

Head Office
225 Tottenham Court Road,
London
1894 - 1937



THE EDITORS BIT

BETTY CAMPBELL

"Every organisation has one behind the scenes doing the filing and typing, updating lists, taking minutes and all the other little things that make for smooth running. The Fellowship is no exception and in these days of limited resources there aren't too many of these resources to spare in Head Office. So how do we cope? Luckily we have a pensioner who used to be a Divisional Director's Secretary, who lives round the corner, who is prepared to devote a day a week to the Fellowship. Many of you will know her and her name is Betty Campbell - many thanks Betty for all your work over the last six months and hopefully, in the future."

I wrote these words back in 1985 and they appeared in issue no. 2 of PostScript. This at a time when we had 350 full members and with applications flooding in we looked set to make the Fellowship work. Of the original nine Regional Organisers only one remains, Des Woodall, bless his cotton socks! But, throughout the last fourteen years, providing a stable base to work from, has been Betty Campbell.

The Fellowship has grown threefold, PostScript's four page format now covers 12 or 16 pages and organised events are fully supported - what a change you have seen during your time in the "job", Betty!

Now comes the sad bit. I have to tell you that the time has come for Betty to retire for the second time and move out of London to be nearer her family. Without easy access to Head Office she will no longer be able to carry on the functions of Fellowship Secretary and has had

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to announce her retirement. Betty, we will miss you dearly and wish you all you would wish yourself following your move.

We cannot let Betty go without presenting her with some tangible memento of all the years that she has given us and Tony Poil has agreed to coordinate receipt of any donations you would like to make. He has suggested that no donation should exceed one pound and that such donations can be addressed to him at his home address - address on back cover. (Deadline 31st Jan).

JOHN NASH

Of course, the Fellowship must go on and we are most fortunate in having an immediate replacement in John Nash. John was, until comparatively recently, based in Pensions Department and had been there for more years than I care to remember. Indeed, many of you will have received assistance from John in his helpful and courteous way. Betty also used Pensions as a base for her activities and John was, therefore, party to much of Fellowship business before he retired - who more suitable than he to take up the reins? Many thanks John, we wish you success for the future.



Retiring secretary Betty, with her successor - John Nash.
(Ted Young in background)

Region 1 seem to have taken the Independence Business Literally!

REGION 2E

from Maureen Burdis

The Region's Spring luncheon took place at our usual venue - The Buckles on May 21st. with over 30 members attending (you would have thought that I could have got it right by now) - the day before had been beautiful and sunny but some sun did manage to appear on the return journey for many of you but alas, as you see, indoor photographs this time, again! (wonderful job, many thanks, Peter).

It was a very pleasant to welcome our Chairman, Tony Poil on his first visit to Region 2E though he told me he had previously been to Buckles, with Ernie Giles for a North East meeting. When speaking later, following an excellent luncheon, he was able to bring us up-to-date news of the Company's progress following separation from AT&T and reverting to NCR.

We were delighted to see Ernie once again but no Jack Sale; unfortunately he had to cancel at the eleventh hour (I hope there's no building work on the go in October - hope to see you then). Due to the kindness of Dave Cowley who kindly chauffeured two of our lady members from the Sheffield area, Amy Glenn and Audrey Stringer (it had been some time since either had been able to attend our luncheons because of travel complications) many

thanks Dave (see you in October?).

As I mentioned earlier we had a goodly crowd but a bit thin concerning the ladies (I realise that holidays have to be taken some time but) come on girls, let's hope for a better showing on October 29th.

We were all saddened by the news that Frank Chambers had passed away in the New Year. Frank had been in poor health for some time and Joyce wrote last October advising that due to deteriorating health Frank now was a full time patient in a Nursing Home. She mentioned how much he had looked forward to the Region's get togethers and meeting everyone. I know that Frank will be sadly missed by all his friends and colleagues in FED and the Company but especially by those in the Leeds Service area. (Whilst browsing through photographs of previous luncheons I have come across one of Frank with Len Watts at the Buckles, so will forward it to Joyce with our good wishes.)



21st May 1997. L-R: Ernie Giles, Tony Poil, Maureen Burdis,
Jim Batchelor & Maurice Rhodes



L-R: (Left side of table)
Geoff Beaumont, Peter Schwarz, June Rudge-Priestley, Ronnie Walsh.

(Right side of table)
Pete Hopton, Eric Hairyes, Brian Ingham & Neville Smith

REGION 2W

from Charles Southall

The first meeting of the year for the Northwest (2W) was held at the Grange Country Club, Heswall, on the 5 June 97. We were fewer than normal, as several of our members were on holiday. Fred Bickerstaffe had gone to Canada, as had Gordon Jenkin. Then Jim Foote was visiting New Zealand, Tasmania and Perth, with a stopover in the U.S. on the way back. We have some very active pensioners obviously. Their exploits will make very interesting telling after lunch at the Autumn meeting.

Our special guest was kept a secret, because of his special relationship with quite a number of the other guests. John Cook, Systemedia Divisional Director and Chairman of the N.C.R. Pensions Trustees, began his career in N.C.R. at Liverpool

Office, as a very junior clerk under Jack Hale and at different times worked in Chester and Llandudno with Nancy and Una. They were all present and very surprised and pleased to see him once again. As was Ernie Giles, with whom he worked in Systemedia for many years. John has written to me since to say what a great time he had and that he hopes to join us all again in the not too distant future.

I was informed only today that Doug Ashworth will be celebrating his 80th birthday on the 25 September next. Congratulations and many happy returns Doug. He informed me recently that he passed another quite marvellous milestone, even before he retired, when he completed 50 years with N.C.R. There can't be too many Nacarecans who did that. Perhaps a double "Twenty-five Year Club" would be in order.

Eric Patton too attained his 80th year during May this year. Congratulations to you too Eric. It is quite a distance from Shrewsbury to meetings. Keep it up. Our Autumn meeting this year was on October 16th. I will be making the necessary arrangements for next year to be held on the 21st May. An early announcement should help everyone to fit in with this very important date.

Thank you to everyone who has written to me, I enjoy very much hearing from you all. By the way, you may have heard from some of the chaps in the photograph you published on the back page. I heard from Jim Featherstone. He knew everyone of course. It was Birmingham 1985 would you believe. It was lovely though to get a call from Jim Eccles' wife who was so thrilled when she saw him there. It was only three weeks since he had died and she had never seen the picture. Some parts of doing all this are quite gratifying.



