

SUMMER 2024 MESSAGE FROM THE CHAIRMAN

It is with pleasure that I can announce that 2024 marks the twentieth year since we took over running the Fellowship. We have reprinted here the article written by the then Chairman, John Burchfield, (see page 4), which appeared on the front page of our first magazine and describes what happened in 2004 when NCR withdrew the funding for the Fellowship. The Committee at the time were keen to keep the Fellowship going and with the great support given by the Committee members, of whom we have had 39 in total over the years, we have managed to do this. Sadly John passed away in 2007 so didn't experience much of our success.

Some statistics that you may find interesting –

Four of the committee members pictured in 2004 (Alan Hutchins, Wallace Hay, Geoff Jackson behind the camera and me) are still members today.

John Jones and Alan Hutchins had been committee members for some years before 2004 and continued until 2022.

Geoff Jackson had been editor since 1985 and continued until 2018, still being part of the Committee.

I took on the role of chairman as well as treasurer in 2007

Many of the Committee members have volunteered for 15 years or more.

Of the 425 members referred to in 2004, 91 are still members.

Over the twenty years we have had 849 different members.

The membership fee of £10 which we set in 2004 has proved sufficient to balance the books.

My sincere thanks to all the committee members who have supported the Fellowship during the last 20 years, and a

special thank you to Ian Ormerod, our historian, for providing all the excellent material for PostScript.

It has become increasingly noticeable that our committee members are being approached by members who do not know who to contact regarding pension issues. Since the demise of an NCR presence in the UK, who would in the past have helped them, we are the only people they feel able to contact. Obviously these queries should be directed to PIC, who are always ready to help, and they supply their contact details on all their correspondence. Unfortunately the PIC letters are all issued in April/May, and may not, therefore, be to hand when needed. In an effort to help this situation we will print the PIC contact details in each magazine.

As some of our regions no longer have somebody to organise a regional lunch, we would like to reiterate that all members are welcome to attend any regional lunch, just contact the appropriate organiser.

Finally it has been a pleasure to keep the Fellowship running and our thanks to all of our members for your best wishes and support.

Lin



Welcome to our 20th Birthday Special!
This edition celebrates 20 years since
The NCR Fellowship, in its current,
Independently funded, was formed.
Special stories are spread throughout
this edition. We hope you enjoy them!

DEFEATING COMPETITION – STRATEGIES IN THE USA AND UK

1912 Competition, Some underhand tactics, the Anti-Trust trial and Prison Sentences for NCR's United States based Directors.

The spectacular early success of NCR attracted many men who thought they saw an opportunity to make money through copying the designs of NCR cash registers. Between 1888 and 1895 there were 82 companies formed in the United States to manufacture and sell registers.

Many of these could only produce machines by infringing the many patents that Patterson and other employees of the company had taken out. Patterson did not tolerate anyone who tried to compete against National, resulting in long and bitter lawsuits based on infringement of patents. Many of these companies were formed mainly with the hope that National Cash would buy them out. Where Patterson saw that the competition designs had improvements over his designs, he bought them out to gain any worthwhile patents or designs they had.

One of the first companies to be acquired was the **Union Cash Register Company** of Waterbury, Connecticut. This was a successful company having obtained many patents and sold thousands of machines. This acquisition, in 1907, took out a competitor, gained Patterson some patents and brought into NCR Union Cash Register's chief inventor, Frederick Fuller who eventually replaced Charles Kettering as head of the Inventions Department at the NCR.

Other companies were taken out of the market by some underhand and dubious means including opening an NCR agency next door to an existing supplier of another make. What followed was eighteen years of what was described as the "eighteen-year cash register war".

Bensinger was sued for infringements and taken over by NCR in 1891. This provided a design which was adapted for the Class 35 principle registers.

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Welcome to the Summer 2024 20th Anniversary Special Edition of Postscript.

As stated on the front page, we have 20th Anniversary specials throughout this edition. We have 20th Anniversary contributions from Keith Templeman, Malcolm Alliband, Gert Bakker, Ian Ormerod and Ian Davidson, as well as a fascinating story from the early NCR days by Ian Ormerod again, and the history of FED automation by Alan Chard and Eric Page. Stephen Swinbank tells of his early career in Systemedia. Ian Ormerod also relates the story of his visit to Camperdown, which turned out to be a notable occasion.

Regional lunches are in full swing, and we have several regions reporting the events in full.

We have held over the ‘Meet the Organisers’ interview until the next edition.

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We hope you enjoy the magazine.

OBITUARIES

PIC has advised us of the following who have passed away.

Fellowship Members:

Name	Region	Date
B Armstrong	2E	23.12.23
Richard Baker	3	22.02.24
George Cass	4	16.11.23
Duncan McCondochie	3	22.02.24
J Ree	4	15.11.23
D Ward	2E	30.01.24

Non Members & Date

J Ballantyne	22.11.23;	A J Birkett	24.12.23
R D Broome	17.10.23;	Ms M K Burdis	05.09.23
Ms J Carter	15.11.23;	F Corrigan	20.03.24
Ms P A Fellows	06.03.24;	W Ferguson	07.02.24
T Flynn	12.03.24;	Ms B J Forster	29.02.24
G W Gent	29.11.23;	R P C Gray	18.11.23
H A Hamblin	07.01.24;	P M Knight	29.03.24
R A Marsh	22.03.24;	Ms G Mason	04.11.23
K J Pannett	30.12.23;	J Parry	27.03.24
J D Rae	15.03.24;	A C Tomlinson	25.12.23
J O Walker	19.12.23;	V E Webb	28.02.24
H Weldon	24.03.24;	N A Wickham	28.03.24
R Wilkins	17.10.23		

BARBARA FORSTER

I was saddened to see in the PIC obituary list that Barbara Forster passed away on 29 February 2024.

Barbara, Barb to all of us who knew her, worked in Financial Accounts, Treasury and Estates, to my knowledge, during a long and successful career with NCR. Initially, Barb was a C32 operator and later worked in accounting and admin positions. Barb was a joy to work with, hard working and fun loving, and very good at whatever she did.

I lost touch with Barb when I left the company in 1993, and did not spend time with her again until I started attending the Region 4 NCR Fellowship lunches in 2009. Barb attended

those lunches with her partner, Ron Reed, who also had a successful NCR career lasting many years, latterly with Estates. Both Ron and Barb had worked in NCR for years before they became partners. I believe Ron later fell ill, and could not attend the lunches any more, and Ron and Barbara apparently discontinued their memberships.

Barb, and Ron, were NCR to the core, typical of those of us who joined NCR in the 1960s and 1970s.

Barb was a bright, intelligent, conscientious, hard-working lady who was very popular with everyone she worked with. It was a pleasure to have known her, and it was very sad to hear of her passing.

Pat Stroudley

A Tribute to Richard (Dick) Baker who sadly passed away in March 2024

Words mostly from Brian Briggs

I have known Dick for many, many years, indeed, since 30th January 1967 when I joined NCR. Over that time, we have spent innumerable happy hours together, both business and social. He was my manager for probably six or so years in the late 70’s/early 80’s and I am happy to say that he was one of the best bosses I had over my 32 years with the company. Our friendship continued for long after both of our retirements and we were due to meet in April for one of our regular Leicester Office Reunion Lunches. With Dick’s passing, I am now “the last man standing” in this regard.



His wife, Christine, died a couple of years ago, now leaving children Guy, Caroline and Justin. Dick’s desire was for a

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small family burial, (as per Christine's interment), so despite all his outgoing personality he was in reality a very private person.

Dick was originally from Brighton, moving to Northampton when his father became Chief Constable of Northamptonshire. I believe that he attended Northampton Grammar School where his sporting loves were rugby and cricket. Being in the end a Leicester lad by adoption, he became a Leicester Tigers fan and season ticket holder. He loved gardening and was I think, whilst living in Oadby, a member of the Leicester Horticultural Society.

His sales achievements were numerous with probably the most notable being the sale of an NCR Century to Walkers Crisps before their takeover by American food producer Standard Brands, and their subsequent computer shift by Group orders to IBM. One of his favourite stories was of the Walkers Board being concerned that if ever crisps got to be more than a shilling (5p), a packet, then they would never sell any!!!! How much are they now Gary Lineker???

In the pre-computer days, he was always looking to combine deals, i.e., trade something in from one customer to make way for a new sale, sell the trade-in to another customer who didn't want or couldn't afford new. He was affectionately known as "Deals on Wheels." He was the very model of the population at large's idea of what a salesman is like. Someone who could sell ice cream to the Eskimos. Despite sounding like a "Jack the Lad, Diamond Geezer," he was totally straight and as honest as the day is long.

I am so pleased to have known him and proud to call him my friend.

Within the Leicester Office Dick also worked with Ken Burnham, Barry Jervis and Tim Snashall, the office manager being Ann Woods, until the office closed. He was then based in the Sheldon office and effective 1 December 1983 Dick was appointed Area Manager, Manufacturing, CIMEG System Sales.

Dick eventually left NCR and became a part of Avalon Systems and then formed the company Orchid Haven, the name perhaps resulting from his interests in horticulture.

Duncan Bruce McCondochie – An Obituary

16th December 1939 – 22nd February 2024



Harry Ridge writes

After university and a spell with Glasgow Transport, Duncan joined NCR in Glasgow as a Computer Engineer in 1968. He transferred to Stoke on Trent after a while, following NCR's sales of computers in that area. This probably came as a shock to his Scottish system, but he

survived and soon settled down in the friendly NCR office and he came to regard Stoke as his second home, eventually marrying Dorothy, a young lady in the new Stoke Office.

