

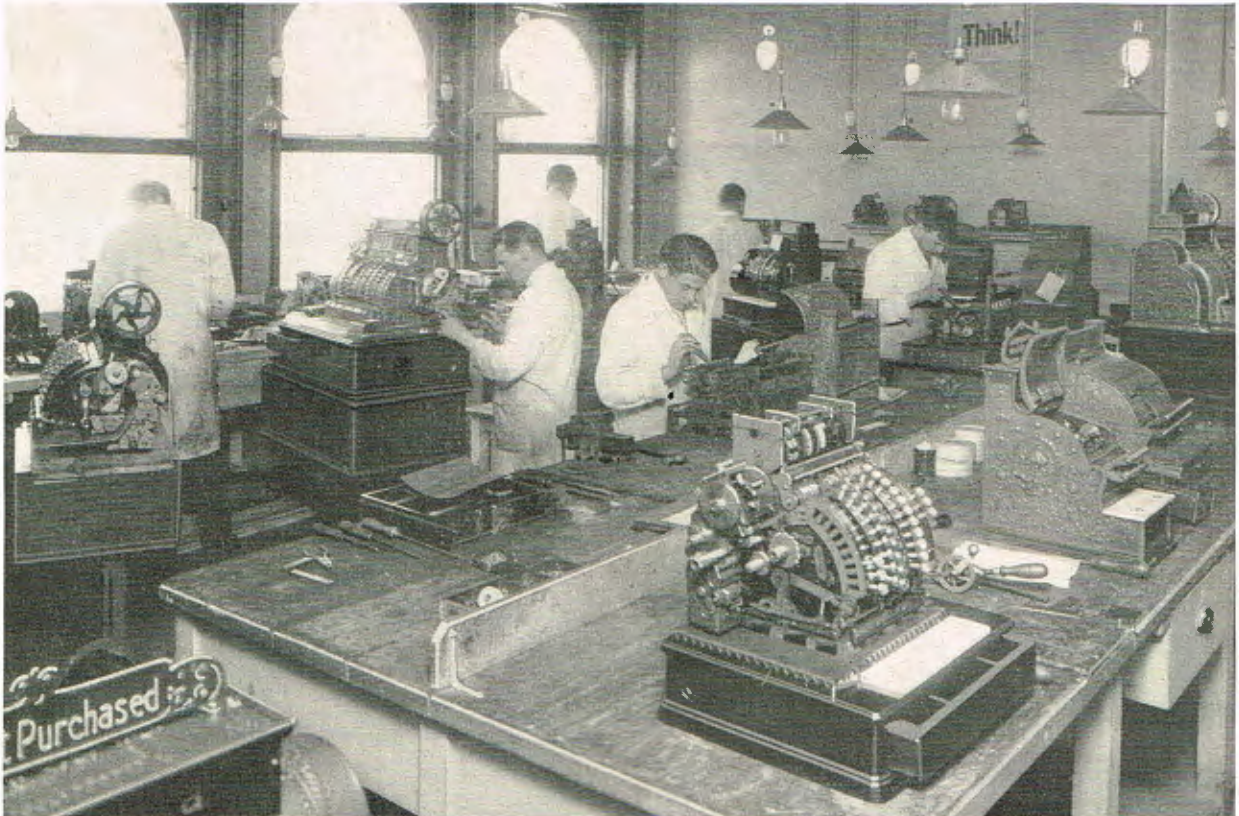
British service organization.



Members of the London service organization in front of the London office.

The London service organization contains approximately 100 members. Twelve women mechanics are included in this number. This does not include the members of the service centers located at Liverpool, Manchester, Birmingham, and Glasgow.

Mr. T. Slaiter is in charge of the service in Great Britain. He is assisted in this work by Mr. A. S. Lupton who is also traveling field supervisor. The reports from all repairmen are sent to the London service department at the end of each week.



A corner of the London repair school.

National Cash Register service in Great Britain.

The service to our users in Great Britain is governed by the same policy as that used in the United States and Canada. It is prompted by the desire to offer each user the assistance which will assure him the maximum results from his investment in our product. It insures prompt and competent mechanical service at the minimum cost.