Ernie Giles and John Cook, at the North Western Lunch - June 1997

Region 2N - Report next issue

REGION 3

from Harry Hardacre

We had a well attended meeting on 26 March at Sheldon with 55 of our members making the journey to Birmingham. We had hoped that Pat Keogh, one of our Trustees, would give us an update on Fund affairs. Unfortunately, it was the very day he was called down to London to attend a Pension Fund meeting and so we lost out.

To our delight however, Brian Briggs stepped into the breach and gave us a both humorous and informative chat on the new organisation and objectives of the reformed company.

We hope to hold another lunch nearer to Christmas when we shall again be indebted to Phil Hill, Sheldon Restaurant Manager, for providing us with such excellent fare.

Wishing all our members of the Fellowship a happy Christmas.

REGION 4

from Tony Poil

I have to start with an apology for allowing my reports to get out of step with the issues of PostScript. My report for 1996 was too late for Issue No 18 (Winter 1996/7) and so it appeared in Issue No 19 (Spring/Summer 1997) by which time we had already held our first 1997 meeting. I hope you weren't too confused - especially as our Editor generously attributed to me Tom Farmer's Region 9 report as well as my own!

However, I am assured by Editor Geoff that this will be in time for the next edition and I will do my best to keep up to date in future. Talking of dates, I see that the last report stated that the next meeting would be on 19th October at HO. Well, the date is right but as members of the Region now know we have had to change the venue. The lease on the premises across Balcombe Street from Head Office, which have housed the Staff Restaurant for many years, will shortly expire and the Company has decided not to renew it but to move the Staff Restaurant to the 6th floor of the main building. Whilst the necessary building work is going on, the temporary staff catering arrangements cannot cope with our meetings, so we will be meeting on 29th October at the Caledonian Banqueting Rooms near King's Cross station. I'll cover that meeting in my next report.

Meanwhile I can report on our Spring meeting at Marylebone Road on Wednesday 16th April. We had an attendance of 90 and enjoyed our usual excellent meal. I wonder if the slight drop in attendance was due to those stairs about which Ted Young commented so heart-rendingly in his last report! If so, cheer up everyone (and Ted) because when the new Staff Restaurant is open we shall be able to use the lift!!



Regions 4 & 5 Joint Luncheon, at the Caledonian Rooms in October



The man everyone remembers - John Atkins, Ex-payroll!

REGION 6

from Alan Hutchins

We held our lunch on 8th October at the Queens Hotel, Southsea on probably the wettest day of the year so far. It was nice to see Geoff Jackson who paid us a visit and took some photographs of the event.

There were 48 members and two guests who had braved the wind and rain to be present, many, because of the shape of our region, had travelled a great distance.

Frank Robinson, who stepped down from the post of Regional Organiser after last year's lunch, was presented with a gift of Edinburgh Crystal wine glasses and a silver drinks tray. This gift from the Region in recognition and thanks for his service as our organiser. Frank's wife, Hilda, was presented with a Dartington Crystal flower vase and a bouquet for all her work on behalf of the members in the past - when Frank was still working as Centre Manager, FED Brighton, he organised afternoon teas for the Fellowship and guess who did the catering?

We look forward to seeing all those members who could not make it this year at our next function for which some decent weather has been ordered!



Frank Robinson with the new organiser of Region 6 - Alan Hutchins



Frank & Hilda Robinson after their presentation



At the Queen's Hotel, Southsea

REGION 7

from Jim Kembery

Region 7 lunch took place on Wednesday 24th September at our usual watering hole, the Aztec Hotel, there being 16 present. The usual bonhomie prevailed, conversation and laughter making the time pass all too quickly.

David Jones was able to tell us how he had located Bob Randy in Australia on a visit to Sydney earlier this year. Sadly Bob is now in a nursing home and not too well. Stories of days back in the basement at 54 Baldwin Street were relived, Bob's memory of those times still being pretty good.

I have suggested to our Editor that PostScript could well contain profiles of some of NCR's users and, as a starter, I have provided one on the West of England Sack Co. which I hope he will be able to use in a future issue.

REGIONS 8 and 8a

from Des Woodall

We have held two very successful lunches so far this year - one at Head Office, on 8th May, for the members of Region 8, and another for 8a members, at Newmarket, on 4th June.

Both lunches were well attended. Head Office staff did us well, as always, and the Bedford Lodge Hotel provided an excellent meal at the Newmarket occasion - proven by the beaming faces in the photograph taken after the lunch!

We were especially pleased to see Betty, our recently retired Secretary, at both the Head Office and Newmarket lunches. We shall certainly miss her smiling welcomes and so many helpful actions, but I am sure we shall still see her regularly at Fellowship events - I certainly hope so.

Because of Betty's retirement, we of course needed a new Secretary, and may I therefore welcome John Nash on behalf of the Regions 8 and 8a. We are certainly grateful that John has taken over this exceedingly important post.



The Region 8a members lunch at Newmarket. Spot also in the picture, Betty Campbell, Tony Poil and organiser Des Woodall.

REGION 9

from Tom Farmer

A subject that would help to liven up Postscript is regular news of NCR's progress - good or bad. Many of us Regional Organisers tried to obtain this information, particularly when AT&T were on the scene, as their news sheets were full of gobbledy gook and largely unintelligible. I gave up in the end and then Mim Rogers bless her cotton socks comes up with the goods in the shape of an article which appeared in the New York Times in October last year.

Anyway, to return to Region 9 we had our mid summer luncheon at the Great Western Hotel on Monday June 9th slightly down in numbers but nonetheless enjoyable. The table arrangement was altered for the better with the result that those present could more easily hurl insults or compliments at each other as the mood took them. We are a good looking bunch in Region 9 and I enclose a selection of photos from which you can make your choice. As usual all were reluctant to leave and eagerly made a note in their diaries for the next occasion on December 8th.



Pat Caldecott, Pat Buck, John Shadbolt, "Chris" Christmas, at the Great Western Hotel, Exeter



Bill Smith, Vera Rowbottom, Gladys Smith



Cherry Crump, Ida Hughes, Wally Crump, Rose Nicholls

RESERVED SEAT

This item was published in my Parish Magazine and was submitted by a member of the congregation. It amused the Editor and I hope it amuses you:

An English lady, suffering from a nervous breakdown, decided on a quiet holiday abroad. A friend recommended a hostel in a small German village. It was suggested that she should write to the village schoolmaster for details as it was known that he spoke a little English. As, also, her mobility was a little impaired, one of her questions regarded the location of the WC in the hostel. The schoolmaster had never heard the abbreviation "WC" used but, being a logical sort of chap he looked up WC in his dictionary of international abbreviations and found "World Chapel". "Excellent" he thought, the hostel is a religious retreat, the lady must be a devout churchgoer therefore she must want to know the location of the World Chapel.