Duncan was a keen golfer with a strong sense of loyalty to the game, he had the courage to teach me to play, for which I am forever grateful.

Generous to a fault, many in NCR had the pleasure of his company on the golf course. Those lucky enough to be near him on the 10th would be offered a nip from his ever available flask of a black liquid he called 'Rusty Nail'. [Don't ask, but perhaps a hint is in the chorus of the lively 'drinking song' by Verdi in the closing music which encourages the drinking of wine or other alcoholic beverages].

Loyal also to Scotland, with a great Knowledge of Scottish history, it was fascinating to tour Scotland with Dorothy and Duncan. "Thank you for coming down to Stoke, Duncan, and may you rest well".

Epitaph on my own Friend by Robert Burns:

An honest man here lies at rest,
As e'er God with His image blest:
The friend of man, the friend of truth;
The friend of age, and guide of youth:
Few hearts like his, with virtue warm'd,
Few heads with knowledge so inform'd:

If there's another world, he lives in bliss;
If there is none, he made the best of this.

Into the freedom of wind and sunshine
We let you go
Into the dance of the stars and planets
We let you go
Into the winds breath and the hands of the star maker
We let you go
We love you, we miss you, we want you to be happy
Go safely, go dancing, go running home

Closing music:

The Brindisi from La Traviata by Verdi

Walter Bullen writes

Coming from a different region our paths had never crossed until one sunny evening I was sitting in Atlanta airport departure lounge waiting for a flight to Dayton to attend training on the 6420 band printer when up comes this Scot and asks if I am Walter, you could have knocked me down with a feather, it was Duncan and we were enrolled on the same course.

Later on, when engineers could be sent anywhere I spent many hours helping both Duncan and Clarence at Leek Building Society, Hanley Economic Building Society and Johson's Tiles – great times and both became good friends.

All good eras must come to an end I suppose, but I hold fond memories of my hours in the Stoke area with them.

Rachel Allbutt writes

Duncan and Dorothy often used to go to listen to the choir concerts, especially the bigger concerts at the Victoria Hall in Stoke when Dad was singing. [a reference to her father Clarence Allbutt who worked with Duncan for many years and passed away a year previously].

Post 20 Script

NEWSLETTER
OF THE NCR
RETIREMENT
FELLOWSHIP

No 31
Autumn
2004



A MESSAGE FROM YOUR CHAIRMAN.

Welcome to this the first edition of your new independent, self-funded NCR Retirement Fellowship magazine; to ensure continuity, we shall continue to call the publication PostScript. As a brief reminder, due to cost savings the Company withdrew all financial support for the Fellowship in the first quarter of this year. Despite considerable representation to both the UK Management and the CEO in Dayton the decisions were not rescinded nor were we granted a period of grace during which we could have evaluated the future of the Fellowship in a more controlled manner. Rather than allow the Fellowship to die, we held an emergency committee meeting in March and it was unanimously agreed that we should try to maintain the existence of the Fellowship. However, to ensure the financial viability of the new Fellowship, we would survey all the current pensioners to ascertain whether they would be prepared to make a financial contribution in order to sustain the existence of the Fellowship. The results of the survey indicated that 330 ex employees would be prepared to make a contribution, and it was based on this knowledge that we agreed to proceed with the continuance of the Fellowship.

I am delighted to report to you that at the time of writing this article we have 425 fully paid up members within the Fellowship; this represents a healthy 29% increase over the original expectation. I also personally wrote to 56 pensioners who now reside outside of the British Isles and I am pleased to advise that a number of these ex employees have also contributed and have signed up to the new Fellowship. May I take this opportunity to thank you all for your loyal and generous support in enabling the Fellowship to continue to exist.

To provide decision making control and visibility, we have formed a Committee which consists of all the Regional Organisers, our Honorary President **Harry Redington**, **Lin Sandell** who was unanimously elected as our new Treasurer, **John Nash** agreed to continue as our Secretary as did **Geoff Jackson** as our magazine editor, with myself as Chairman. **Des Woodall** drew up the NCR Retirement Fellowship Constitution a copy being attached to the application to join the new Fellowship, which was forwarded to all pensioners in May.

This document details the procedures to be adopted in the future, including a report from the Chairman and details of income and expenditure for the year ending 30th. April. To ensure transparency to all members, both of these reports will be published in the first edition of PostScript following the Annual Meeting.

Along with PostScript, the other fundamental cornerstones of the Fellowship has been the Regional lunches where old friends and colleagues have the opportunity to meet up in a convivial atmosphere to renew acquaintances and maintain contact with each other. I am aware that the Regional Organisers are continuing to arrange these get togethers, however as there is now a cost attached for the meal the response from those who wish to attend is lower than in the past. This is entirely understandable when the cost of travel is taken into consideration and it may be that smaller more local luncheons will be arranged. The decision on the best way forward is left entirely at the discretion of the Regional Organisers they being



YOUR COMMITTEE

Back Row:

Jo Leighton, Wallace Hay, Alan Hutchings, Charles Southall, The late Tony Poil, Eric Grace, John Jones, Des Woodall.

Front Row:

George Wallace, Lin Sandell, John Birchfield, Ted Young, John Nash. (Geoff Jackson is behind the Camera).

the best persons on the spot to make these judgments. Whatever the decision, I strongly urge you to attend these functions in order to maintain contact with your old friends, as it is more than likely that we will be holding only one luncheon per year within each Region.

The distribution of PostScript is now restricted to those members who have contributed to the Fellowship fund. By definition this means that we shall have a limited source from which to obtain articles of general interest in the future. The report, along with photographs from the Regional Organisers on the local lunches, will still of course figure prominently in future editions, but if you feel that you can contribute an article on any topic such as hobbies, holidays and reminiscences from your previous employment with NCR then don't be shy, let us have a copy and we include it in future editions.

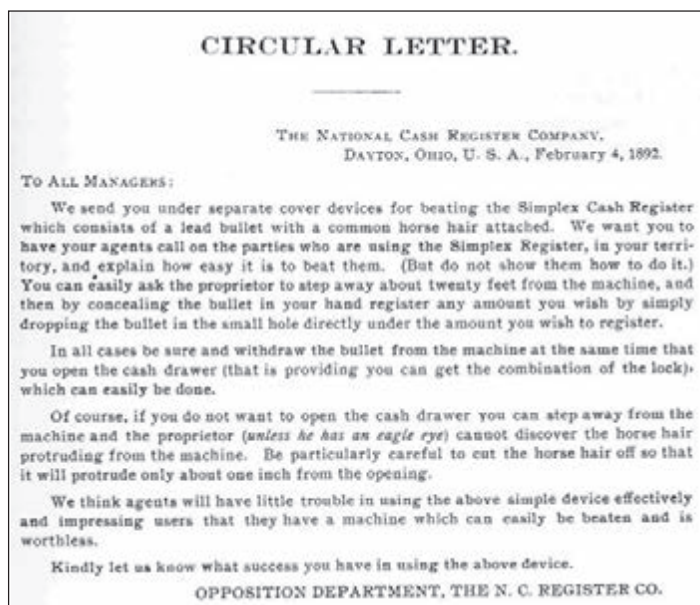
Before I close I feel that I should identify two people who without their personal commitment, effort and time the Fellowship would not be in such a strong position as it is today. Firstly, our Treasurer **Lin Sandell** who organised our new banking facilities and created and continues to maintain the database that we are now using to identify the full membership from the application forms received. Additionally, to **John Jones** (Regional Organiser Region 7) who has provided invaluable support and software knowledge to **Geoff Jackson** in enabling this edition to be published at reduced cost. To both of you my thanks and appreciation of your considerable efforts. Finally, I hope that you enjoy this edition and that we can continue to provide interesting publications in the future. If you are in contact with fellow pensioners who have not yet signed up to belong to the new Fellowship then use your influence to persuade them to join as the greater the numbers we can attract then the stronger the Fellowship in the future. Once again my sincere thanks for your continued support to the new NCR Fellowship; long may it continue.

John Burchfield.

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The **Heintz** company was sued in August 1895 resulting in a permanent injunction and at the same time removed from the market, the 'Cuckoo cash register' which instead of a bell had a cuckoo sing when the drawer opened.

The **Hallwood** company, in 1892, had purchased the Sern P. Watt patents on a cash register that operated by pushing in the cash drawer at the end of the operation rather than by finger power.



Thomas J Watson was born on the 17th of February 1874. His first job, at age 17, was selling pianos, organs and sewing machines to farm families. His next step was to open a butcher shop in Buffalo for which he purchased a National Cash Register on an instalment plan. Having decided that this business was not for him he sold out and went to see the local NCR agent to arrange the transfer of the instalment plan to the new owner of the butcher's shop. After several attempts he managed to get the NCR agent to employ him.

Watson joined NCR as a salesman in Buffalo, NY as assistant to John J. Range. With Range's tutelage he became the most successful salesman in the East of the country and was said to be earning \$100 per week.

As a result of his selling techniques, which included knocking the main competitor (Hallwood), out of business he was given a position at the NCR head office in Dayton.

In 1903 he was picked to head a new NCR subsidiary company named the 'Watson Cash Register and Secondhand Exchange'. The objective was to buy out the secondhand stores and to disrupt the businesses of NCR competitors.

Watson would rent a store-front next to a secondhand cash register business and then stock the shop with other manufacturers registers from the large stock of machines at Dayton. He then undercut the competitor until they went out of business.

In 1905 Watson changed the name of his company to 'The American Second-Hand Cash Register Company. In 1906 NCR repurchased all the Watson Stores.



