hangers. These are made from sheet steel, about one-sixteenth thick and comparatively large in length and diameter. They have numerous working points which must be held to limits of plus or minus .001 and to produce such work, tools must be very nearly perfect. After these parts have been made they must be inspected to be sure that only perfect stock gets into the registers.

After a look into the mass of parts which compose this machine, one can readily imagine the trouble that a working point a few thousandths of an inch off could cause in the field. It was necessary to hold the limits of accuracy so much closer on this register than on any of NCR's previous models that new types of gauges had to be developed. These gauges show errors that were never considered in the production of our older parts.

Even the equipment in the factory had to be supplemented by new, larger, and more accurate machines. The presses

which are used to make the cabinet parts are larger than any heretofore used at the NCR Special profilers and drill presses were necessary for the base because of its size, and new gear hobbing machines were installed which produce work with a degree of accuracy unheard of before the advent of the Class 2000 register. Even the indicators required special study and it was necessary to build a special printing press to produce indicators of the required quality.



The photo is of NCR's C2000 Tool Designing Dept in Dayton in the 1920s, capturing a room of 110 employees, the largest drafting room in the area. Great precision was required, calling for accuracy of one 10,000th of an inch. 7,000 different tools were required to equip the factory, taking an estimated 140,000 hours. The activity above is part of the new product process at the time which initially commenced in the Design Dept, after which the model making section make the parts. The model assemblers then take the parts and build the model, which the goes through inspection by a special group before moving on to production.

Testing

More from D. H. Hall's report:

Given 3,000,000 Operations

To make sure of not building on a false foundation, this register was given a very severe running test of over three million operations, equivalent to approximately twenty years' usage in the average store. Certain mechanism showed signs of weakening under this severe usage and a new model was immediately started.

2M CASH REGISTER SALES

In September 1922, NCR notched up total sales of 2 million cash registers, and it was a C2000 which hit the magic number, its own sales having hit 365 at this early stage. That number grew to 849 in 1923, and exponentially from then. At this time, the size of the unit was recognised as an issue, and two new models were put in production, one for dept stores, and the second for the catering industry.

MESSAGE TO ENGINEERS

F.W. Hoerner, Foreman, Assembly Dept made this statement published to the employees in September 1924:

Just as this new register is reaching out to new fields of business, so it has created new methods of handling and new production problems, which has made the work interesting and of a very technical nature. As Mr. John H. Patterson said many years ago: "Improved machinery has made men dear." We have found it so. It has been one of our big problems to select and properly teach our men the work of assembling the many units involved and to give them some understanding of the systems to which this class register is adapted.

It is the desire of every ambitious mechanic to be employed at a task which involves individual responsibility. The assembly of the Class 2000 register is of such a nature; and we fully appreciate the necessity of having the full co-operation of every employee connected with the work, and to have every one thinking out the problems which arise in the production of all units. Therefore, we have gathered together a fine bunch of contented and reliable assemblers. Most of these men have been selected from other departments over the factory and are men who are looking forward to advanced work and ideas.

We are now developing the Bank Type register, having the addition and subtract features, which will be used largely in banks, hotels, department stores and other various businesses where posting is done. The possibilities of adapting this style register to the many office systems alone are unlimited. The 19-inch Class 2000 register has been completed from the Engineering Division's standpoint, and the tool work for the Four Bank size Class 2000 register is very near completion. Therefore, we see fine prospects for the members of the NCR Organization. The new things which are in store for the factory to produce and for the merchants in the field creates a pronounced feeling of optimism for the register business.



The magnificent picture of the C2000 above has been supplied by Ian Ormerod. Ian reports that the picture adorned NCR UK's Tottenham Court Head Office in the 1930s.

Pat Stroudley, with mammoth research by **Ian Ormerod**.

C2000 – INTO THE 80s

As a postscript to this story, can you imagine in 2080, sixty years on, people are still going to be using i-pads or MacBook Pros, or the like? Of course not. But when I took over Treasury Dept in 1977, Cashiers were still using a C2000 to record all incoming payments to the company, including customers, and to record expense payments made in Cash from Head Office. The machine (we only had one, no back up) worked very well, we only had to call for maintenance I think twice in five years, which was fortunate as FED were running out of engineers trained on the equipment. We eventually replaced the C2000 in 1982. One of the selling points used to persuade management to buy new equipment was that the date mechanism in C2000 was hardwired, requiring manual change daily – and the dates on the machine ran out on 31 December 1983! You will understand that we were relieved to replace our C2000 – but what a machine it was, created in the 1920s, still working well in the 1980s!

What a tribute to those forward thinkers of the 1920s who contributed to the creation of this machine.

Many thanks to Ian Ormerod who supplied all the photos and a whole wealth of documents from his amazing collection.

Brian Briggs discovered this edition of C&G's link magazine from 1988.
Here are the first 5 pages, the remaining three will follow next edition.

NCR Summer 1988

LINK

Commercial and Government Division I & V User Magazine

System 10000 Doubles "I" Power

NCR's new addition to the I Series - System 10000 - doubles the power of these interactive computers and introduces powerful new tools to enhance user productivity.

There are four models, from the Model 35 with 2 MB memory and suitable for up to 16 terminals, to Model 75 with 32 MB memory and connectivity to 1,000 terminals. Up to four systems, containing as many as eight processors, can be used in a clustered configuration offering connectivity for 4,000 terminals.

In keeping with NCR's open systems architecture strategy, System 10000 is designed to connect in local and worldwide networks, including multi-vendor environments. It uses industry standard ISO and SNA protocols, and also supports popular high-level languages including COBOL, COBOL 85, C, BASIC and PASCAL.