He wrote as follows:

"Dear Lady,

The WC is situated some seven kilometres from your lodgings in the midst of beautiful scenery and is open on Tuesdays, Thursdays, Fridays and, of course all day on Sundays. This is unfortunate for you if you are used to going every day but you will be pleased to know that some people take their lunch with them and make a day of it, whilst others go by car and arrive just in time.

As there are many visitors in the summer, I advise you to go early. The accommodation is good and there are about sixty seats, but should you arrive late you may join in by standing at the side. The bell is rung ten minutes before the WC is open. I advise you especially to go on a Friday when there is a performance on the organ.

I should be delighted to reserve a seat for you and to be the first to take you there. My wife and I have not been for six months and it pains us very much, but it is such a long way to go. Trusting this information will be of use and hoping to be of convenience to you.

Yours sincerely

Fritz Bogdanovich"



OF INTEREST

WOULD YOU LIKE TO HELP WITH THE PRINCE'S YOUTH BUSINESS TRUST?

At the Caledonian Room lunch we met John Hill. John is partly filling his days by working as a volunteer for The Prince's Youth Business Trust.

The Trust is a charity, with the Mission Statement "To help young people who would not otherwise have the opportunity to develop their self-confidence, achieve economic independence, fulfil their ambitions and contribute to the community through the medium of self-employment."

PYBT Realises Business Ideas. The Trust helps young people between the ages of 18 and 30, who are unemployed, underemployed or of limited means, to start their own business. The great business ideas may be there, but the means to finance them are not. The Trust provides seedcorn funding and professional support through volunteer Business Adviser/Mentors, with particular concern for those most in need.

PYBT operates across England, Wales and Northern Ireland through a network of 47 Area Offices. PSYBT is a separate organisation, with somewhat different methods and targets, which operates in Scotland. John himself is a Business Support Co-ordinator, working from the Hertfordshire (St Albans) and Bedfordshire (Luton) offices.

THE TRUST IS ALWAYS LOOKING FOR VOLUNTEERS to help in various ways.

Business Adviser/Mentors make up the main bulk of volunteers. They provide "friendly expertise" for a few hours per month to each of the young entrepreneurs that they take on.

Office-based organisers are always welcome for periods of a day or more per week to help run the Area Offices.

Particularly of interest to NCR people is a need for advice in the Area Offices on the use of IT facilities. The Trust is well-off for hardware and local office software, all networked through the London NW 1 Head Office, but is less well off for experience in using the systems.

If you feel you could give any help, from a few hours per month upwards, please either write to John Hill, Prince's Youth Business Trust, 45 Grosvenor Road, St. Albans, Herts AL1 3AW (telephone, Mondays only, 01727 813769) or call The PYBT Head Office, Human Resources (Volunteers) 18 Park Square East, London, NW1 4LH, 0171 543 1234 to get the address/phone no. of the Area office nearest to you.

[P.S. John Hill worked for NCR 1956 - 1991, variously EDP and C&G Divisions. Ed.]

NCR rejoins the road to success

(Reprinted from *The Times*, 25th June 1997)

Lars Nyberg is one of the few European chief executives to run a global company which is perceived as being American as Mom's apple pie. But he is keen to stress the global reach of NCR, with nearly half its annual \$7 billion business outside the US.

He arrived when the company was saddled with a disastrous merger with AT&T from which it has since divested. It went public at the start of this year. NCR is no longer losing money, and Nyberg is cited as a key player in turning the company around.

"The pressure in this job is enormous," the 46-year-old chief executive says quite candidly. "The biggest hurdle I've faced as a European is Wall Street. Their patience is very short. I have said from the outset that turning NCR around will be a long haul."

Nyberg joined NCR from Philips and has set the company on course to make profits this year. It will be a long journey, but one in which NCR has distinct advantages. It is a world leader in data warehousing, store automation and computer services for the retail and banking sectors. Still largely perceived as a shipper of boxes, Nyberg is determined to ride the wave of new technologies to transform the company. By his own admission, the Company has gone through turbulent times in the last five years. The merger with AT&T was an unmitigated disaster for all concerned, particularly when NCR tried to compete with PC manufacturers "If you lose \$1 million a day it will take some time before you have a solidly performing company," Nyberg says. "We're not out of the woods yet." NCR has a good trade record at backing the right technology. The company is supporting Windows NT, a decision vindicated as its take-up around the world increases. Because of its strength in data warehousing, Nyberg believes NCR can advance more intelligent automatic teller machines (ATM) which will recognise which language you speak and how much you are likely to need in cash, basing its estimate on your recent transactions. Thanks to its heritage as the National Cash Register company (formed in 1884) the company is still strong in retail and is the world's largest provider of ATMs. One key element for the future of the company is in electronic commerce, particularly with the growth of virtual banking. By having ATMs and electronic inquiry terminals, banks can serve their customers better and Nyberg is keen for NCR to assume leadership in this field. One area where the company is uniquely placed is in data warehousing in the retail sector- the ability to store and manipulate detailed information on the shopper. Nyberg sees database technology as a fiercely competitive area for the future. "Everybody's after our throat as we are number one," he says. "The market is exploding."

NCR wants to stay ahead of the game with the notion of the neighbourhood store, where queues are kept short, the customer is recognised and his or her needs specifically catered for.