NCR News, page 626 July 1902.

In 1910 the government was pressured into taking action under the Sherman Anti-Trust Laws.

Three counts were entered.

1. Conspiracy to restrain trade and create a monopoly.
2. Unlawfully monopolising the trade in cash registers.
3. Continuing to hold and carrying on the business so built up.

These charges were laid against John. H. Patterson and 21 of the NCR officials including Thomas J Watson, later to become the founder of IBM.

The trial beginning November 1912, the government council stated that the National did 95% of the trade in cash registers, and that this, in itself, constituted a monopoly.

The company brought evidence that this large percentage was the result of quality due to basic pain and research, efficiency, manufacturing and selling methods, The evidence was not admitted. The government could only show 32 cases of alleged interference with other sales by NCR, and of all those, only three were proved by evidence. Records show that in the three years preceding the indictment our agents and salesman admitted 3 million calls on merchants. That meant only one call in each million was proved to be an interference in the competitor's business. In spite of this, in February 1913, a verdict of guilty on each count was returned. The court imposed a fine of \$5000, payment of costs and a sentence of one year's imprisonment in the Miami County Jail, on Patterson and Watson. Sentences ranging from payment of costs and nine months to one year in jail were passed on the other defendants. An appeal was entered immediately. Before the end of the next month, something happened which in old insurance policies and railroad consignments used to be described as an "Act of God".

The Second-Hand market In Great Britain.

The above story could not happen in honest Britain: NCR would never stoop to such devious means – or would it?

On the 28th of August 1937 the Directors' Minute book show that it was resolved that the:-

- (1) Company finance an independent operation under the names of Sasieni & Johnson a partnership, for the purpose of:-

- (a) Purchase of cash registers in the open market.
 - (b) Renovation and Repair work to cash registers.
 - (c) Sale and exchange of cash registers.
 - (d) Purchase and sale of Cash Register Supplies, to be obtained from outside sources.
 - (e) Obtaining information as to Dealers' activities.
- (2) Mr H.V.S Johnson of 13 Lowther Hill London, a responsible person known to Officers of the company be appointed Senior Partner to control operation of the Partnership under the Company's instructions.
- (3) That D Sasieni, an ex-agent of the Company, be appointed as Partner to conduct the activities.
- (4) That the books of the Partnership be updated annually by independent auditors
- (5) That the seal of the company be affixed to Agreement with H.V.S. Johnson relating to the Partnership.

On the 17th May 1937 the board authorised the lease of 9 Bright Street, **Birmingham** for the use of Sasieni and Johnson, Authorised Distributors of The National Cash Register Co. Limited for seven years from 24 June 1938.

The Board meeting on the 23rd May authorised the lease of 19 Eglington Street, **Glasgow** again for Sasieni & Smith.

A London Office at 52 Greys Inn Road was leased for the use of Sasieni & Smith for a seven year term.

This was followed by the lease on the 12th September 1938, of 81 Bridge Street **Manchester** for Sasieni and Smith, for the company's Authorised Distributors.

On the 29th September the board recorded that Mr H.V.S Johnson had died and that Mr Arthur Vivian Smith of 136 Elgar Avenue, Isleworth was appointed Senior Partner.

Another lease was taken out at 9 Victoria Street **Bristol** on the 30th December 1938 for the Partnership.

On the 2nd of October that year the Board recorded that Sasieni & Smith would be transferred to Frank Stevenson, another cash register dealer. Strangely on the 23rd of January 1939 the Company went on to lease another premises at 72 North Street Leeds for 7 years for Sasieni and Smith.

In February 1939 all the assets of Frank Stevenson and the Partnership of Frank Stevenson and Son were purchased for the sum of £7186 18s 10d and an agreement was made with Frank Stevenson and Frank Stevenson and Son,

- (a) to finance the partnership to Conduct a second-hand Cash Register Business from 39 miles south of Birmingham to Scottish Boarder.
- (b) in consideration for a salary of £1000 per annum Frank Stevenson agrees that all the profits of the Firm shall be held in Trust for the company
- (c) Independent auditors be appointed to audit the books every six months.
- (d) The agreement to remain in force for a period of five years thereafter terminable on six months' notice.

In January 1950 this agreement was determined to have ceased to have any effect as at January 31st 1949. A new agreement for 21 years setting forth the terms and conditions under which the Frank Stevenson operated as dealers in second-hand cash registers, cash tills and supplies, also as repairers subject to six months notice .

The National Cash Register Company Ltd. therefore had control over a company to dispose of second-hand machines through a company that appeared as an independent dealer. In the 1960s engineers viewed Stevenson registers as sub-standard and were encouraged to put in 'Pointer' to the sales department for any that they came across to allow the National salesmen an opportunity to upgrade the customers register.



As for the outcome of John H. Patterson and John T. Watson' trial and prison sentences, that will be another story in the next edition of Postscript.

IF YOU HAVE AN NCR PENSION QUERY, HERE ARE THE CONTACT DETAILS



0800 652 7000
+44 (0)1325 271 860 (if abroad)
Monday - Friday, 8am - 6pm

enquiries@picadmin.co.uk

picmemberzone.com

Pension Insurance Corporation
PO Box 556, Darlington DL1 9YX

Need extra help? Please get in touch,
we are here to support you.

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20 YEARS AGO TODAY TRAVELIN' MAN

20 years ago – 2004

I was employed in the Education Division – and I was training people on ATMs (everything except taking cash out the front!). I have trawled through my passport looking for 2004 stamps.

In February it was required to train some people in Panama in Spanish about NDC. NDC stands for NCR Direct Connect and was a popular way of controlling the operation of ATMs. We had no-one who could do that - but there was a PS consultant (Laura) in Argentina who knew the subject. We both went to Trinidad and I ran the course there in English and Laura watched how the course was taught. We then flew to Panama and Laura gave the course in Spanish and I was there to assist during the exercises. The journey from Trinidad to Panama involved flying via Miami – and our luggage decided to stop over in Miami. I got my suitcase back at the airport on the way home. While sitting in the class, I remembered that the AmEx credit card provided some Travel Insurance and was able to find out what it provided. I was able to purchase some clothes as my 'wardrobe' was somewhat restricted.

In August I flew to Sao Paulo in Brazil. There was a bit of a mix-up at Birmingham airport regarding my luggage, so when I arrived in Sao Paulo I was once again without my suitcase. This time I knew the Travel Insurance rules – so having set up the classroom, we went off clothes shopping straight away. It was in Sao Paulo that I had my pocket picked – they stole a coin purse which had most of my credit cards in but no Brazilian currency. The thieves discarded the purse nearby and it was returned to me the same day – by which time I had cancelled all my cards. AmEx ads show a traveller having a new AmEx card delivered in remote locations, so I contacted AmEx and they assured me that my new card was on its way to my home. On learning that I was in Brazil they checked and Sao Paulo has an AmEx office – so a card would be waiting next lunchtime. However, the next day and the AmEx office knew nothing of this arrangement. After some more phone calls it was discovered that there were 2 offices ... and the next lunchtime I was able to collect my card.

In September, I went to Hyderabad in India.

In October, I went to Moscow.

I am sure that I would have visited Dundee quite a few times during the year – but those trips did not get stamps in my passport.

Ian Davidson

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2004 MEMORIES

I retired from NCR in 2003 after having a breakdown while working directly from Dayton. As my memory had shut down two years previously. I had been advised to take a 2year Oxford University History course to get me back into working on projects in a structured way.

I had been given a lot of help from Pat Keogh and the Pension Trustees, which I have always been very grateful for.

On my last day with NCR, I was asked by NCR HR department to stay on as the Company Historian, unpaid of course, a role which I have really enjoyed.

My other passion is for travelling and in November 2004 I found myself in a hotel in Hong Kong and, to my surprise, received a call in the early hours of the night from William S. Anderson, retired CEO of the company who wanted to chat about NCR History.

We continued our friendship over many years and was invited to visit Bill and his wife Janice at their home in California on two occasions , (the story of my first visit is in the Postscript magazine pages 10-11 of the Summer edition 2012 which can be found on our website at NCR Postscript No 46 Summer 2012.

We exchanged greetings and Christmas cards for many years and this last week, on my birthday, I received a greeting from his lovely wife Janice who herself was 103 years old in March this year.

I thought the photo would bring back memories for anyone who remembers Bill, who died in 2021 age 102, and Janice. The photo was taken in 2017 and consists of the extended Anderson family.

Ian Ormerod



REGIONAL REPORTS

Region 1 - Ron Gammie

As well as our yearly get together/lunch in the Autum, we managed to arrange an impromptu meet for our colleagues due to a special visitor from the USA. **Barry Harrison**, ex Regional Manager for Scotland and Ireland was visiting family and was keen to meet as many old colleagues as possible. Therefore we arranged a lunch at our usual venue on Tuesday 16th April. With 14 attendees managing to make it along we had a lovely lunch at The Italian Kitchen in Ingram Street, Glasgow. This was followed by a wee swally in the Whisky Bar on the corner of George Square.

Not only did we have a mix of old faithful attend, but also some new faces managed to make it along. Those being **John** and **Christine Nairn** who travelled down from Perth. John, originally an Instructor at the Dundee school rose to many senior positions in NCR as indeed did Christine, his wife. **Don McFadyen**, Centre Manager of Inverness then Aberdeen, managed down from Inverness with his son accompanying him, thanks Ranald. Also **Jim Tucker** managed to squeeze a visit in between looking after his grandchildren in Linlithgow.