For business professionals - the people who use computers simply as means to an end - NCR's new System 10000 will meet their needs with a simplicity and directness previously unimagined. They can sit alongside the DP professional and see their requirements being creatively met, on the screen, while they express their needs.

This is in stark contrast to the traditional process of briefing the DP professional, then waiting for as long as it takes, and then - in all probability - discovering that the end result is not quite what one expected, or one's requirements have changed in the meantime. The time to design and implement new applications is reduced, typically, from months to weeks or even days. For DP professionals, System 10000 enables them to produce results much more quickly, and to ensure a better fit to the user's needs.

System 10000 thus serves and brings together the two main classes of users - those who make their living by using computers and those who use computers to help them make their living - in a partnership that offers a different order of

creativity and responsiveness from anything experienced before.

It provides a range of software development tools which are totally integrated with the ITX operating system, supplied and supported by NCR. These three tools are a relational database management system, a CASE (Computer Aided Software Engineering) tool, and a special implementation of Microsoft Windows which exploits the intelligence and power of PC workstations, permitting a single workstation to run up to nine separate programs on the host system simultaneously.

ORACLE* is the chosen relational database management system, with SOL (Structured Query Language) tools. It is the leading RDBMS on the market, and provides a



highly efficient and flexible means of storing and retrieving data.

CorVision* is the CASE product which enables the business professional and the DP professional to work in tandem, as it goes to a higher level than 4GLs by introducing picture programming techniques. For users this means they can participate actively at the system concept stage and confirm their agreement immediately.

During the life of an application, too, it will be much easier to make modifications, at system design rather than programming level. As the costs of an application have generally been 60-80% attributable to maintenance, this is a significant advance. Furthermore, CorVision automatically produces the system documentation; this, too, is in marked contrast to the delays and omissions frequently experienced with 3GL development techniques in performing this vital but time-consuming task.

For business professionals, NCR's aim has been to enable them to secure the full benefits of the intelligence of PCs. Many are already using PCs in stand-alone or networked form; now they will be able to select and extract data from the main files on a host computer, and reformat it so that they can use it in whatever PC applications they wish. For example, data could be extracted from a general ledger and used in, say, a PC spreadsheet such as SuperCalc. What-if reviews can be carried out on selected data, and the results made available to another PC user for consideration and discussion via a central filing system and electronic mail facilities.

ITX Windows — the special implementation of Microsoft Windows — contributes dramatically to the running of applications, enabling users to be "on-line" to several applications simultaneously, opening and closing windows as required. For example, during the entry of customer order details, credit status enquiries can be displayed in a second window and product availability in a third.

An enhanced range of communications capabilities includes ITXNET, which permits networking of System 10000 and earlier processors, to provide facilities such as Remote File Access without the need to amend existing programs.

Significant new features of the hardware include a visual performance display, showing the activity levels of six major system elements. Thus early warning is given of any potential bottlenecks. Performance analysis tools then provide diagnosis and recommended remedies for the bottlenecks. These tools can also predict the consequence for performance of adding more applications, terminals, etc.

"Processor clustering" is another feature: the ability to have up to four processors which are in a single environment loosely coupled so that terminals on one system can access any of the other systems.

A third feature of the hardware is the facility for switchable peripherals, i.e. discs, tapes, printers, etc, can be switched, under software control, from one system to another. One advantage of this feature is that relatively expensive items such as a high-speed magnetic tape unit used for file back-up can be

switched as needed from one system to another, instead of each having to have its own device.

To summarise the virtues of System 10000: while computer systems have been used to automate vast areas of business and administration in the last twenty or thirty years, the methods of developing these systems have changed very little; now, with System 10000's integrated tools, they have caught up in comparative sophistication, and have thereby opened up new potential for users.

System 10000 is truly a complete product, in terms of its architecture, its migration possibilities (from the earlier, NCR I Series and within the range), its wholly new set of application development tools, its enhanced communications capabilities, its new applications, its tools and aids for the business professional, and its open systems. Altogether, it will appeal strongly to all classes of users, and to software houses wanting to exploit its productivity potential.

NCR's I-Series is the largest revenue producer of the company's product offerings, and the user base exceeds 35,000.

* CorVision is a trademark of the Cortex Corporation.

* ORACLE is a registered trademark of the Oracle Corporation.