NICHOLAS BOOTH

OBITUARY

ALL OF THOSE WHO KNEW THEM WILL BE SAD TO LEARN OF THE PASSING OF THE FOLLOWING:

Name	Year of Retirement	Service	Age	Date of Death	Position/Location on retirement
Mr D S Amodio	1983	31 yrs 9 mths	65	29 April 1997	Manager, Systemedia Borehamwood
Mr T C Edwards	1981	46 yrs 3 mths	80	08 May 1997	FED, Brent
Mrs L Chapman	1980	10 yrs	77	08 May 1997	Systemedia, Brent
Mr A Cole	1973	37 yrs	86	09 May 1997	TSD Depot Manager, Cambridge
Mr S T Eden	1975	41 yrs 4 mths	86	13 May 1997	Engineer, FED
Mrs O R Holloway	1971	8 yrs 2 mths	86	16 May 1997	Stop Assembler NCR 1000
Mrs R A Hoy	1977	6 yrs 10 mths	78	23 May 1997	Bindery Assistant, Borehamwood
Mr M F Bowe	1982	34 yrs 5 mths	79	01 June 1997	Manager, Systemedia Dublin
Mr J Eccles	1984	41 yrs 3 mths	68	08 June 1997	Centre Manager, FED Manchester
Mr P J Sherman	1976	19 yrs 3 mths	73	10 June 1997	Salesman, Retail Systems
Mr H P Wheeler	1975	13 yrs 4 mths	79	16 June 1997	Executive Assistant, Head Office
Mrs E G Brister	1980	10 yrs 6 mths	77	22 June 1997	Credit Accounts, Brent
Mrs E Cox	1970	16 yrs 7 mths	86	30 June 1997	Installation Operator
Miss J East	1996	17 yrs 11 mths	52	07 July 1997	FED, Bristol
Mrs R Dodd-Arnold	1975	9 yrs 1 mth	82	13 July 1997	Clerk, Greenford
Mr M Bowe	1990	24 yrs 9 mths	71	18 July 1997	Printer, Estates - Head Office
Mr S J Roche	1978	32 yrs 8 mths	84	23 July 1997	Express Boyd
Mr G G Sledmore	1963	36 yrs 2 mths	96	01 August 1997	See adjoining tribute
Mrs E Thomas	1977	11 yrs 7 mths	76	04 August 1997	Catering, Greenford
Mr I Jenkins	1987	21 yrs 4 mths	71	08 August 1997	Manager, Retail - Head Office
Mr A J Palmer	1992	27 yrs 3 mths	67	17 August 1997	FED
Mr R J McCullagh	1973	14 yrs 1 mth	89	05 September 1997	Associate Director
Mr M V Court	1991	27 yrs 9 mths	71	09 September 1997	FED
Mr M E Powell	1969	39 yrs 8 mths	93	13 September 1997	Manager, TSD - Head Office
Mr M V Senior	1992	31 yrs	64	18 January 1997	FED, Sheldon
Mr H D Vincent	1983	31 yrs 8 mths	75	24 September 1997	Engineer, FED Witham
Mr J Lynch	1985	11 yrs 11 mths	77	29 September 1997	Fitter, Garage - Head Office
Mr B Goodard	1971	44 yrs	87	15 October 1997	Manager, TSD - NCR 1000
Mrs E Rocket	1993	16 yrs 2 mths	64	27 October 1997	Housekeeper, Company Flats
Mr L C Fleming	1975	39 yrs 7 mths	81	28 October 1997	Manager, Systemedia - Brent

Gilbert Sledmore

His son Howard writes:-

Gilbert Sledmore, or "Sleddie" as he was affectionately known, joined National Cash around 1926 as a retail cash register salesman and assigned to the Dalston territory. Despite the fact that the country was in the grip of the worst depression in history, he achieved his quota that year, the first of twenty seven!

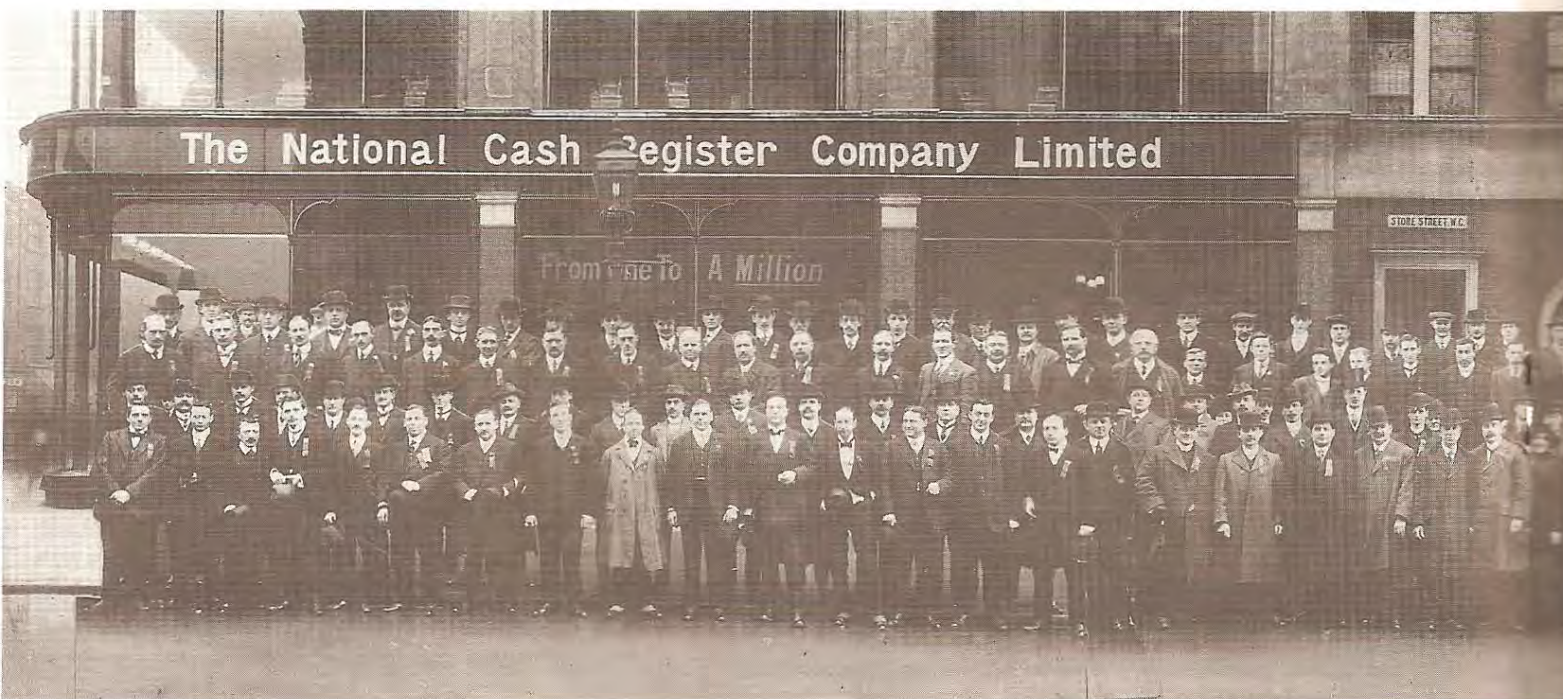
He was fond of recounting how, during his early years, he demonstrated to prospects in a horse-drawn Hackney Carriage! (see page 8) He was promoted to the Multiple Store Division in the early '30's and when war broke out he was asked to join the Ministry of Aircraft Production. In this new and unusual role, he rose to the rank of Wing Commander with a staff of 60 and an office in Bond Street.