Left to right:- Jim Tucker, Ian Fairbairn, Neil Bathe, John Nairn, Christine Nairn, Hamish McKenzie, George Brown, Brian Behr, Don McFadyen, Barry Harrison, Ranald McFadyen, Ron Gammie and finally Bob Stewart. A big thanks to Karen Cantrell for taking the picture.

Region 2E - Pat Keogh

Numbers are falling due to our aging membership. Two days before this event we only had ten attendees. This grew to 15 at the event but with a £50 booking fee it is no longer viable to use Otley Golf Club as a venue. So this will be our last event here after over twenty years. Another victim of the pandemic and rising prices.

The following is a list of the non-attendees with reasons, mostly medical. Ian Beveridge Has a hospital appointment at 2:30 today. Dave Dawson has a very important grandchild's birthday party to attend, and John Evanson has a lot on his plate with Cynthia about to go into hospital. Walter Bullen is still looking after Jean who still gets very disorientated when out of her usual routine and Tom Wallbank couldn't attend as Audrey is not at her best. Bob Appleby cannot attend but gives no reason. Derek Allen is unable to drive as he has just had an operation on his left eye and Mike Wood is in Darbyshire entertaining his visiting Canadian cousins. Sandy McMillan has another function on the third Wednesday each month. I have spoken to him and he is free on other Wednesdays so I agreed to move our lunches to the second Wednesday. Malcolm Rudge Priestley emailed me to inform me that June had a heart attack three weeks ago and is recovering. Frank Pusey is off to the USA again but will see us in October. Geoff Smith and Gill will be in Scotland babysitting a dog to allow its owner to go on holiday. Phillip Wilkinson sends his regards and Graham Hatten cannot attend because of illness.

For our future lunches we will be using the facilities at Hawthorne Farm, Yeadon LS19 7FT. They are only a few miles from Otley golf club and next to Leeds Bradford Airport.

When we attend this venue, everyone will order and pay for their own meal so there will be no need for me to collect money in advance. You can have anything from just a cup of tea to a full three course meal. I will attempt to reserve an area so that we can sit with each other or close to. This also ensures the longevity of these lunches as the only advance organization required will be to choose a date and send out a group email.

Our next lunch will be on the 9th of October 2024 at Hawthorne Farm.



Jacqui Sale and Steve Gates

Region 2E continued



Ian and Sheila Ormerod



Peter Ramsden and Ian Fernside



Keith Penny and Keith Stansfield



Sandy and Alan Dixon and Pat Keogh



Andrew and Irene Hill



Pete Scanlon and partner Sue

Region 3 - Keith Templeman

Today's lunch was at the National Memorial Arboretum in Alrewas, Staffordshire. I had been praying for good weather and it was partially rewarded with a dry, sunny day, but with a cold sharp wind from the North, which curtailed the walking in the grounds somewhat for all but the hardy members of the group.

There were 23 members and wives:

Ian Davidson with **Kay**, **Peter Heywood** with **Vicky**, **Phil Rock**, **Keith** and **Dene Templeman**, **Jill MacPhail** with daughter **Fiona** and her husband **John**, **John Latty**, **Kevin** and **Marion Rixson**, **David Cooksey**, **Yatish Ranch**, **Pete Selwyn**, **Barry Skelding**, **Gert Bakker** with his wife **Juliet**, **Joe** and **Jenny Teeling**, **Jim McHugh**, and **Graham Carter**.

It's very sad that **Richard Baker** has so recently and suddenly passed away and couldn't be with us. I guess none of us can last forever, and to some extent, the very existence of this group makes it likely that we become aware soon after life passes from active group members.

We can only hope that this is not often, and we get to enjoy the longest of lives in good health.

Apologies were received from:

Les Clarke, **John Williams**, **Marilyn Almond**, **Brian Briggs**, **Margaret Ellis**. All sent their best regards to others for the day.

The two-course meal was served in a separate function room within the Arboretum main building, with views of the

Region 3 continued

grounds outside. The food was of very good quality and the catering staff were friendly and efficient. The meal was of good value in today's climate at £19.75 per head and consisted of a chicken and mushroom dish, a roast beef and Yorkshire pudding dish or a vegetarian dish, accompanied with a varied selection of vegetables. The desserts were a mixed berry crumble with custard or a chocolate cheesecake with tea or coffee to follow.

Outside of our function room was the main exhibits room, gift shop and public restaurant, mostly manned by volunteers.

Today was, in fact, the third visit by the Retirement Fellowship. The first was in 2001, not long after the Memorial Arboretum was opened. One of our then active members was Brian Cadnam, himself a volunteer here as he lived close by and I believe he gave a talk about its purpose and formation. The second visit was just after I became the group organiser in 2015, and the third today. Each visit allowed quite different experiences to the one before as the Arboretum evolves and the Memorials increase in number. I can thoroughly recommend a visit for a day if possible.

The web site address is www.thenma.org.uk and here is some introductory text extracted from it to whet your appetite:

The National Memorial Arboretum is the Nation's year-round place to remember, a special place that Honours those who have served and continue to serve our Nation. People from all walks of life are represented, with memorials dedicated to the Armed Forces, Emergency Services and Civilian Organisations. Founded by Commander David Childs CBE on a reclaimed mineral extraction site gifted by Redland Aggregates, now Tarmac, the Arboretum has flourished from a muddy open field to a beautiful growing landscape. Over 400 memorials, 25,000 trees and an

abundance of wildlife now called the Arboretum home and our team work year-round to ensure we continue to celebrate lives lived and remember lives lost.



The Arboretum welcomes over 300,000 visitors each year. Alongside a daily programme of free talks, exhibitions and activities, we deliver an annual calendar of events including Armed Forces Weekend, Remembrance Sunday and Illuminated Arboretum.

With so much to explore, the Arboretum has something to offer groups of all interests.

Peaceful woodlands, colourful gardens, riverside walks and fascinating stories are all waiting to be discovered. Enquire today and our award-winning group travel team will work with you to ensure you and your group have a day out to remember.

I hope that everyone enjoyed the visit and the meal today, some had a walk before the meal and some after, some a ride on the land train. I had been tasked by a good friend of ours to seek out the engraved name of her first husband, killed in 1957, who was in the Staffordshire Regiment of the Army, and managed to locate it on the main memorial wall successfully.

I announced a diary date of Thursday 17th October for our next lunch. The venue is yet to be confirmed, but I welcome suggestions if you have any.



Region 3 continued



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Extract from:- The US NCR Retired Employees Association, Inc.

February 2005

The NCR Retirement Fellowship—UK

The NCR Retirement Fellowship really started the day that Harry Redington, Personnel Controller (now president of the UK Fellowship) suggested to his boss, Director of Human Resources UK, that we should provide employees with a pre-retirement course. This was agreed in principle and I, at that time involved in Management Training, should set up and run such a course. This I did, taking all employees two years before they retired, to a hotel for a two-day course designed to help them through the difficult period experienced after retirement. Having taught people how to cope after retirement a question posed itself: how do we keep in touch with each other to share our experiences? Once again my name was put forward to organise this and an invitation was issued by UK's Managing Director in 1985 to all retirees to join the proposed organization.

We were very lucky in that we received great support from the company, both financially and in the provision of facilities for our meetings. Each member was able to receive at least one lunch and sometimes two each year, which had been the nucleus around which regional meetings have been run and paid for by the company. In addition, the company bore the production, printing and postage costs of "PostScript" which has grown from a four pager initially into a very comprehensive twenty page magazine today. Throughout the years, the membership has remained at about a thousand, the sad demise of some members being replaced by fresh retirees.

Then, in 2004, the axe fell! A directive from Dayton demanded that costs be cut and singled out was our Retirement Fellowship. With no advance warning, our support from the company was cut off! Despite entreaties that we should have a supported lead into our new situation, this was not granted. We were on our own! Our committee, composed mainly of Regional Organisers, met in London and decided that we would carry on. We circulated all our current members, about a thousand in all, and advised them of

the situation and asked them if they would be prepared to pay their way. The response was excellent and has resulted in about 450 members rejoining the "new" Fellowship. We all pay a small subscription which covers the cost of PostScript and pay for our own lunches. I am pleased to report that we have just published the latest copy of PostScript and that several regions have now held lunches under the new system. The despair we felt early in the year has now been dissipated and we feel that we are a stronger organization for having to stand on our own feet.

Geoff Jackson, Editor PostScript
NCR Fellowship UK

Follow up email from Geoff Jackson dated January 12, 2005:

Friends, Now that the dust has settled I thought that the time has come to bring you an update on the UK Retirement Fellowship. A year on we have picked ourselves up and are looking healthy again. We no longer have any direct contact with NCR Management apart from the Trustees of our Pension Fund which we regard as a separate body anyway. It is sad but that is the way that they want it. Last year we circulated all our old members and

explained the position to them and invited them to join our new organization. I am pleased to report that we had a 50% response and we have continued to publish our magazine "PostScript" to the same standard as previously and our Regions are meeting regularly, the only difference being that all expenses are now borne totally by the members. The three London Regions got together last October and had a joint lunch in a local Cricket club, an added advantage being that all regions could meet together as, previously, the HO facility was not big enough to enable this. Members were present who had not seen each other for many years! Now, a "thank you" to all of you for, at the time of our crisis, providing us with information about how your organisations were run. This helped us to plan the new format of our revived organisation. Finally, wishing you all a very happy New Year and wishing your organisations all success for the future.