There are five large service centers each having a complete equipment of machinery and parts to take care of repairs and overhaul work. The service organizations consist of competent and experienced repairmen who have not only received a thorough training in the main service department and school at London, but are kept in close

touch with mechanical problems through the means of special letters, instruction, models of registers, and by the use of stereopticon slides in convention work.

The main service center is, of course, located in London. All service calls in the city are handled direct through a central office. Here the calls are arranged and the route of the repairman is planned so that he can reach the greatest number of users in the least time. Additional service calls are referred to him from time to time as they are received in the central office.

A mechanic's report is filled out complete just as soon as the repair has been completed. This is signed by the user and turned in to the central office daily with the collections and a statement of the expenses.

These reports are immediately checked so that any errors may be rectified as quickly as possible. Each report is examined to see that the correct mechanical methods have been used in making the repair. The list of parts used, if any, is examined and the prices checked. If the report is found to be correct in every detail it is accepted; if not, the repairman must correct it.

Registers sent to the service department for repairs.

Where conditions justify it the registers are sent to the service department for repairs. This is only done, however, where it is not possible or advisable to make the repairs on the premises.



Top row: left, W. S. Bromley; right, N. Nessling. Bottom row: left to right, A. S. Lupton, T. Slaiter (head), and R. Bartlett.



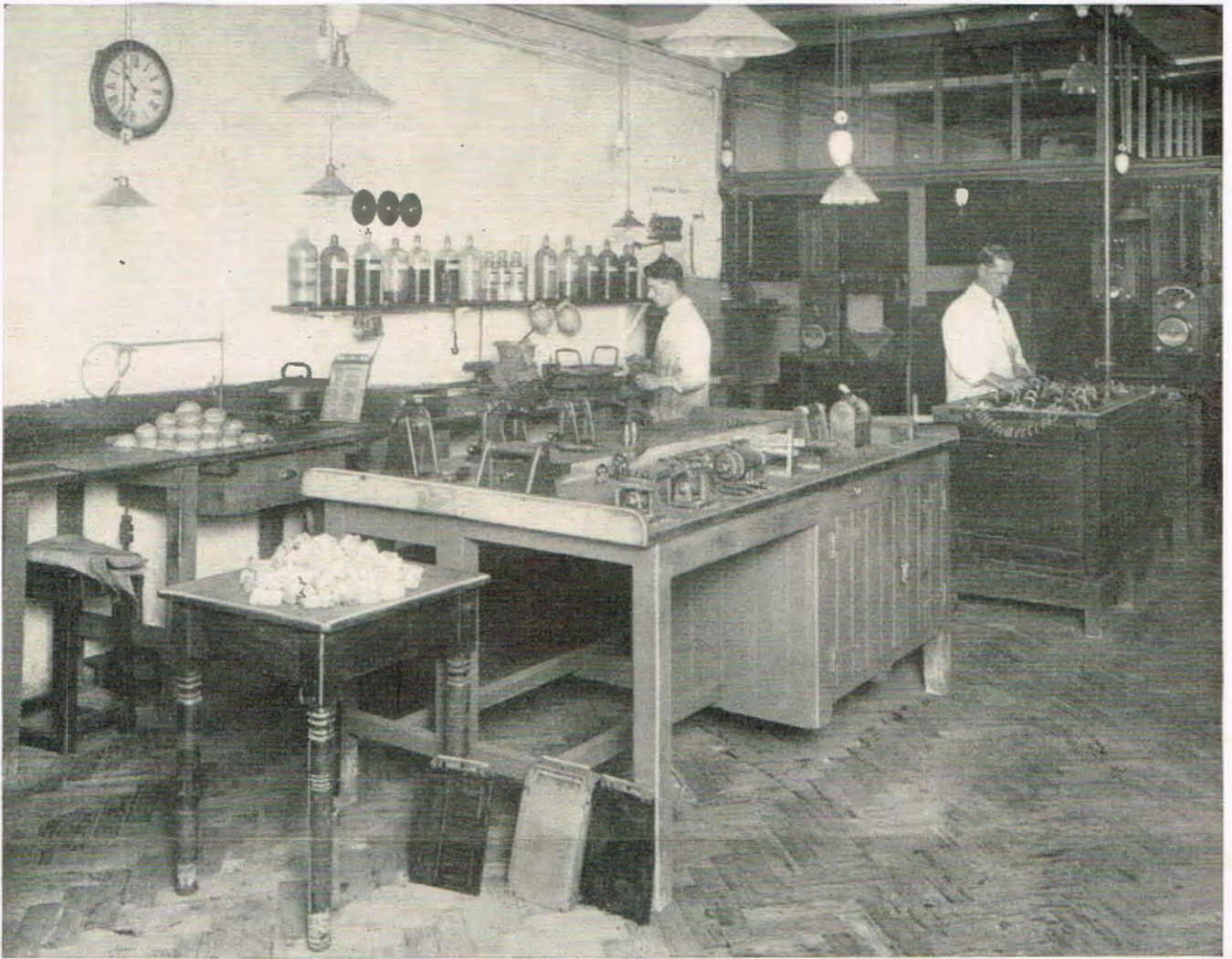
A part of the cabinet enameling department, London, England.