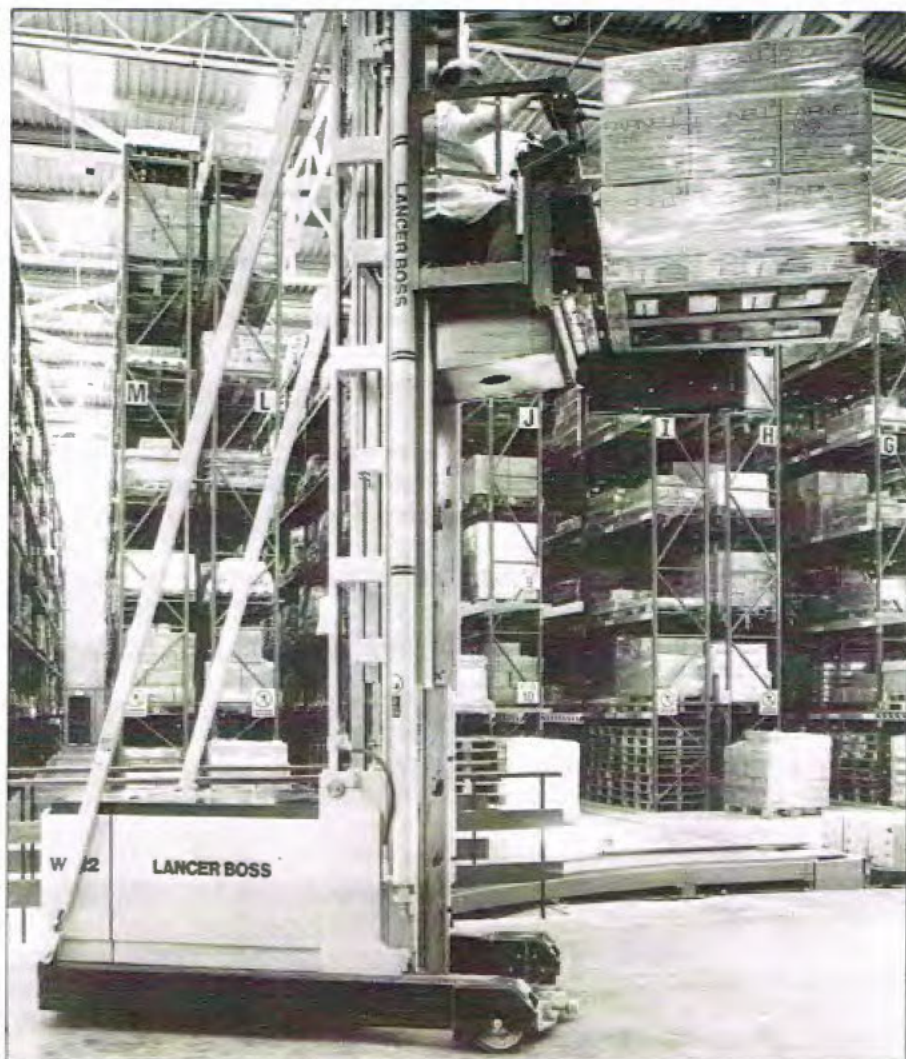
'Just-In-Time' Distribution

Farnell Electronic Components Ltd have ordered two NCR 9822 mainframe computers worth over £470,000 to extend their distribution business to the Continent and to Australia.

The first NCR 9822 fault tolerant mainframe will be based in Leeds and used in a pilot scheme for development work. This will be in a multi-processor environment consisting of an NCR V8835, V8595 and multiple Tower systems. Consideration is being given to long-term development in 9800/Tower Union environment in conjunction with an NCR Tower 32/600 supermicrocomputer.

Farnells are one of the leading pioneers of 'Just-In-Time' distribution of electronic components to industry and research and education establishments in the UK. With a stock of more than 22,000 items, from nuts and screws to semi-conductors, they offer a next-day delivery service for all items, even on orders received at 5pm.

Mr Ken Gledhill, Managing Director, points out that this kind of components distribution service has not so far been developed elsewhere in Europe. "With our German company FEC GmbH", he said, "we hope to do



there what we have done here with our distribution methods and NCR computer power." The first mainframe will be linked by telephone lines to Germany and the other will be shipped to Sydney and will control Farnell's new company in Australia.

Farnell, with more than 250 terminals in the Leeds office and warehouse, is a well planned, efficient operation. Great attention is paid to every detail and leading edge technology such as bar codes, laser scanners and a conveyor belt system enable them to offer a service they believe is unparalleled in the industry. The larger parts are withdrawn by fork-lift trucks controlled remotely by the NCR V-8800 mainframe, in a multi-stack warehouse.

Since Farnell first applied computers to their business in 1979, they have become one of the biggest NCR installations in Britain.



NCR's Concern for Its Customers

by Brian C Briggs
Area Manager, Commercial
& Government Division, NCR
Limited

The accompanying chart shows the size and composition of the NCR sales staff devoted to you, our customers. Together, these people not only sell systems but keep in touch with users, advising them on optimum solutions to their needs, and on opportunities to update and enhance their existing systems. Between them, their length of service with NCR totals 350 man-years.