Hostilities over, he returned to the company to continue what he loved most, to sell cash registers. Retiring in 1962, he derived considerable satisfaction from having drawn his pension for no less than 35 years, until his death at 96.

"Sleddie" will be remembered by those who knew him, as a man of predictable good nature, modest in his achievements and an exemplary salesman.

[Also for producing a son, Howard, who continued the NCR tradition, now also retired and who spends his time playing down to single figures! Thank you Howard for the above appreciation. - Ed.]

THE BRITISH NCR ORGANISATION, LONDON -



As Time Goes By

I've just realised - and grown to hate!
That I've long passed my "Sell By" date -
I have been taken off the shelf -
Although I'm still in decent health!

Did I say my health was fair?
It's failed a bit - just like my hair!
I'm fit enough to go to dances -
But old enough to take no chances!

I must admit, I'm incomplete -
My dentures have to help me eat!
Minus them, I'd have to fast -
Who knows then, how long I'd last?

With spectacles to read the news -
And hearing aid to hear your views!
And aches and pains which drive me mad -
In parts I never knew I had!

I've tablets and potions - a vast store of pills -
I must have sufficient for everyone's ills!
In fact - if you saw them - you would have quite a shock -
The chemist asks ME to replenish HIS stock!

I've suddenly just had a thought -
I don't yet need a stick to walk!
But rest assured Old Father Time -
Will surely make me toe the line!

But all in all, life's not too bad -
Sometimes happy, Sometimes sad!
I stop to think - and then I find -
That mainly - it's a frame of mind!

A.V. Jeffries (Jeff)

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THE NCR

Office Wagons for Europe.

Aids to European Salesmen in Building Up the Foreign Business.

The accompanying illustrations show the new N. C. R. wagons which are being shipped to our offices in England and in Germany. These wagons, which are made in Dayton, show several points of superiority over the style which has been in use in the past. Among the more noticeable improvements is the arrangement of the hoods on the rear of the vehicle. These hoods may be thrown open on hinges in such a manner as to leave the storage compartment entirely exposed. This allows an easy access to the registers within, and much facilitates the work of handling the machines. The compartment provides space for two registers.

Another improvement is the sliding



The new style of N. C. R. wagon, showing the arrangement of the hoods.

base, which may be used for carrying a third machine. This base, when not in use, is stored under the seat, from which position it may be extended into the floor space in the forward part of the wagon, as shown in the illustration.

Nine of these wagons have been shipped to England. Six will be used in London, and one each in Liverpool, Manchester and Bristol. Wagons have also been sent to Glasgow, Berlin, and to our Australian office.



The new style of N. C. R. wagon, showing the sliding base to carry a third register in front.

Above: An extract from the House magazine of the parent company, "The NCR". It may be contemporary with the top photo, or earlier - of particular interest in the light of Howard Sledmore's comments regarding his father's transport in 1926 (See page 7).

Historic photos (incl. Front Cover) Courtesy of Paul Condon

FEBRUARY 1912 - RECOGNIZE ANYBODY?



From John Morden

The picture of Dennis and I, reproduced in PS 19, evoked some responses. The first was from M V Court [sorry Christian name not given] from Gwent. He said and I quote:

"I first saw the two door knockers in 1947 when I went for interview with Mr Webb who was in charge of the Service Division." He goes on to say that he was a technician in Bristol under Norman Cole and that is where he probably met me in my first CRD sales territory in 1950. I answered his letter and received two photos in return, one of himself and the other of Niagara Falls; the latter to remind me that he also was in Canada working for NCR in Toronto. Such contacts are very touching and the second one which I relate now was even more so.

It came from Howard Sledmore, he and I had more in common than just working for NCR. Both our fathers had done likewise, working in MSD as it was then, both pre and post war.. They also both transferred with George Marshall to serve in the Ministry of Aircraft Production through WWII. I was amazed to learn that his father was still around and about to celebrate his 97th birthday! This must surely merit a place in the Guinness Book of Records Most number of years as a pension recipient! Howard and I exchanged further letters and most sadly his second one revealed that his father had now passed on - What an innings!

Before closing I must also mention that last March I made a UK tour. It was a reunion with my earliest connections, an old school friend from the 30's, ex-RAF colleagues and inevitably, some NCR. The latter included Bob Busby, Ray Pateman, Micky Myers and Dennis Cavanagh. I was also scheduled to visit Cecil Staithe, John Moody and Joy Brown [Booker] but, for differing reasons, all of the latter had to withdraw at the last moment.

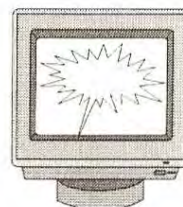
Best wishes to them and any other readers of PostScript with whom I still have not yet had the opportunity to communicate.

The Tom Treadwell Story

Jim Kembery of Region 7 writes to say that he was most interested in Tom's information about both 77 Squadron and the Halifax Bomber. He says that his own war service was with 102 Squadron which was based at Pocklington, not many miles from Elvington. Apparently 77 Squadron was created in June 1937 by the transfer of "B" flight of 102 which, at that time, was stationed at RAF Finningley. Later 77 and 102 were based at Driffield together and their first operational flight was on 4th September 1939. The Whitleys carried a deadly load of propaganda leaflets which were dropped over the Ruhr Valley.

An Editors Plea!

PostScript is produced on an ageing 386 using equally elderly software; WordStar and Timeworks desk top publishing. I have no quarrel with the latter, if they do what I want why change? I do however have a problem, my monitor/screen which is a NEC MultiSync 2A is going home, after half an hour's work images become a meaningless fuzz. I am told that it cannot be rectified. Does anyone out there have a colour monitor capable of supporting this set-up which they don't want and could do a long term loan for the sake of Postscript? I have tried the company but have been told that, following NCR's exit from the PC market there isn't any thing left that would be suitable. All letters answered and collection arranged!



FEEDBACK

From George Bradley

I am indebted to Alan Perryman for updating the record on J D Light (Johnny) who was an RTD Salesman in District I, Cash Register Division when I joined as Office Manager in 1949. On the same day that I started, Bob Busby, Ray Pateman and Doug Sleigh qualified as Assistant Salesmen from the School, under the tuition of Bill Saville.