Sincere regards from
Geoff Jackson and his colleagues
in the UK Fellowship

THE PHOENIX ARISES

Hi Geoff,

WOW!!!! You people are to be congratulated for turning what originally looked like a disaster into something positive. It even looks like your group has come out of this stronger than it was a few months ago since the membership now consists of people that really want to be there and are willing to contribute. It will also be great if you can continue to publish your newsletter which I consider to be of truly professional quality. I don't know who is primarily responsible for the quality of the newsletter, but I suspect it is you.

Anyway, congratulations once again on what you have been able to accomplish. I, for one, am impressed.

Bob Medley – Communications Committee - US NCR Retired Employees Association Inc.

Region 4 – Lin Sandell

As requested by the members we held another successful lunch on April 24th at the Corus hotel in Lancaster Gate. We had booked for 30 people but unfortunately **Paul Williams** and **Roy Gardner** could not make it at the last minute.

We have also made a booking for OCTOBER 9th for the next lunch and have agreed with the hotel to keep the same price.

As reported previously invitations will be sent by email and we have a master list of invitees. However, if you would like to join us, members from all region are very welcome, but don't receive an invitation please contact John or me.

The following guests attended:

Wallace Avery, Alan Chard, Chris Dunn, Terry Exton, John Fenner, Trevor Friend, Robert Gray, Bernard Harris, Ray Harris, Melville Hill, Steve Mathews, Eric Page, John Smith, Mike Sumner, Cath Sunderland, John Atkins, Lin Sandell, Nial Anderson, Ernie Brewer, Brian Briggs, Mary Cronin, John Davies, Chris Gillespie, Tracey Harrison, Nigel Hensman, Chris Marles, Doug Milsom, Chrissy Young.



Mary Cronin, Doug Milsom, Alan Chard, John Smith, Trevor Friend.



John Atkins, Chrissy Young



Cath Sunderland, John Davies, Eric Page, Nigel Hensman, Tracey Harrison.



Terry Exton, Robert Gray, Melville Hill, Brian Briggs, Mike Sumner.



Wallace Avery, Ray Harris, Steve Mathews, John Fenner, Chris Gillespie



John Atkins, Chris Dunn, Bernard Harris, Chris Marles



Ernie Brewer, Nial Anderson, Lin Sandell

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20 YEARS AGO TODAY

As part of the IT Services group, I was asked to work on a new office

in Tokyo, called Shiba Park. Helmut Kohler from Augsburg and I were to do the IT infrastructure for this office. We had worked on other projects like this before so we had the necessary experience.

As was our custom when on a job abroad, we each purchased a bottle of duty free Laphroaig whisky for our regular evening night caps. Arriving at our hotel in Shinagawa, we found our rooms on the 36th floor. On the first night I was awakened by a shaking of my bed. Yes, there was an earthquake!

Strange experience and when at breakfast Helmut said: "That was a big one" this was an understatement. I must say, that was not the best first night. I had another 22 left.

We both worked on the new office and I have enclosed some pictures. One shows the working conditions for both of us. Helmut is sitting at his desk.



The other picture shows me in the new office before anyone moved in.



It shows how cramped the place was and how small the desks were.

Another one shows Helmut taking pictures of a Japanese garden in Asakusa.



We both had a good time. We visited a firework display that apparently is

put on by big companies on Saturdays in August. These lasted well over two hours. Both Helmut and I decided to leave after an hour as we could see a massive crowd that had to make their way home. We were able to visit a number of other tourists sites in Tokyo while we were there. We also did some work in the NCR Oiso office. One of the nicest NCR offices I have ever visited - right next to the beach.

A few months later, after we finished the job, we learned that NCR were going to move out of Shiba Park in three years time. Both Helmut and I were back in 2007 to move them into the new office.

Gert Bakker

YOUR COMPANY NEEDS YOU

WE NEED YOU!



If you have anything you think may be of interest in a historical context (old machines, parts, manuals, newsletters, newspaper articles), please contact Ian Ormerod on ian.ormerod@ncr.org.uk or by post at Jasmine Cottage, Hillersland Lane, Shortstanding, Coleford, Gloucestershire, GL16 7NU. Phone: 01594 780219

Ian curates the NCR Retrospective website, which is full of UK and US company history, and has a copy of every Postscript (and other NCR magazines) - visit ncr.org.uk

Region 7 - Ian Ormerod

Ian Ormerod is hoping to arrange a lunch for the Region in the Autumn and will be contacting all those he has email or home address for in the next few weeks but please contact him at ian@ormerod.uk.net if you have any suggestions for a lunch meeting location.

Region 9 –Adrian Gallagher

Nothing much to report about our region other than the luncheon details. Information on the numbers of members are contained with Post Script, but if you have any queries, please contact me.

Our annual luncheon is to be held on **Monday 28th October 2024 12.30pm at Carriages, The Devon Hotel, Old Matford Lane, Exeter, Devon EX2 8XP.**

Please let me know by **Monday 14th October 2024** if you are able to attend and if you have any food allergies. Along

with the normal variety of food on the menu, they also do a carvery.

You can find their menu at:
<https://carriagesbrasserie.co.uk/menus/lunch/>

If I have unknowingly missed out anyone on the invite, please feel free to pass on the invitation. The more the merrier, everyone's welcome.

Traditionally, our annual luncheon is held on a Monday but if another day better suits, we can discuss it at our meal in October and if necessary change the day of the week to meet up. Or if you are unable to attend, please email, phone or text me your suggestions.

Many regions meet twice yearly so if you also wish there to be a 2nd luncheon in May each year, we can discuss that too.

If anyone has any stories that they wish to be printed in the next edition of Post Script, please let the editor, **Pat Stroudley** know (details on the back page of PS).

Stephen Swinbank wrote this article having read Ian Ormerod's Winter 2023 story on the 'Other' Buildings in London

STARTING IN SYSTEMEDIA

I was particularly interested in the 'NCR Premises' section of the last edition of Postscript, because it reminded me of the time I spent when working in MIS Brent Cross under Paul Liversey (Director) and Lin Sandell Senior Manager and me as a humble Systems Analyst! I was then allocated to work, for 2yrs at Systemedia in Borehamwood to install a brand new on-line 'Order Processing' system to run on an NCR I-8200 Mini Computer System paid for and directed under Basil Garsed, (Director of Systemedia), a true great Gentlemen for everyone from the Union floor staff to the NCR UK Board.

You may remember that in the days before Maggie Thatcher became our UK Prime Minister and also before she dismantled the 'Union Closed Shop Laws', Systemedia Factory had been declared a 'Print' factory as it just fell within the '20 mile' radius from Trafalgar Square 'Post-Office', which meant that it had to be recognised a 'Print Unionist' plant. All Printers had to abide by the 'Closed Shop' Rules.

At NCR Systemedia there were 7 independent Unions each with their own 'Fathers' and 'Mothers' each with of their own Chapels (but not for prayers)! All 7 Unions naturally assumed that any 'automation' meant job losses! So the only way I gradually learnt to gain confidence in them was to hold regularly weekly meetings with the all the Fathers & Mothers, Unions representatives. I dreaded the meetings but actually I became to understand they were just 'normal' people, but with their job loss worries.

I knew it would be a challenge to introduce any computer system unless the staff were offered jobs on the computers. Basil Garsed and Paul Liversey agreed that I should invite two interested Systemedia Staff to apply become I-8200 Computer Operators. None of the order processing staff had any 'Screens' on their desks, everything was paperwork. Eventually many had 'Screens' on their desks so they could

input customer Print and Roll Orders directly to the I-8250 computer system. I was a young 25-year-old lad but learnt a lot about respecting everyone, especially the Senior Unionists and became part of the Systemedia family.

From then on I ended up being requested and transferred to NCR Ltd Financial Sales (FSD) in the City of London at Moorgate at St.Alphage House where I became a junior Salesman, allocated to the NatWest Bank a/c Team and gradually over 2-3yrs befriending and persuading the Head of NatWest 'On-Line' processing dept' to place an order for 1000+ NCR 7000 Series (Retail) Store / Branch processor computers worth £18m ! Eventually after another 2yrs NatWest placed an order for another 1600 Branch Computers and £4m Software Licenses and also multimillion orders for FED support.

Eventually the total that NatWest spent with NCR Ltd totalled approximately £80m+!

This achievement can only simply put down to the dedication of literally hundreds of great NCR people from all NCR Divisions (FED/SSD) etc., and many International ones too.

FYI:- It was NCR System Engineering (SE) @ Utrecht in Holland had suggested to me to use the Retail 7000 Processor Series instead, of the NCR Tower, which was perfect to meet the Banks specification.

(The 7000 Series was manufactured in the USA in another plant at E&M Cambridge near Dayton).

I've had the time of my life through NCR Ltd & the Corporation for 30+years and also ended up Chair of the Trustees for the NCR UK Ltd Pension Scheme, which many others were also Trustees' (Lin Sandell, Pat Keogh, etc., etc).

What a privilege.

Stephen Swinbank

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EUROPEAN TREASURY 20 YEARS AGO

I was Cash Manager, European Treasury, in 2004 based in Marylebone with a team of four, and worked closely with other departments within the Financial Shared Services Centre (FSSC).

F&A in Europe underwent a huge transformation in the late 90s and early noughties, first with the centralisation into the FSSC based in London and Amsterdam, and later with the outsourcing to Accenture in India and other countries.

My department, Treasury, reported separately to US management, but was closely aligned both physically and in working practices to the FSSC.

I helped set up Treasury in Amsterdam, initially, in 1999, and joined the Amsterdam team in 2000. Then the department split between Amsterdam and London in 2001, and I returned to London. Further changes meant that come 2004, twenty years ago, as the NCR Fellowship was evolving into its current form, Treasury in Europe consisted just of Cash Management, the forecasting function having been taken over by Corporate Treasury, and was based solely in London.