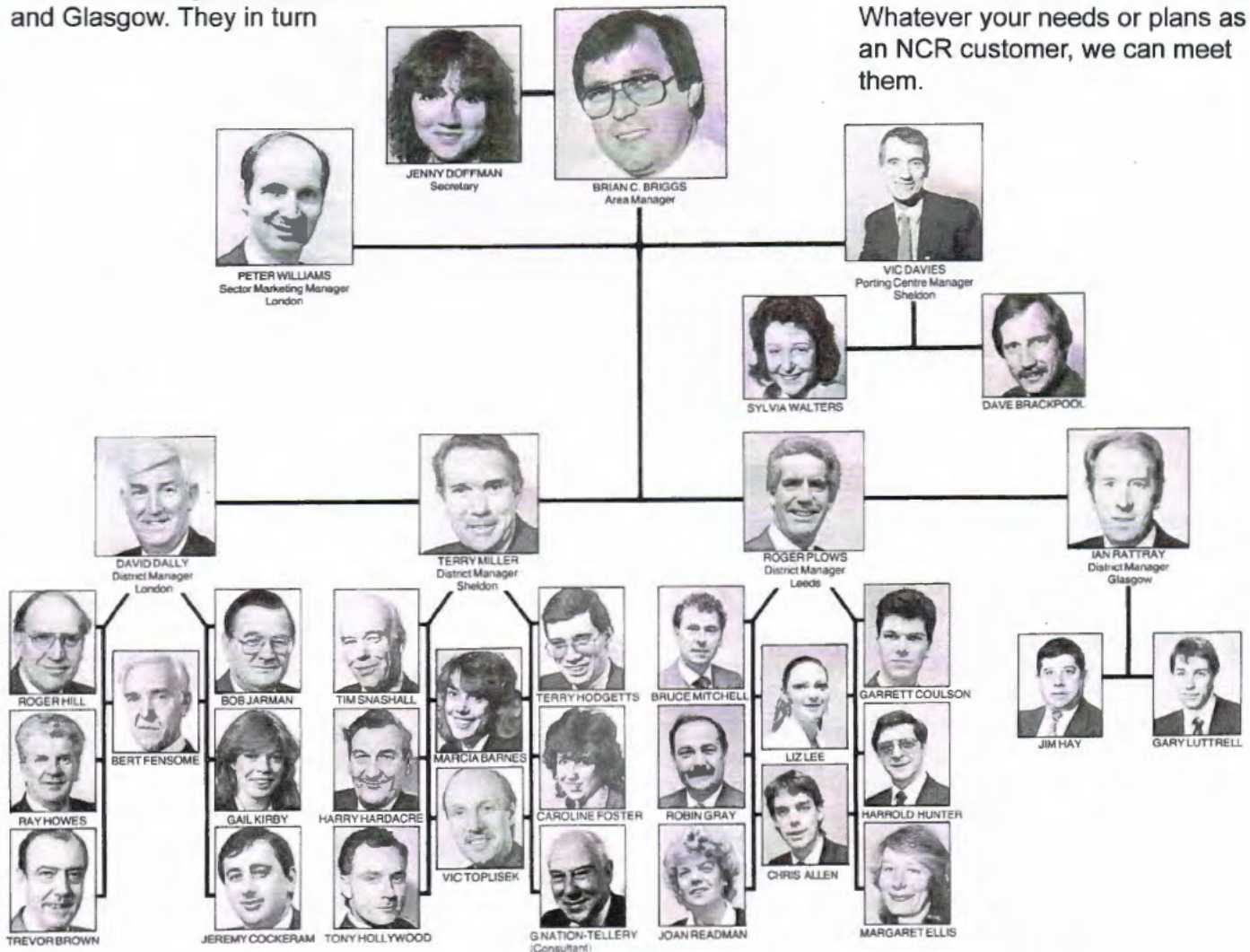
The four district managers are responsible under me for geographical areas centred on London, Birmingham, Leeds and Glasgow. They in turn

have a number of account managers, hardware and software specialists, who individually and collectively keep in day-to-day touch with customers.

As an Area Manager in the Commercial and Government Systems Division of NCR, I am based at NCR's Sheldon, Birmingham offices. Vic Davies, who is developing the, "Porting Centre" which will help 4GL software pioneers as described in this issue, is also at Sheldon. Peter Williams, our new sector marketing manager, is at the company's head office, 206 Marylebone Road, London.

Backing up the services provided by our part of NCR, we also have the Systems Services Division (SSD), which is involved in strategic systems and applications software, providing a full range of services in these areas. The Field Engineering Division employs over 800 fully trained engineers in the engineering centres with spares and rework facilities, providing installation, maintenance of NCR and other manufacturers' equipment, and associated services. UK Development Engineering is available to assist in meeting special requirements, carrying out feasibility studies and implementing any modifications or designs required.

Whatever your needs or plans as an NCR customer, we can meet them.



MY FIRST DAYS AT NCR – IAN ORMEROD

I was interviewed for a position as an adding & accounting machine technician at my hometown of Burnley but offered a job, by **Sid Anderson**, starting in March 1965 at Manchester under **Les Morris**.

I was introduced to all the staff and then my first task was to go with **Liam Walsh** to collect a class 2000 from a nearby office on returning to the workshop I was given 20 class 21 cash registers, from Boots the chemists, to dismantle as the cabinets were going away to be resprayed. There were three different combinations of motor types, capacitors and wiring and carefully described these variations against the serial numbers of the machines in a notebook I had purchased.

I was very puzzled by the behaviour of one of the technicians who, in the afternoon, put his ear to a wall in the workshop and would occasionally dash out of the building. After seeing this happen on several occasions, I was told he was listening in to racing results at the Bookmaker's shop next door.

After two weeks I went off to London, along with my little book, for a six-week course and was told that the registers would be waiting for me on my return, however, while I was on the course I was transferred to Burnley and never returned to Manchester to rebuild the registers. If whoever had to put them back together, without my notes and diagrams, is reading this.... I am sorry guys!

Ian Ormerod.

MY EARLY YEARS IN NCR – LESLIE CLARKE

When I joined NCR in 1969 I don't think I was expecting the amount and level of training I would receive over the following 30 years, after all I was just employed to repair cash registers, how difficult would that be. Turned out all those weeks, spent in training facilities were some of the most memorable and mainly happy times I had during my 'working' life.

I was somewhat of a country 'lad' so attending training in Brent was very 'educational' and not just with the gears, pitmans, and purple ink etc. However it was the many weeks in Dundee that I recall were the most stimulating. The early 70's saw the launch of electronics into NCR's retail offerings, one of my first training visits to the Dundee Dryburgh school was to learn about the 'new' Class 230 electro mechanical cash register, a huge orange Japanese machine, full of cards, mechanics and even a small core memory..

It was during this course I was bitten by the electronics 'bug' that launched me off into a hobby that has lasted for over 50 years, and now after wearing out several soldering irons, I still tinker with smaller and smaller components, and microelectronics.