Bob Busby was appointed as Assistant to Johnny Light, Ray Pateman joined Sidney Harris [Bill Harris' brother], and Doug went to Jim Newman. Howard Reynolds also qualified out of this particular class together with Peter Jude and Frank Harrington; this latter pair leaving the company after a number of years.

I have a photograph of District I Cricket Team of which Johnny was captain, we played at various pitches around London, our home pitch located in Regents Park. Len Yates, Showroom Porter, always acted as our umpire. This team was still in being when I moved on from District I in 1954.

Johnny was a very successful Salesman and made his annual quota [CPC Club] every year. In those days there were 11 Retail Territory Districts in the Cash Register Division:-

1 London HO	7 Manchester
2 Croydon	8 Leeds
3 Watford	9 Newcastle
4 Bristol	10 Glasgow
5 Birmingham	11 Dublin
6 Liverpool	

There was a friendly rivalry between the Districts as Jimmy Lane and Jack Sale will confirm, and the pinnacle of success was in obtaining the District's annual quota thus entitling the District Manager to the privileges of the CPC Club.

There were not a few characters in District I at the time; "Fishie" [an ex Frigidaire salesman] springs to mind as does Charlie Smith [a real gentleman], Sammy Whipp and others.

In 1951 H J Oppenheim became Assistant Manager of the District and we all respected him for his readiness to lend a helping hand with a difficult prospect. Sadly I note that he passed away on 10th January last.

I was also interested to see the photo of Dennis Triggs and John Morden with the two HO front door knockers which I remember being presented to Dennis - I wouldn't have minded them myself! Two years ago my wife and I visited Victoria, Vancouver Island to attend a wedding of a friend's grandchild who was studying at the university there. The service was held in the university chapel and the reception in the faculty hall. We found both the grounds and buildings to be superb. It was our third visit to the Island and we again stayed in a hotel not far from Sidney known as "The Waddling Dog".

My wife and I love British Columbia so much that we subscribe to the BBC [Beautiful British Columbia] magazine which is issued four times a year with the seasons and provides magnificent photographs of the flora, fauna and scenery together with informative articles. Next time we go to visit our friends in both

Victoria and Nanaimo I will make a point of giving Dennis a ring.

PS I never realised that Jim Bell was the John Beijemann of NCR!

[George also kindly supplied the Times article which I have included elsewhere] Ed.

From Ron Wiltshire

I felt I just had to respond to Laurie Tuppen's story about the theft of his ex-NCR safe and the resultant loss of his stamp collection which he had amassed over a period of sixty years. Whilst I cannot claim to have collected for that amount of time, I started over 50 years ago and can imagine how devastated he must have been. His comments on the hobby I agree with entirely.

It was back in the 1960's that, as part of the Sports and Social Club and with affiliation to the British Philatelic Association I used to run a members approval service. It was quite popular at the time and membership included such eminent collectors as Messers W O Robilliard and J Battersby. I cannot recall whether Laurie got involved but, as it was mainly used by those in the London area, he may not have done.

Since I retired, my interest in the hobby has increased so much that, apart from the pleasure I get from it, it keeps me very occupied, particularly during the winter months. My specialised interests lie in the stamps of Great Britain and a thematic study of "Cricket on Stamps", another interest close to my heart.

[my dictionary tells me that "thematic" = pertaining to a theme. Ed.]

Many of you will remember Alan Millard, who is another keen collector. Alan recommended me to become a member of his local society and this has proved to be a very worthwhile step and one I would recommend to anyone who wishes to improve his collection and knowledge of the hobby.

There is no substitute for meeting with people with similar interests and to have the opportunity to enter competitions, participate in displays and receive exchange packets. The NCR connection has continued to develop as John Bohn and Ray Rawlinson are now both fully fledged members of the same society.

It would be very interesting to hear from any other philatelists out there!

A further development regarding Laurie's dilemma has been a contact from Harry Hardacre who has asked for Laurie's address; apparently someone in his Region would like to send him all his spare stamps so that he can start again! We will keep you updated on this - Ed

FEEDBACK / CONTRIBUTIONS

From Jim Kembery

Those Chef's hats

Charles Southall's Postscript contribution with photos of F.E.D.'s conventions revives me some good memories of those occasions.

The year when the Gala Dinner was held at Blenheim Palace was 1985. The Convention being over the 7th/8th of February at the Oxford Moat House Hotel. I remember the function very well, in the picture, I am the third Chef from the right.

As usual on convention, Managers sat at table with their Regional colleagues. On this occasion, it was more important because the Midlands/West were the leading Region in achieving their Business objectives for 1984.

When I joined my colleagues at table it was very noticeable that all were avoiding one particular seat. I took that seat and soon found the reason for it being vacant. A Chef's apron and hat adorned the back of it. It then became known what those of us with these outfits were required to do, which was to collect the joint of meat, carve and serve at our table. The Menu read like a tour of Oxford Colleges; Oriel Avocado Fruits de Mer; Braznose Beef; Assorted Balliol Vegetables; Radcliffe Raspberry Vachern; Keble Koffee; and Magdalen Mint chocolates. The guest list was very impressive, guest of Honour was Chairman and Managing Director F Newall, with special guests P.A. Carselle, Director of Engineering, Europe, General Manager of Dundee J.G. Adamson and N Henderson, Director of Q&A Dundee. The honour of being the U.K. Premier Centre went to Dublin.

The other picture I am not sure of. Like Charles I can recall everyone in the photo, but where? What I can say for sure, is that it was taken at a convention during the time when Charlie Green was our Director.

From Charlie Balding

A thought for the day

On my recent visit to Head office to attend the Region 8a Retirement Fellowship luncheon the group of friends I was sitting with started talking about the years that have passed so quickly, I remembered when I joined N.C.R. as a storekeeper in 1956 at Brent, a few names were mentioned which set me thinking about the stores staff at that time, I am sure that some of the following names will bring back many memories to quite a lot of you. Let me start at the top with Bill Hallums - Foreman; Vernon Coyne - Chargehand; Ted Haffenden - CRD RPO,s; Chris Weaving - Tools and Keys; George Larraway - CRD Counter; Ted Young - CRD Counter; Harry Hutchins - CRD High Grade Retail; Jack Jones - AMD RPO,s and Counter; Cliff Benson - AMD RPO,s and Counter; Tom Pearce - AMD Stops Bars and Engraving; Yours truly - AMD Stops Bars and Engraving; Ernie Pye - AMD Phone orders and inquiries from NCR Depots for stock. (At this time there were forty+ depots) Eddie Newcombe - Bulk Stores; Dennis West - Bulk Stores; George Smith - Internal Audit; Bill Jarman - Order Clerk; Plus Two Lads I think one was called Mick Kirkam.