NCR'S offices in Laarderhoogtweg, Amsterdam

There were just four of us in our team – Steve Phillips (whose previous role was in Accounts Payable in UK), Natalia Abascal and Rosa Montana, both recruited to NCR. Steve left in 2003 and his role was taken over by Gary Thornton. We were a great team – Treasury transition from the countries had been successfully accomplished as regards management of funds, but there was much work to do in streamlining other activities. In fact, we did the job so well, and proved that Treasury can be handled centrally, that Corporate decided that they could handle everything from the States, which took place in 2005!

As regards the team, I believe Steve married his long standing girl friend a few years ago and may well be in Norway now. Natalia moved to Barcelona in 2005, and several of her ex-FSSC colleagues and I attended her wedding there in 2011. At the last count, she had three children and held a senior position in a law firm in Barcelona. Natalia has a law degree.

I'm happy to say I still see Gary and Rosa regularly, and Rosa has just given birth to her first child, at the age of 50 (Rosa that is, not the child).

On a broader front, I found the FSSC an exhilarating working environment, both in London and Amsterdam. I was based in Amsterdam for 18 months at the set up of the Shared Service Centre, and there was a sense of excitement as it all started to come together and become a functioning unit. Nick Khin and Eric Dahl had done a good job of recruiting – there was an influx of well educated, young people mostly from Spain, Germany, and UK and, considering the number of changes we were seeing in working practices, a very positive atmosphere with a good team spirit.

I moved back to London in 2001, working out of the Finchley office. There was a large spread of nationalities, made most memorable during the World Cup of 2002, held, as keen football followers will know, in Korea and Japan. That meant games kicking off as early as 7am in the morning if my memory is correct. There was a pub right by the Finchley office which would open early during the games, and was packed early in the morning as the FSSC staff dropped in to watch the games before going into the office. I think almost every country had at least one representative in the centre!

Mind you, there was a downside. I lived within walking distance of the Finchley office, so was able to watch games before going in to the office. Not a good thing, on one day in particular. England fans will remember losing to Brazil in an early morning game, thanks to a David Seaman goalkeeping blunder – and the last thing you want to happen after that is to have to go into a full day's work with the sense of sporting disaster hanging over your head.

In 2004, the year in specific review, it was a familiar football story. England were eliminated at the quarter final stage by Portugal, the host nation, on penalties. You may remember that Portugal went on to the final, where they were beaten 1-0 by Greece, for the second time in the tournament.

The FSSC moved to Marylebone in 2003, and shortly afterwards, the work was transitioned over to Accenture. Treasury maintained a full presence in London until 2005, and I stayed on until my retirement in 2009.

Pat Stroudley

Dundee - End of an Era?

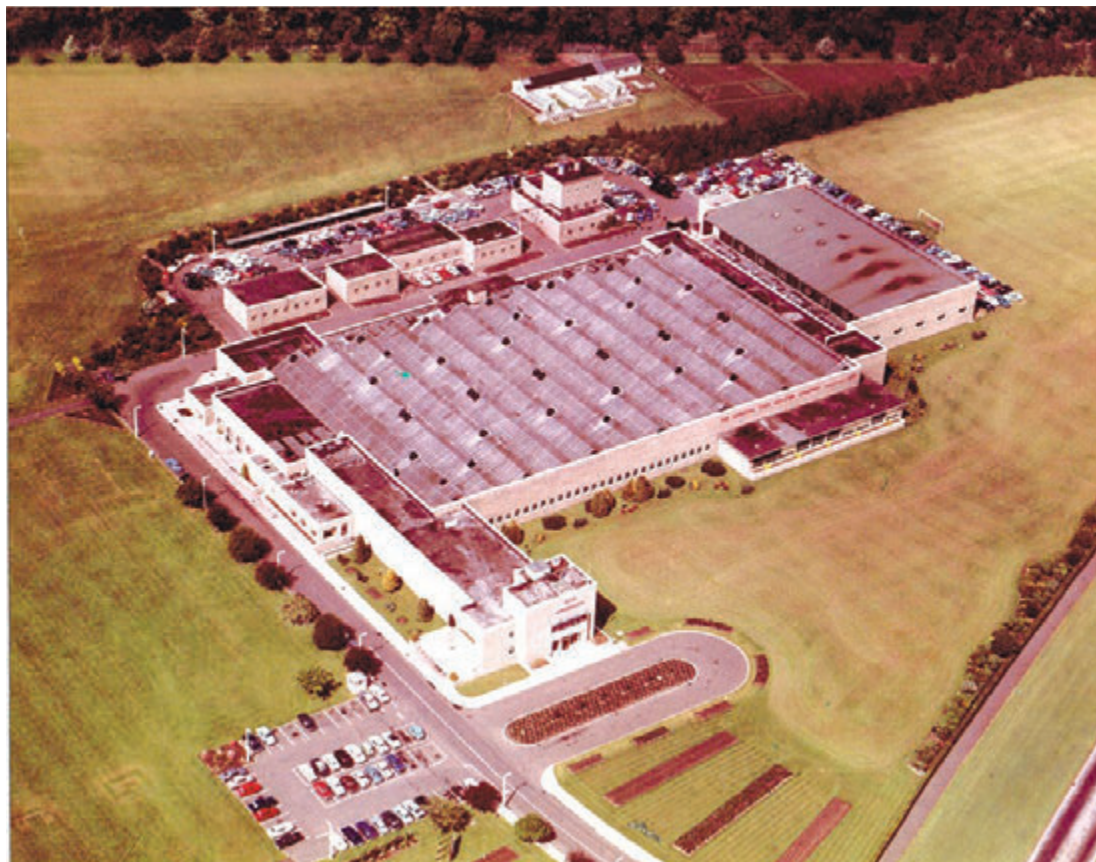
Ian Ormerod was recently on a visit to Scotland and had arranged a visit to the Discovery Centre in Dundee, which is now the NCR Atleos Research and Development centre, to discuss the history of NCR in Dundee and Ian invited me to join him. Ian first wanted to visit the old NCR sites in Dundee. On our journey we first passed the NCR Gourdie site which is now an ASDA supermarket and then onto the Dunsinane Avenue site which is now a mix of small business enterprises.

Our next call was to the Camperdown site which is now an entertainment venue that includes a Cineworld, an Ice Rink and various fast food outlets. As we travelled further into the site, to our astonishment, we saw the final remains of the front entrance of the old NCR Camperdown building.



Main Entrance of NCR Camperdown 17th May 2024

In discussion with the demolition site manager we discovered that the final steps to demolish would be complete that day, Friday the 17th May. What a moment it was, for Ian and myself, to decide on a visit that day. Later that day would have been too late to capture this.



The photograph opposite shows NCR Camperdown, built in 1946, which was initially used for the production of cash registers. Latterly it was the European Technical Education Centre which many of NCR's engineers will remember.



Photograph of mural in the entrance hall

The story about its demolition is that, the whole Camperdown site was acquired for redevelopment to include a park and the entertainment venue. While the intent had been to demolish the whole building, the main entrance to the NCR building was subject to a Grade II listing and therefore subject to much scrutiny and discussion before approval to demolish could be considered let alone be given.

There were two elements that determined the Grade II listing: the plaque on the entrance and the mural on the right hand side as you went into the main entrance. The decision was made that if those two elements could be removed for safe-keeping then demolition permission would be granted. Another significant influencing factor in giving approval was that what remained of the building was increasingly a target of vandals including setting fires and therefore the mural would be in danger of being seriously damaged. While we were still talking with the demolition site manager the site architect arrived. He explained that he had been visiting the site a few weeks earlier looking to find the mural and found previous construction work had put sheets of plywood over much of the entrance area, including the mural. Due

to the risk to the mural he arranged for first thing the next day for a carpenter to remove it to safe-keeping. The mural is now, thanks to him, in safe-keeping with the decision on its future yet to be determined and as yet no one has located the plaque, its whereabouts unknown.

FED Automation Through the years – Alan Chard assisted by Eric Page

I joined NCR in 1970 as a Computer Engineer working in London for a new section of Technical Services Division (TSD) called CMS. I completed my 18 weeks training course in Brent before being assigned two Century 100 sites in South East London, Manns in Woolwich and Chiesmans in Lewisham. I was based in Croydon at a large customer site called Wiggins Teape assigned to Owen Riches. We also covered customers Courts and Triang from there.

There really was no automation back then. When a customer had a problem they called a bloke in Bonhill Street who then rang the engineer responsible for the customer. We engineers, of course, had to tell him where we were at all times. Life was so simple without mobile phones!

I moved on into a Support Role in Head Office (Marylebone Road) in 1972 and became involved in a new accounting product called the 399. I was then exposed to a part of the Technical Services Division that I had been oblivious to, the part that was responsible for the mechanical machines, affectionately known as 'clicky bangs', and made up 95% of TSD at the time. TSD at that time had about 70 Centres and about 1,200 engineers repairing Cash Registers, Accounting Machines, Bank Teller Machines. CMS was in its infancy.

From 1970 the whole world was changing from mechanical machines to electronic machines. Nobody will forget the transition to decimalisation in 1970/71 when 1,000s of mechanical machines had to be converted from £sd to decimal.

My first exposure to real life in TSD was when I was sent to Hull to assist in the repair of a 734 machine at the Argos Head Quarters. The 734 was used to read the cassettes from Argos Stores 270 machines all over the country consolidating data for the company.