Dundee.. At eight am we were ferried to the old Timex factory that was now NCR's training facility, the 230's machine's workings and theory of operation filled most of our classroom time, however the after class time was just as absorbing, mainly due to the efforts of our instructor, **Gerry Rushton**. (Hope I have his name right) He had followed the training school move from London, and had relocated to Dundee He and his wife were still exploring the local area, but Gerry took it upon himself to provide day trips at the weekends for the

students. Needless to say these adventures into Scotland were well supported, and I recall the coach was usually full of noisy, enthusiastic engineers, who had eagerly paid the six quid ticket. Gerry's planning and arrangements were 100%, the routes, stop offs, meals were all thought of. With every trip, it may have been 3 or 4 that I joined during my training visits, my knowledge of Scotland and its history expanded, I usually ran out of 35mm film that weekend. The trips were much better than any TV travel show. Whatever the Scottish weather threw at us, we visited Castles, Mountains, Rivers, Seaside towns, and finished the day trip (usually a Sunday) with a steak dinner at a country pub. There were some 'problems' like losing people or the coach breaking down but that was all part of the adventure. Later in my NCR career I did some instructing of my own in Dundee, and Brent, and realized then how much preparation and thought went into providing a 'decent' course, yet alone providing the students with some interesting weekend 'entertainment'.

I'm sure many NCR 'techies' will have loads of similar memories of their time in Dundee, the noisy Whitfield flats, the nylon duvets, the queue for the one pay phone that was working, even the trip to the corner shop (the one with steel mesh all over the front) was an adventure. It truly was an age of discovery for me in many different ways..

Les Clarke Birmingham Field engineer 1969 - 1999

MY EARLY YEARS IN NCR – ADRIAN GALLAGHER

My career began with N.C.R. on 6th May 1986 when I joined, with another new starter **Paul Grant**, as trainee field engineers (Field Engineering Department, FED) at the Newton Abbot depot in Devon under Wally Crump, completing engineering maintenance across Devon & Cornwall. Our Team Leaders were **John Stevenson** for retail support and **Eric Wilsmer** (superceded by **Mike Jonckheere**) for financial support. Little did I know at the time that the company was about to go through arguably some of its biggest changes in the following years.

I spent my first 4 days sat in the depot reading through service and training manuals, the Monday of that week being a bank holiday so I started on the Tuesday. The following week, I attended my 1st training course in Brent, north London completing a basic retail course, 2114, 2115 & 2116 ECR's, taken by instructor **Lytton Wilson**.

I was subsequently trained on 1780/5080 ATM's and impact/fly encoders, although I also helped out occasionally doing the ribbon changes for Boots on the old class 21 & 24 cash registers.

The next few weeks were spent out with experienced engineers, namely **Gordon Newbury**, **Geoff Cooper** and **Geoff Lucas**. One occasion when I was out with Gordon where we attended a call in Exmouth, some 25 miles from the depot. He suggested not worry about travelling that far, as there are many engineers and I'll most likely be kept in the area I lived, which was near the depot.

How little did I realise how much things would change.

Within about two years of starting, N.C.R. decided to close all the local depots and centralise field operations (including training and parts stores) to the Sheldon depot, Birmingham. Wally, Gordon and many other staff retired/left, so new teams were created. Our call planner was **Doreen Butterfield** and

our new manager was **Dave Evans**. Our area increased and included Somerset with a few more engineers adding to the numbers. Subsequent managers for the area were **Paul Gooch, Robert Davies, Graham Cox, Pete Warner, Geoff Penton & Martyn Phipps**, to name a few.....

Over the coming years our area expanded again covering parts of the South coast and Wiltshire creating travelling of up to 150 miles to attend break/fix calls.

Adrian Gallagher

MY EARLY RECOLLECTIONS OF JOINING NCR – KEITH TEMPLEMAN

Do I remember what I did on my first day with NCR, no I'm afraid I don't, but I do recall what led up to it.

I was working as an engineer with Post Office Telephones, a branch of the GPO at that time, in Grimsby, Lincolnshire. After successfully coming out of my apprenticeship and gaining some experience I enjoyed working in the 'exchange construction' department that installed new, upgraded old and assisted/supervised contractors installing larger telephone exchanges in the Lincolnshire area. The work was enjoyable. For the previous nine months or so I had been sort of 'promoted' to the rank of 'Temporary Technical Officer' due to a permanent one being on long term sick leave. It was a good post and more money. When the incumbent officer was well enough to return to work I was 'demoted' back to my rank of 'Technician 2A', along with a reduction in pay of course back to my previous pay grade. This was not so good!

I was somewhat disgruntled by this, although it had always been on the cards, and began to look in the press for another job. As part of my studies for my HNC, I had enjoyed the 'computer engineering' subjects at college so, I began looking for a new career with computers.

I applied for jobs with two computer companies who were advertising nationally. NCR's newest generation was called the Century Series and the first installations were taking place. Soon after applying I received an interview. The Superintendent of the Northern Region of NCR's Computer Maintenance Section, **Fred Jayne**, came over on the ferry from Hull to the local NCR office in Grimsby to interview me. During the relaxed chat he offered me the job with a good starting salary and promise of a company car after completing training. This was subject to me passing some mechanical and logical test papers. He left, I completed the tests, supervised and marked by the local depot manager, who's name was **Cyril Peterson** I think. After an hour or two he advised that I had been successful and I left. As it was then around lunch time, I went to a Chinese restaurant, almost next door I recall. At that time you could get a decent 3 course lunch for £3.10shillings. I walked in and Fred and his wife were just finishing theirs. Fred asked me to join them and he paid for mine too.

I felt good about the morning's work. I recall my salary at the GPO was around £900 per year and Fred had offered £1200 and a company car.

When I got home and opened the front door there was a letter on the door mat from the second company I had applied to, also inviting me to an interview. I read it and declined to attend, as I had received the job offer I couldn't refuse from NCR.

I have wondered many times whether that was my best, or worst career move.

The company that I had rejected, out of hand, was IBM.