I hope my memory has not failed me too much, but please remember it was forty-one years ago. If this short letter has jogged your memory and you write to PostScript to add or correct anything I have said, at least it would have been worthwhile me making this effort.

The Perfect Vicar

The perfect Vicar preaches for exactly ten minutes. He condemns sin, but never hurts anyone's feelings. He is at work from 7am until midnight, and can be contacted at any time from midnight until 7am.

The perfect Vicar earns £40 per week, wears smart clothes, drives a good car, and gives £35 per week to his church. He is 29 years old, and has 40 years experience.

The perfect Vicar makes 15 house calls every day, but is always available in his study when people call him on the telephone.

If your Vicar does not measure up to this minimum standard, just send this letter to six other churches that are also dissatisfied with their Vicar. Then bundle up your own Vicar and send him to the church at the top of the list. In one week you will receive 1,643 Vicars.... and one of them should be perfect.

Have faith in this letter. One church broke the chain, and got its old Vicar back in three months!

SUCH CHAIN LETTERS ARE NOT UNCOMMON, THOSE OF US WHO HAVE HUSBAND RATHER THAN VICAR TROUBLE MAY FIND THE FOLLOWING OF INTEREST:

This chain letter was started by a woman like yourself in the hope of bringing relief to tired, discontented wives. Unlike most chain letters, this one does not cost you anything. Just send a copy to five of your female friends who are equally tired. Then bundle up your husband and send him to the woman whose name appears at the head of the list. Add your name at the foot of the list and wait. When your name gets to the top, you will receive 16,748 men. Some of them will be dandies. Have faith and don't break the chain. One woman who did get her own husband back! At the time of writing, a friend of mine has received 183 men. They buried her yesterday, but it took three undertakers 36 hours to get the smile off her face!

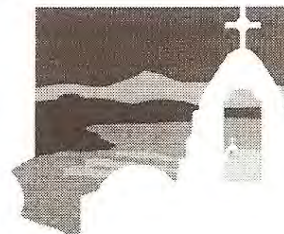
It's all Greek to me....

A snippet culled from an Athenian parish magazine given to an NCR colleague who wishes to remain nameless:-

The Piraeus Senior Citizens attended their annual picnic accompanied by a blue sea and fresh air dripping balm on their lonely souls. The food and wind were appreciated immensely and the seniors exploded into singing as their hearts were filled with joy.

[Each senior received: Tin of olive oil. parcels of macaroni, rice, pasta and tinned peaches/sardines]

translated by Kirki Sideri



COMPANY NEWS

TODAY'S NCR (Contributed by Tony Poil)

Questions at Regional meetings and letters to the Editor have indicated the interest of many members in hearing exactly what NCR is doing these days. What products is the Company selling? How is it organised?

And how well is it doing in this fiercely competitive Information Technology (IT) marketplace? Well, one thing is certain; any description of the current situation can be only a "snapshot" because, in the IT business, nothing stands still and the pace of change and development gets faster and faster. Someone commented years ago that if the motorcar business had developed at the same rate, we could now buy a Rolls-Royce for £25 and it would do 500 miles to the gallon!! Today that's still true - with bells on!

As you know NCR became NCR again on January 1 this year, after 6 years as a subsidiary of AT&T. NCR's new Chief Executive, Lars Nyberg, says "We were in some real trouble in 1995..... but in 1996 we came out of a very deep black hole". In 1995 NCR Corporation made a loss of \$2.28 billion but in 1996 this was dramatically reduced to a loss of \$109 million - still a big figure but 1997 results to date indicate a move back into profit. It is interesting to analyse the 1996 revenue: Retail Products \$428 million Financial Products \$1007 million Computer Products \$1398 million Systemmedia \$551 million Services \$2977 million. The size of the revenue from Services shows the importance of the non-hardware products which NCR sells - consultancy, software solutions, project management, implementation, service and on-going support. As Mr Nyberg says, NCR is no longer a "box shifter", just selling hardware. Now the emphasis is on selling solutions to the business problems of our customers.

Of course the hardware is still important. In the Retail market NCR has over 20% of point-of-sale (POS) terminals worldwide. In the Financial industry NCR has provided over one third of all the ATM's in the world, a larger share than any other supplier - and don't forget, they all come from Dundee. Nowadays these ATM "hole in the wall" cash dispensers are not just located at banks or building society branches. They are appearing at supermarkets, shopping centres, airports, railway stations, factories and large offices. And dispensing cash is only one of the functions they can perform. The bank or building society branch office will become less and less important as customers can, through multi-function terminals, draw cash, obtain statements, pay in cash and cheques, make enquiries and carry out transactions without having to stand in a queue waiting for a cashier. NCR is at the forefront of this modernisation of the financial industry and it is significant that in 1996 the Corporation set up a Financial Systems Knowledge Laboratory at Marylebone Road, to work with world-wide financial customers to identify and respond to their future needs. In particular NCR is preparing for the development of "electronic commerce", the use of "smart cards" incorporating a microprocessor to reduce our need to carry cash.

Computer hardware comprises the WorldMark family which uses multiple microprocessors to range from small "entry level" systems to multi-processor systems providing "Massively Parallel Processing" to carry out a huge number of simultaneous tasks. Development of these systems, together with the software expertise obtained through the take-over of Teradata Corporation in 1992, has enabled NCR to become the world leader in "data warehousing". This is the technique which enables a business,

financial or commercial, to capture and store vast amounts of information about its customers and products.

High speed analysis of this information enables the business to develop and offer the right products to each customer, and to forecast accurately future trends and needs. For example, Wal-Mart of America, the world's largest retailer with 2945 branches, uses an NCR data warehousing system which stores the equivalent of six billion pages of text. Banks and financial organisations, through data warehousing, can understand their customers' needs and so develop and offer the right services and financial products. NCR's reputation in this field is such that three quarters of the world's banks use NCR data warehousing. Of course, such systems have to be 100% reliable and NCR provides software to ensure High Availability Transaction Processing, so that processing can continue without interruption even if components are busy or down. As with the products and services, so the Company's organisation has undergone many changes. The old separations between sales, support and field engineering have largely disappeared. Teams have been created to focus on the total needs of one or a group of customers, and such a team will contain salespeople, hardware and software product specialists, pre- and post-sale support staff, communications specialists, field service personnel and any other specialists needed by the particular situation. The success of this approach is illustrated by the sale and installation of around 1200 ATM's at branches of the Halifax Building Society who, five years ago, used 700 competitive machines. A more recent development has been the creation of "solution" teams, specialising in a particular hardware/software product such as data warehousing. This reflects NCR management's determination to achieve long term lasting success by anticipating our customers' business challenges and problems and so developing the technology to provide solutions. Data warehousing and the "self service" bank are just two examples of this new approach.