The first morning I went into the Hull Centre and met Tom Hill the Centre Manager and Terry Bearpark the engineer I was there to assist. I experienced first hand, how TSD worked. Engineers would come into the Centre each morning. They would be given their worksheets for the day and off they trotted mostly on foot, the worksheets being created by calls from customers. They would hand in their worksheets from yesterday. There was no centre automation involved.

In 1975 I moved from Support back out into the real world as a supervisor in Bonhill Street working for Ralph Barnes. This was another eye opener for me as I became involved in customer complaints. Most Monday mornings complaints would come in from M&S, Argos etc and I had to ring the Centre Manager to find out what was going on. Gordon Sillett, Manager of Sittingbourne, was my favourite as he really loved criticism. Anyway, I will stop rambling now and get into the subject of this article.

There was little Automation back in 1973, there was a system called Phase 1 and that was basically a printing system. When a machine was sold to a customer it had a warranty. A rotadex reflecting that machine would be sent to the appropriate centre so that when the customer called in with a fault the centre could check the maintenance status of the machine. Once the warranty expired customers did or did not take out a maintenance contract. In those days I

suspect that 99% of machines were under a maintenance contract. The centre would be sent a new rotadex card to reflect a new contract. If a customer rang in who was not under contract, then they would be billed for any repair.

Ralph Barnes happened to be the main player in FED Automation and he became involved in the development of FECA (Field Engineer Centre Automation). An 8200 System was installed in every Centre. Calls from Customers would be recorded. Calls would be allocated to engineers and the results of the repair captured. Each night a cassette was created that would be sent to Brent for consolidation into countrywide information system. For the first time reports could be created and FED management could see what was going on. The contract status of all machines under contract were also sent on cassette to each centre every week. There was however still a requirement for the engineer to call in to get his next job and fill in a sheet AR1 that would be manually entered into the FECA System.



Photo from Ian Ormerod's collection. 'The Brick'

In 1986 FED embarked on a project to equip engineers with a device that would allow them to collect their jobs and download the subsequent repair sheet over the phone. The objective of the exercise was to improve the accuracy of information and improve efficiency by reducing telephone calls into the centre. We went to a company MSI who had developed a Hand Held Terminal (HHT) that provided the functionality to do this. Telephone technology for



Photo from Ian Ormerod's collection.

communicating data over telephone lines was in its infancy then and the device had to connect to the telephone handset via an acoustic connector that transmitted the data to and from the FECA system at 300 bits per second. Compare that to the 150 million bits per second we have now! The pilot centre used was Brighton as it represented a typical centre.

A device was developed by the 'skunk works' department in Borehamwood managed by John Shadbolt and Alan Beardon that connected the HHT device to the 8200 in the centre. Customer calls would be stored in the FECA System. When the engineer called in on his HHT he would download the details from his last call and receive details of his next job. He would go and complete that repair and repeat the process. The pilot in Brighton was successful and the HHTs were deployed throughout the UK.

Nothing stands still our industry and to remain competitive there is a constant need to reduce costs, so FED decided to eliminate the 8200/9020 system in each centre by replacing it with a large mainframe system Century 300 in Sheldon running a new system called Customer Service Automation System (CSAS). Screens in each centre were connected to the mainframe via a large network. As it was a complete replacement for the FECA system the switchover had to occur simultaneously in each centre. This happened late in 1989 along with a major realignment of the centre structure throughout the UK.

The HHTs were not part of the transition and instead the engineers were equipped with a more advanced device called Cognito that behaved more like a mobile phone/pager and was much more versatile as messages could be exchanged between the centre and the engineer. This device was managed by Bill Levinson in the Finchley office.

CSAS managed customer calls and reporting until 1998

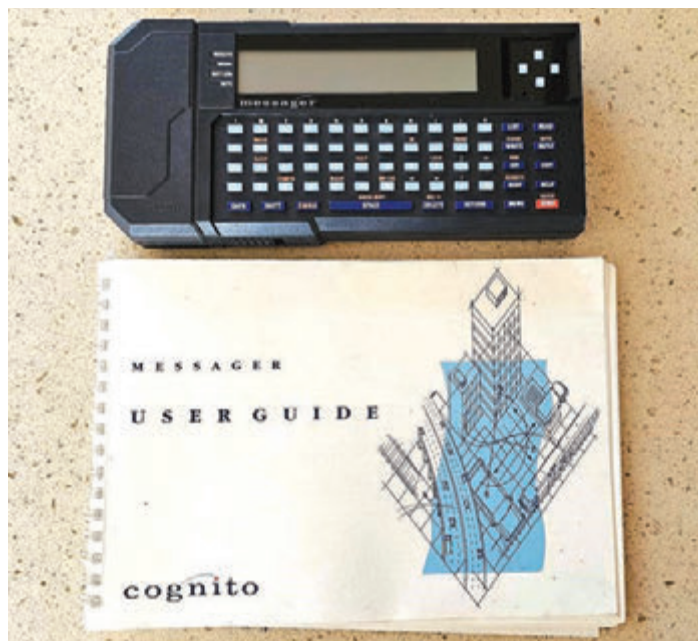


Photo from Ian Ormerod's collection. The Cognito, not covered in Alan's story.

when it was replaced by call management system called Dispatch 1 (D1) an off the shelf product from a company called Astea. A server was located in Amsterdam and European countries were connected to it. Calls were initially taken centrally in each country. In the UK it was in Cumbernauld, but that then moved to Amsterdam where all calls for all of Europe were taken. Obviously, all European languages were catered for.

Throughout the 90s the regional servers were migrated to a large central server in Dayton

In 2015 the D1 system was replaced by an Oracle Enterprise System and as far as I know it is the current system for FED.

20

20 YEARS AGO TODAY

I well remember 20 years ago, I was retired! I have now been Retired 32 years.

I am 96 with failing eyesight and various other health impairments, but still managing to look after myself in my bungalow.

My daughter is typing this for me. I look back on my years with NCR with great affection and well remember the great colleagues I had in region 3, thinking particularly of Don Tilley John Philips David Green, to mention just a few.

I well remember courses at Brent where we used to stay with landladies and could relate many stories of my experiences at that time.

Courses then moved to Dundee and I found these times most enjoyable.

Please send my regards to anyone who can remember me!

Malcolm Alliband



(Malcolm Alliband is one of our more elderly, but well respected, engineers from the Derby area.- Keith Templeman)

20

Memories of 2004 Keith Templeman, Region 3

20 years ago.....Now I wonder what I was doing in 2004.

I have absolutely no idea, not much I think, I can only just about remember how old I was then!

I know, I'll look for my diary. Oh dear! That appears to be lost too.

I wonder if I took any photographs. I'll look on my computer; Oh yes, that's amazing.... I've found some.



I was installing the Channel Islands Co-op's first of many NCR 'Fastlane' Self Checkouts in May. These were the first type that NCR produced, the release 3 model. They went on to install many more and upgraded to release 4 and 5 machines.



Gory Castle at night, Jersey....Well, it wasn't all work.



Attended a wedding in August.



Swans entertaining onlookers in Cleethorpes in September.



Kite Surfing in Cleethorpes in October (only watching of course).



Oh yes, and a Christmas with the Grandkids that year too.....In December, I Think.

Hmm, seems we had a busy year after all.

THE COMMITTEE

The story of the original committee is on page 4 with a photo of the whole group. Since COVID, our committee meetings are held by Zoom, so in the absence of a group photo, here are pictures of our current group, with the exception of Tom Elliott and Ken Carson, whose photos we plan to include in the next edition.



John Atkins



Ron Gammie



Keith Templeman



Adrian Gallagher



Lin Sandell



Pat Stroudley



Pat Keogh



Stephen Swinbank



Geoff Jackson

THIS COINTRAY CHANGES EVERYTHING

True story – names and locations omitted to protect the innocent. The story is set back in the day when Cash registers were King.

FED Centre manager returns to office, where his secretary has a message for him. 'The Regional Manager called and said that when you next visit the Regional Centre, please bring a coin tray with you'. Centre Manager, a mite confused, says 'Which Coin Tray? Each model of Cash Register has a different tray'.

'He didn't say' replies secretary.

Centre Manager calls Regional Manager. 'Did you call the office earlier?'.

RM 'Yes, spoke to your secretary'.

CM 'Did you request that I bring a coin tray next time I'm in the Regional Centre?'

RM 'I did not. What I did say was that when you next come, to bring a bottle of Cointreau.'

DISCOVERED IN NORFOLK

Brian Briggs and his wife Barbara spent a golfing holiday with three other couples at the Titchwell Manor hotel in Norfolk.

The hotel has a National Cash Register on display in a corridor of the hotel , as a piece of social history. Staff believe it was used in the hotel pre-decimalisation. The register now stands in a corridor as a piece of social history. Although too old for conversion, it looks as though they tried to use it post decimalisation since some of the keys, e.g., 6d and 1 shilling etc., have new penny equivalents of 2 1/2p and 5p stickers on them.

Brian sent photos of the machine to Ian Ormerod, and Ian was able to identify their lineage. The machine in question is a 346 790651 was shipped from the factory in Dayton at the beginning of January 1910, some 114 years ago!


Ian provided a copy of the 1909 catalogue, shown below, which displays the register as it was then. It was priced at £25 in Great Britain and \$100 in the USA

At the front of the Indicator Glass, Ian points out that you can see a scratched out “Stevensons” sticker showing that the register was sold by Stevensons the second-hand dealer at some point.

Ian covers “Stevensons” in his main story on the front page and on page 5.