I began my new career in October 1969. Initially there was no computer locally. The one I was to be trained to look after had been ordered by a civil engineering company, Clugston Holdings, in Scunthorpe. Delivery had been delayed. I remember the NCR Systems Consultant, **Harry Hardacre**, telling me later that the data processing manager at Clugston's, a John Midgley, had written a letter of complaint to the then NCR Boss in Dayton, Ohio, complimenting him that America had done very well just landing a man on the moon, but they couldn't get a computer delivered to Scunthorpe. The delay was just as well really, as I wouldn't have known the back from the front, never having seen one, and was waiting for the training to begin.

For my first day I was told to report to a department store in Hull called Hammonds that was just having theirs installed.

The most efficient way of getting from Grimsby to Hull was a push bike ride to Grimsby railway station, a half hour train ride with my bike in the guard's van to New Holland and a ferry ride across the River Humber to Hull on a paddle steamer ferry boat by the name of either the Lincoln Castle or the Winfield Castle taking turns to cross, there was no bridge in those days.

A week later my training course began in London.

It was then a few years before I received my first pay rise, and my company car was a Hillman Imp.

I certainly should have gone to the interview with IBM. However I have never regretted my time with NCR. It was a very good career and I met some really great friendly people along the way.

Keith Templeman, Region 3

UK INTERNATIONAL OFFICE - MY FIRST DEPARTMENT IN NCR – Pat Stroudley

20 December 1965. Harold Wilson is Prime Minister, Labour have a wafer thin majority, Muhamed Ali is heavyweight champion, the Beatles are riding high with "Daytripper" and Liverpool are on their way to winning the First Division title. And a 21 year old ex-Inland Revenue clerk joined NCR's Marylebone Head Office staff. Most of these events are remembered even now!

I joined the UK International Office, one of only two such offices in NCR worldwide, the other being in Dayton. UKIO's prime role was sales liaison with other NCR offices worldwide, especially Middle East and Africa. Country sales managers (in smaller countries that often meant the Country Manager) would visit with their International customers to see UK customer computer installations prior, hopefully, to placing orders. **Tom (E S J) Farmer**, the dept manager, and **Leon Vincent** ran this side of the office. Both stayed with NCR throughout the remainder of their careers, Tom until the early 1970s as I recall, and Leon until about 1992. Tom and Leon will I am sure be remembered by many who worked in Head Office throughout those times.

However, Leon is more famous these days as a chain of restaurants! His son John is co-founder of the 'Leon' brand, named after the man himself!

My role was in the export liaison side of the dept, which had two sections. My immediate boss was **Ron Payne**, and we liaised on International orders with Production Support based at Elstree, close to where Elliotts built the 315 and 4100 Computers, the company's flagship products of the time – we are in the pre-ATM era here. The work was very interesting, certainly when compared to my previous jobs in tax and floor tiling! Ron left NCR about a year after I joined and I took over his job. I lost touch with Ron, but later joined his elder brother Bob in Financial Accounts, where Bob worked in Accounts up until his retirement.

The department also had a section run by **Bob Horrocks**, another long serving member who retired in the late 1960s as I recall. Bob looked after exports from the Dundee factories where special pricing was involved, a role I was to take over on Bob's retirement at the end of the decade. The role itself moved to Dundee in 1973.

UKIO also had a Travel and Visitor Liaison Office, **Ted Way** ran the Travel, along with **Pauline Baker**, and **Pat O'Hara** was in charge of Visitor Liaison. Now, Pat O'Hara was a unique character. It sounds impossible now – his job involved 'entertaining' overseas visitors, both customers and senior NCR staff, much of which was conducted at Heathrow. It's true! Pat could 'entertain' anytime anywhere, and had there been a list of skills required to carry out the role, the ability to consume copious amounts of drink and still seem to be working was close to the top of the list. It's fair to say that no-one else could do Pat's job like he did, and no attempt was made to replace him when he retired around 1968.

We also had a bevy of typists, three of whom were shorthand typists, and two copy typists. Only one, **Miriam Rogers** who worked for **Tom Farmer**, stayed with the company a long time. Miriam later moved to Beirut where she lived for the rest of her life. Beirut in those days was the centre of NCR's Middle East Regional set up, and was a good, peaceful place to live and work according to everyone I met from there.

Of course, office work in those days was much different to how it was to become Telex messages, or cables in places where telex had not yet reached, were how we communicated with NCR countries worldwide on urgent issues, airmailed letters covering the more routine issues. Does anyone else remember the Telex Dept? We had the inevitable form to complete, take round to Telex on the 3rd floor, and they would input the message into the telex machines. Seems very cumbersome now compared to just whipping off an email.

Working at Head Office in those days was a very positive experience. You really had a sense of being part of a big company, and having so many different depts housed together in one building helped develop a real team spirit.

I left UKIO in 1973 when my role moved to Dundee, and I took up other roles in Financial Accounts, and then Treasury. I loved my time in UKIO, it was a special dept, unique outside Dayton, and staffed by some special people.

Let's hear about your first job (or first day, week, year, department, office) especially if you have good tales to tell, or a special department.

Email your piece to patrick.stroudley@btinternet.com

FINDING A PLACE TO MEET

I joined NCR in 1975 at the Birmingham office in Broad Street. Starting there in System Services, I moved to FSD (Financial Services) and finally to the Data Services Division.

During this time we all moved from Broad Street to the shiny new offices in Sheldon in 1980.

Disappointingly, NCR decided to close the Data Services Division in 1987. Some of us moved on to work for other companies and some of us transferred into other divisions within NCR or went to work for NCR resellers.

Although many of us went our separate ways, we kept in touch and would always get together for a Christmas meal at various places in central Birmingham, reasonably close to our old office in Broad Street. These Christmas meals were sometimes a bit hit and miss and it was often difficult to agree on where to meet.