A section of the plating and polishing department, London, England.

Each register sent to the service department is carefully inspected and if more than one day's work is required for the repairs an estimate is sent to the user. In order to give the user an opportunity to consider the installation of more up-to-date equipment a copy of the estimate is sent to

the agent concerned. He is given twenty-four hours in which to interview the user, after which time the estimate is posted. No estimate work is started unless a written acceptance has been received from the user. This method insures the user the opportunity to have the repairs taken care of in accordance with his wishes.



A section of the electromaking department, London, England.

Other service centers use the same service policy.

A similar policy governs all service centers. All repairmen outside of London must, however,

furnish complete records of their work to the London repair department.

Special service facilities in London.

The service and repair departments are equipped with the most complete facilities for the extension of service. The enameling department is equipped to take care of the enamel cabinets of our various types of registers. A complete plating and polishing department is in full operation. These departments are fully equipped to take

care of all service work on the plated or enamel cabinets of our registers.

The electromaking department contains the most up-to-date facilities for manufacturing all kinds of electros used on National Cash Registers. They are able to duplicate the work done at the factory in both time and quality.

Register parts supply room.

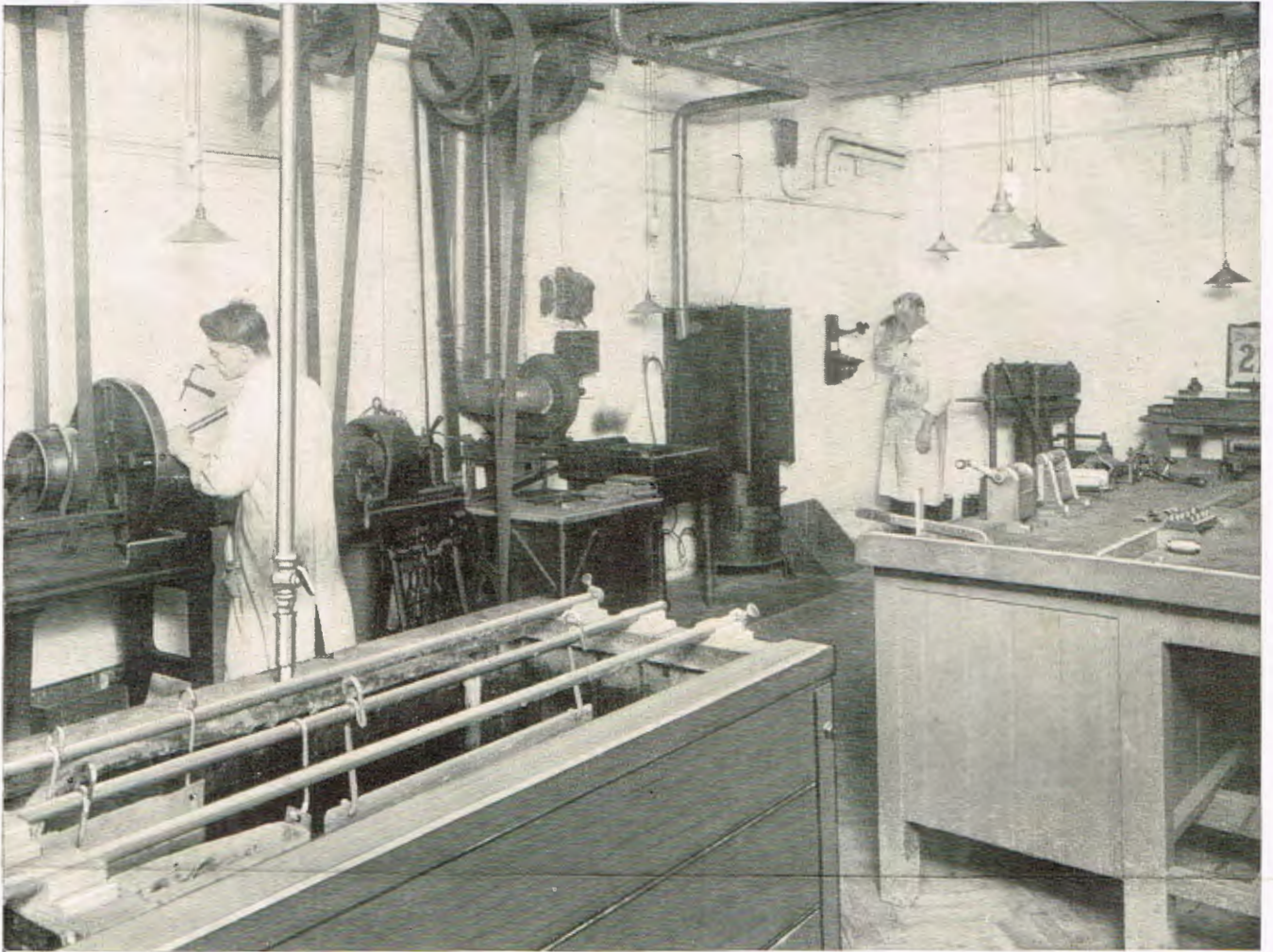
A specially equipped parts supply room, containing 2,300 bins and a supply of more than 11,000 different parts. This supply is sufficient to take care of all repair or overhaul work. Parts are sent from this central supply room to all parts of Great Britain and Ireland.