NATIONAL CASH REGISTERS—TOTAL ADDING—CLASS 300



No. 342 and No. 343. Price \$100

Description

1. Cabinet: Natural bronze, bronze oxidized or nickel-plated finish.
2. Dimensions: 22½ inches high; base, 17¾ inches wide, 16¼ inches deep.
3. Twenty-seven keys, 1c. to \$8.99. Twenty-seven keys, 5c. to \$7.95.

With all latest improvements except detail sales printer.

What It Does

1. Operates by pressing down keys.
2. Public indication of each record.
3. Rings bell announcing record is being made.
4. Each amount key adds in total-adding counter.
5. Opens cash drawer.

Key Arrangements

No. 342

\$7 \$5 \$3 \$1 80 60 40 20 9 7 5 3 1

\$8 \$6 \$4 \$2 90 70 50 30 10 8 6 4 2 10

(A special key may be substituted for \$8 key.)

No. 343

\$6 \$4 \$2 95 85 75 65 55 45 35 25 15 5

\$7 \$5 \$3 \$1 90 80 70 60 50 40 30 20 10 10

(A special key may be substituted for \$7 key.)

AMERICAN SETTLEMENTS – follow up

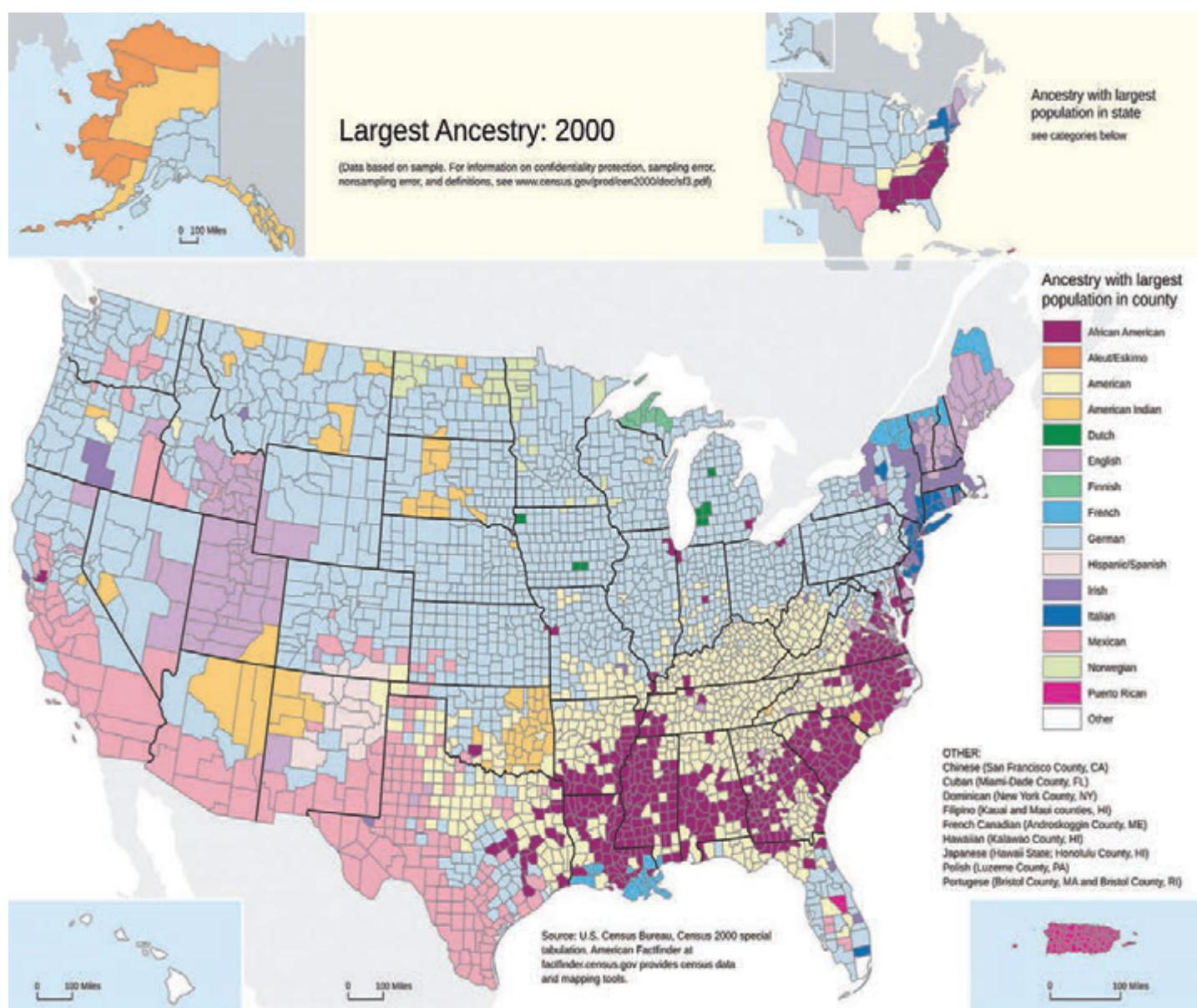
Our Winter 2003 edition included an article by Pat Keogh on English and Irish settlements in America, which has attracted quite a lot of attention.

Due to space restrictions, one of the maps, headed 'the Largest Ancestry in 2000' and headed 'figure 3' was difficult to read, and was printed upside down. The background to the map's intent, as covered in the original article, was to identify where immigrants from UK and elsewhere settled in America, and is explained in great detail in Pat's article. The map is a graphic depiction of those settlements with a key to the nationalities involved.

Below we produce a larger version of the map, and hope that readers can now identify the details more clearly.

The full article is available in the Winter 2003 magazine (pages 16 and 17) and on our website using the following link:

<https://www.ncr.org.uk/media/other/1077/NCRPostscriptIssue69Winter2023.pdf>



20

THAT WAS 20 YEARS THAT WAS

We hope you enjoyed our 20 Year Special edition and that it helps you appreciate how well all our Regional Groups, and Committee, are doing in keeping the Fellowship flourishing. The next edition will be a 'normal' one – please feel free to contribute articles and photos on any subject, NCR related, hobby-centric, just about good places to go on holiday, or anything you think might inform and entertain the gathering of Fellowship members eager to devour more NCR inspired tales.

Contact patrick.stroudley@btinternet.com

The NCR Fellowship

PRESIDENT:
Stephen Swinbank

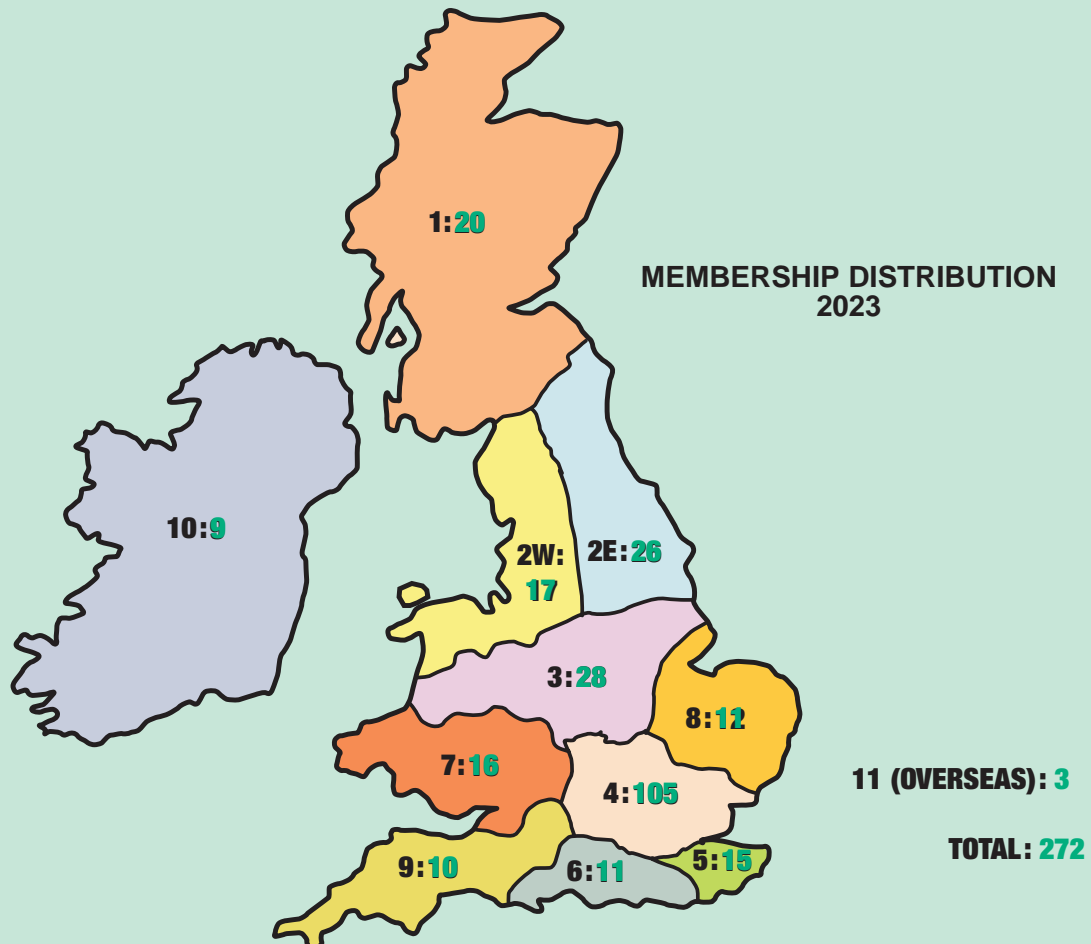
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Printed by BUSI-PRINT, Deal, Kent CT14 9TS