In the meantime, our old office in Broad Street had been acquired by JD Wetherspoon; "The Figure of Eight". It felt like fate had now presented us with an ideal venue. Depending upon commitments etc., a number of us, namely **Paul Atkins, Jim Elliott, Lorraine Greenhouse, Robin Hubbard, Frank Pittaway, Dave Riley, Angela Rainbow, Martin Roberts, Steve Plowman, Barry Skelding** continue to get together there twice a year, although COVID has put a temporary hold on that. Sadly, we lost **Bob Groves** in 2013 and **Malcolm Unitt** in 2019.

Naturally, we are all looking forward to being able to meet up again in the not too distant future at our old office in Broad Street.

Pete Selwyn, Region 3



Our old Office April 1955 – Courtesy of Ian Ormerod, NCR Historian



The building today – Courtesy of JD Wetherspoon web site.

HAM SURPRISE

A normal day in a Field Engineering regional office always included 'that phone call' – normally at the end of the day when no one else was around. This tale starts on such a freezing February day in Glasgow. Much of the life of a senior engineer was spent supporting fellow engineers with a sympathetic word of advice at the end of a phone line, or sometimes on-site, when the maintenance contracts for a customer's mainframes triggered these contractual clauses requiring on-site assistance at local, regional, country and eventually factory level. A disk drive is one of the most likely components to fail in both antique mainframes and modern laptops, and the phrase "Head Crash!!" was, never, ever greeted with enthusiasm as apologetic phone calls home would result and more family commitments cancelled.

The news from Ireland was grim. On one of our largest mainframe sites the dreaded head crash had brought the whole system to a screeching halt – as tiny read heads flying a fraction of a millimetre above the recording surface of a spinning metal disc accomplished a landscaping miracle, transforming the surface and its data to that of a freshly ploughed field. Then came the "there's more!" from our local engineer as he broke the news gently. "I'm afraid the customer's computer operator thought their second disk drive might read the data, so loaded the damaged disk onto the second drive". I suspect my head was already in my hands. I didn't want to hear a condition report on drives three and four.

Case packed, with overnight essentials and our complete regional stock of spare disk heads found me heading off to the airport through thick snow and icy roads at 5a.m next morning. It was seriously cold, approaching a record low temperature at Glasgow airport. Discomfort would soon be swept aside however as Aer Lingus always laid on an excellent breakfast. The departure lounge was cold and inhospitable that morning, however. Where was the coffee? – the banter? An Irish brogue, from county Tannoy, offered a convincing apology. Nothing, absolutely nothing by way of catering supplies had made it through the winter storm – and the need for further de-icing delayed our flight a further two hours.

In due course the 737 was in the air. I settled in to the familiar flight to Dublin, one I enjoyed on monthly scheduled visits. I sensed, accurately, that this trip would be different. "Ladies and Gentlemen, due to the severe weather this we have been unable to load any catering supplies so will be serving complimentary sandwiches....." To be fair to Aer Lingus, their ham sandwiches are excellent and I enjoyed mine.

Arriving very late in Dublin my planned flight to the west coast was now impossible and the Dublin office organised a flight to Cork, where the local engineer would drive me to my destination. The flight to Cork mirrored my previous one from Glasgow with an identical message greeting the peckish passengers. The resulting second ham sandwich was as tasty as the first but the culinary forecast was not promising. The banter on that car journey from Cork was as memorable and delightful as would greet me on every single Irish trip. The Irish can, and do, fashion the English language into a form beyond that of any other nation. As I shared my tale of woes with my companion, he announced with enthusiasm, "There's a hotel a few miles ahead. We can stop there for lunch...." Then came an Irish gem...." they specialise in anything you want."

Some eight hours late I arrived at the customer's factory. As always, regardless of the problem, the welcome was warm and friendly. I assured Dermot, the DP manager that I would work on, through the night and warned him that the repair could well extend to 24 hours, equipping him to make appropriate arrangements – the factory being already at a standstill. Working overnight after a long day was a fairly common practice amongst my fellow engineers in NCR's Field Engineering Division. In hindsight this practice was unwise and now sensibly controlled by improved health and safety protection. Dermot exhibited the characteristic hospitality of the Irish, in abundance. "I'm normally on-site at 7:30 every morning, but tomorrow I'll ask my wife to prepare a proper Irish breakfast and I'll bring it in". I made polite sounds

suggesting that this was totally un-necessary, but the thought of a typical Irish breakfast dampened down my objections!

The night was long, and depressing. Three of the four disk drives had all their heads totally destroyed and multiple discs with their data, were unrecoverable. During the evening as I started the lengthy but familiar routine, I set up "Priority Code 1" orders for more spare heads. Our PC-1 system was extraordinary – reserved for 'System Down' scenarios, and during the ensuing long night, unknown to me, heads were being sourced from around the world to be flown to Schipol, and onward to London and eventually reaching a little corner of Ireland better known for its golf, scenic beauty and wonderful people.

By 8a.m. I was seriously tired – but looking forward to Dermot's arrival. He arrived as promised with an intimation that possibly aged me visibly. "Hamish, I hadn't the heart to waken the wife, so I made you a ham sandwich" My memory of that moment is no longer clear but I'm sure I thanked him, and certainly consumed the sandwich. As was our custom I didn't leave the site until my replacement arrived to continue the repair. Mike Turner phoned from Glasgow Airport – "It's still snowing Hamish, I'll be with you as soon as possible" He arrived, laden with spare parts at 12 noon, by which time I was not fully aware of my surroundings – with no sleep these last thirty three hours

As Mike set to work, I asked Dermot to find me a hotel. He was ahead of me with car awaiting ready to whisk me to a hotel in a majestic estate with mandatory golf course attached. Ireland was not its familiar green that day, but blanketed in thick snow – almost Scottish.