Four experienced people are employed in this room to insure that the correct parts are sent promptly. All repair orders are filled the same day they are received. Parts ordered by telephone or telegraph are, of course, sent out immediately.

Service improvements.

The number of mechanical inspectors and repairmen has been considerably increased. This has provided for the extension of service through

the establishment of additional permanent repair centers. By this means the length of the journeys necessary to reach the users has been considerably



Another view of the electromaking department, London, England.



Members of the service organization, Glasgow, Scotland. Top row, left to right: S. Faller, G. Skelton, J. R. O. Campbell. Bottom row: F. G. Lambert (head), G. T. Avery, J. Ritchie.



Section of central register parts supply room, London, England.

reduced. This has cut down the amount charged the user for traveling time of the repairman.

Close attention is also being given the routing of provincial calls, in order to avoid as far as possible any unnecessary expense to the user. This also

enables the repairman to reach the user without delay so that the service work can be taken care of with the minimum inconvenience. Every effort is being made to reduce the upkeep cost to users of National Cash Registers.



A section of the service department, Birmingham, England.



Women mechanics, London, England.

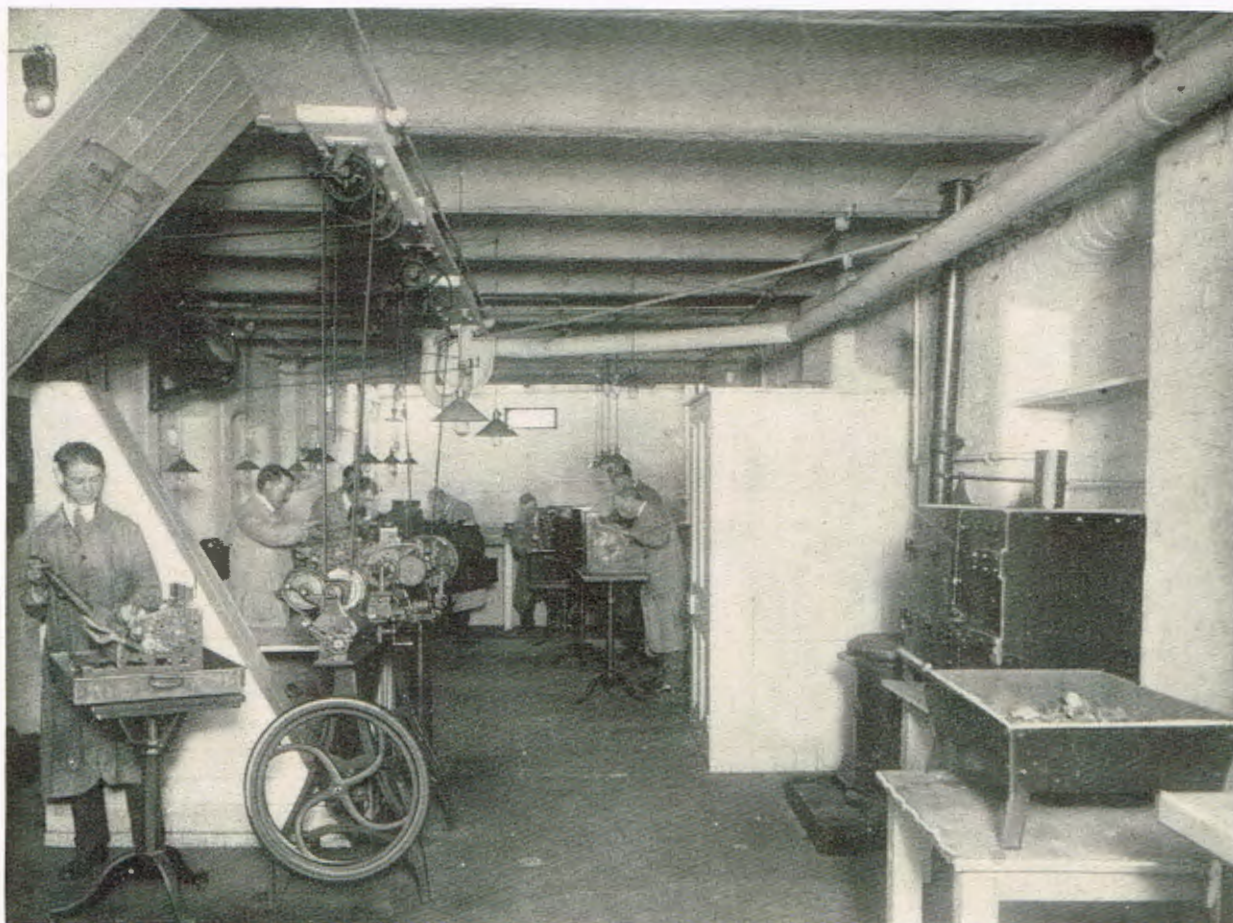
Traveling supervisor assists in the developing of service.

To assist the repairmen in every possible way to better the service to users of our product will

be the duty of Mr. A. S. Lupton, recently appointed traveling supervisor of the Service and Repair



Service department, Glasgow, Scotland.



A section of the service department, Manchester, England.

Divisions. Mr. Lupton is assistant head of the London repair department. He will keep in touch with the operation of the various repair centers and teach the service policy of the Company through personal contact with the members of the

service organizations. Through close connection with the factory he will be able to bring to the repairmen the latest ideas concerning improvements and the improved methods for taking care of service work.



Repairmen at Manchester, England. Top row, left to right: W. Harper, C. Poore, J. Stott. Middle row, J. Lawnes, N. Barrow (head), J. Dearden. Bottom row: G. Pearson, W. Bracegirdle.

Through personal contact with the repairmen he will be kept in touch with the difficulties which they are experiencing in the field. By this means