"Good morning sir, we were expecting you, so we have a room already prepared". The hotel foyer was enormous, completely deserted and chilly, but the welcome had that Irish warmth that does one good. Alongside me a nun silently collected mail and glided off across the reception area. – it was like a film set. Being overtired I was possibly not quite myself, and maybe even was a bit short as I checked. "As long as it has a bath or a shower". The response was somewhat indignant. "Sir! Every room has a bath and a shower". I thanked him and asked that a snack lunch be brought to my room, and made my way through magnificent corridors, oozing character and history at every turn. My room was vast. Hardly noting any of the facilities I headed for the shower.

The anticlockwise rotation of a tap in traditional, even Irish plumbing normally benefits the user with a flow of water. Not so this day. My call to reception proved interesting. "Hello this is room 304, I thought you said that every room had a bath AND a shower I exclaimed, in my nakedness." "Yes Sir, a bath and a shower" was the response in what was intended to be comforting reassuring tone. "But no water" I ventured to enlighten him. "No sir, you see it's the winter weather and with all this snow we had to turn off the water to avoid frozen pipes." While not certain, I'm fairly sure that I wept.

Seconds later a gentle knock at the door promised some relief. A significantly elderly gentleman, impeccably dressed for a formal evening celebration in high society, entered with a silver tray professionally elevated to shoulder height. I'm sorry sir, but with all this snow, and no water – we've had to lay off our kitchen staff, but don't you worry now, there's a grand hot pot of coffee for you here, sure there is, and I've put together a snack" He brought the tray to a perfect final approach and landing on the table and glided away. The coffee was indeed hot, but as I lifted the silver salver from the plate, what caught my eye was a sight that has never left me – yes, honestly, a ham sandwich.

Such trips over the space of thirty years, at home and abroad, were more memorable than others. Mike made good progress that day, and as further spares arrived along with more relief engineers flying in, the system struggled back to life and the factory resumed production that evening. Next morning Mike and I flew back to Glasgow – yes, for another normal day at the office.

A few names and locations have been changed in this recollection. All other details are 100% accurate – Yes, from first to last bite!

Hamish McKenzie

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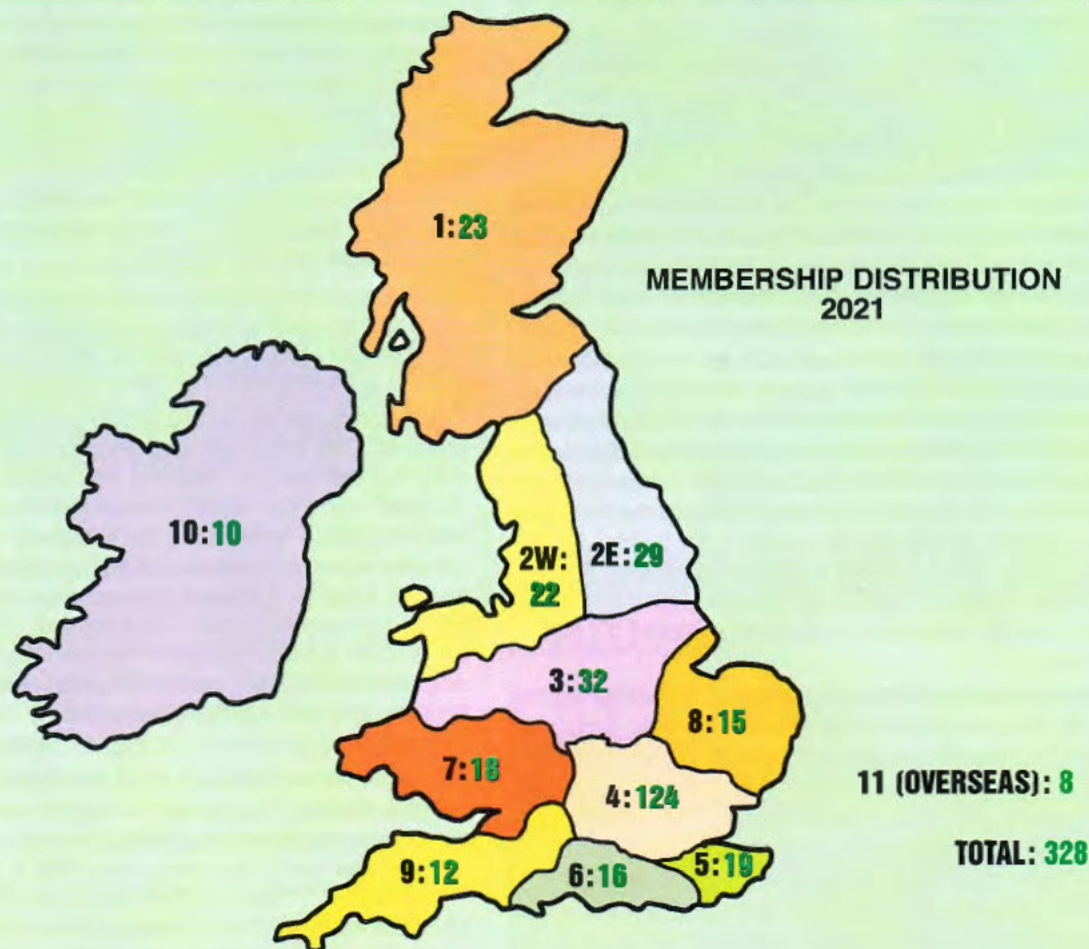
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