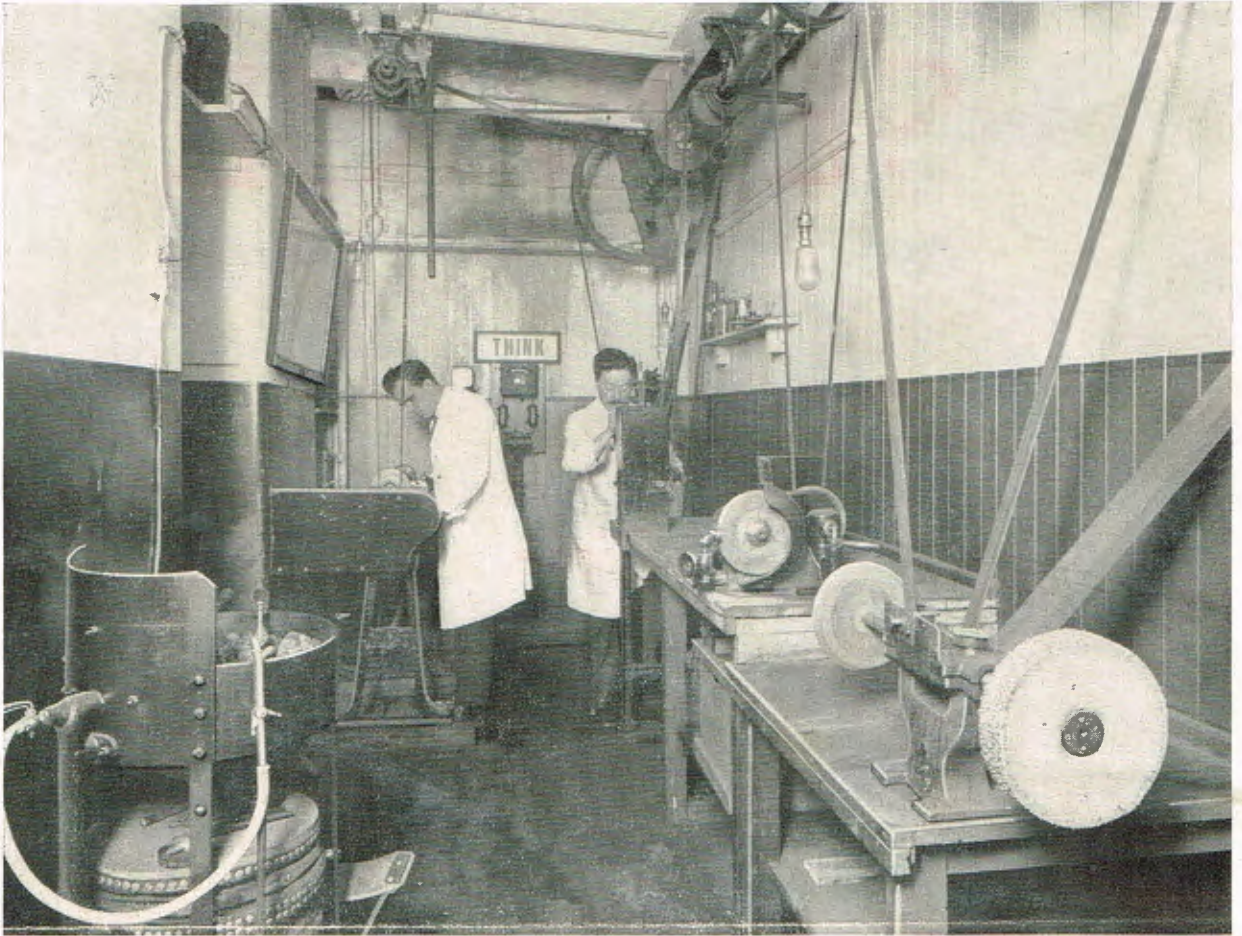
he will be able to fortify them on probable complaints so that they will be able to remedy these conditions promptly when they are found.



Repairmen of Liverpool, England, repair department. Left to right, top row: W. Winter, A. English. Bottom row: H. West, R. Wakeham (head), G. Smith.



A section of the service department at Liverpool, England.



Buffing and polishing sections of the service department, Glasgow, Scotland.

Training school.

A training school for mechanical inspectors is always in session in London. This school has a capacity of twelve men who are taught by trained instructors assisted by the best facilities.

These men are constantly in touch with the factory and this gives them the advantage of the latest ideas concerning improvements and the best methods for taking care of service.



Repairmen in Birmingham, England. Left to right they are: D. Beaumont, N. B. Groom (head), F. Miller, and G. Bowditch.

From ten to fifteen months are required to complete this course of instruction. After the student has demonstrated thoroughly through actual work on registers ability to explain the functions, and has passed a rigid examination and fully demonstrates his ability to efficiently take care of all

service problems on our registers.

These methods assure the maintenance of the Company's service policy. They insure the user the best service promptly and at the least cost. This service insures good users and good users are boosters for our product.