Systemmedia, now based at Peterborough, has maintained its excellent performance, selling its products not just to NCR users but to many different organisations. Worldwide, NCR is the largest supplier of paper rolls for point-of-sale terminals and ATM's, a position exemplified recently in the UK by the production and delivery, to 365 Texaco filling stations, of 50,000 specially printed till rolls in less than three weeks. Of course, this brief overview of the Company today would not be complete without mention of the members of the Finance and Administration Division. Whilst some activities (such as our pensions payroll) have been "outsourced", all the key accounting and admin tasks must remain handled by expert NCR staff without whom the efforts of the marketing people would be far less effective.

Similarly, Human Resources Division and Education continue to ensure that NCR staff are selected, supported and trained to contribute to the Company's success. A recent development in training has been the introduction of computer-aided personal education courses using fully equipped training rooms.

It is very clear that NCR is recovering strongly from the unhappy AT&T years, especially in the UK which is second only to Japan among NCR's international organisations. We members of the Fellowship can take great pride in the achievements of the men and women who have taken over from us. Through PostScript we will try to keep you informed of the Company's future progress.

STOP PRESS!

I said that the foregoing article could be only a snapshot of NCR at the time of writing. I did not expect that my words would come true even before the article had appeared! However, whilst most of the information is still correct, on October 15 NCR Corporation in Dayton issued a Press Release announcing a major change in the organisation of NCR's world-wide operations.

With effect from January 1 1998 the Sales and Professional Services organisations will be aligned into five Business units- Computer Systems, Financial Systems, Retail Systems, Systemedia and Customer Services - all directly managed from Dayton. In each country there will be a manager for each Business unit, reporting directly to the relevant Business Unit Vice President in Dayton. Regional and country management will be eliminated, except for the legal need to have a senior responsible person in each country.

This reorganisation is stated to be the next logical step in NCR's new development, following the decisions to concentrate on a limited number of "customer solutions" in which NCR can achieve (or already has achieved) world-wide leadership, and to align sales and support people around these solutions.

I am sure that all we former NCR people will follow the outcome of these sweeping changes with great interest and, as previously stated, we will do our best to keep you informed through 'PostScript'

[The plain English Award is yours, Tony!] Ed.

ANGELA MAXWELL'S BENEFITS UPDATE.

Angela Maxwell is a State Benefits and Retirement Consultant who issues a quarterly newsletter and to which our Pensions Department subscribes. I am sent a copy of this by Lyn Cross and often find items which I feel would be received with interest by our Fellowship. We have permission to reproduce pertinent items and I give a selection below:-

- * In a landmark ruling announced just before going to print, the House of Lords have said that councils can stop providing disabled people with home help if council budgets are used up. This overturns the previous appeal decision that once care had been agreed, it had to be provided however short of money a council became. The ruling will affect all local authorities in England and Wales and the people who rely on them for services including cleaning, shopping and the provision of meals and housekeepers.

- * You probably know that if you go to live abroad in certain countries such as Canada, Australia, or South Africa, amongst others, your state pension will remain at the same rate as when you first left the UK. However, not many expatriates may realise that if they return to the UK for a visit of no less than a week, the DSS will uprate pension benefits as if they had never left the country. If you are in this position or know of someone who is, you need to write to the DSS, Overseas Directorate, Newcastle to let them know that you are returning to the UK for a while. Quote your full name and NI number. They will then send you a form to complete on your return from the visit to claim back the arrears of pension! They may even pay arrears if you can provide proof of a previous visit but remember there are time limits in claiming!

- * With the current popularity of "The Antiques Roadshow" on BBC1, several readers have asked me how they, too, could get their family "treasures" valued. The British Association of Antique Dealers (BADA) will advise you of reputable dealers in your area together with their specialist interests. Alternatively, the larger auction houses will, by appointment give on the spot advice without obligation or will attempt to give you a dating and valuation by post if you send a photograph with relevant particulars. Further details from BADA on 0171 589 4128. They should also be able to help you with the telephone numbers of larger auction houses.

- * The Department of Transport has published a leaflet giving details of how orange badge holders can use this concession in other countries with a similar scheme. The leaflet "Reciprocal parking arrangements" gives details of the participating countries and explains the traffic signs in each country which signify waiting and stopping restrictions. Ring 0181 6919000 for your free copy.

- * In a recent edition of "Benefits Update", I wrote about arranging an Enduring Power of Attorney in advance of someone becoming unable to manage their own affairs. This means that you would then have the authority to act for them if they became unable to manage in the future. In response, one of my readers wrote to tell me that as she had not taken this step before her husband became ill, suffering memory deterioration and was therefore unable to sign such an authority, she had no other option but to apply to the Court of Protection to become his receiver, enabling her to administer his finances under the Court's authority. The cost, including solicitor's fees, was £425.00 plus VAT! Every year she has to submit detailed accounts of her husband's income and expenditure to the Court and an annual charge is made which rises with income. This brings home the point of acting in good time to save unnecessary expense which could arise in the future if someone close to you cannot make financial decisions for themselves. The CAB or your solicitor can advise you further.

- * If you are involved with a voluntary organisation and are required to transport people in your car in return for a mileage allowance, you may like to read the revised Inland Revenue leaflet on this subject. It tells you what tax-free allowances you can claim and how to work out taxable profit. Contact your tax office for "Volunteer drivers" - leaflet IR22.

- * Getting the timing wrong when selling your home could cost you hundreds of pounds in extra mortgage interest. Many home loan firms will charge interest on your mortgage until the end of the month. So, if you sold your home and moved on June 3rd, for example, you would pay almost another month's interest. People rarely notice this charge, which is spelled out in the small print, because the money vanishes in the general account for selling the property. On a typical mortgage of £60,000 that means about an extra £290 when interest rates are at the 7.25% level. Do check with your mortgage provider and choose your moving date accordingly!

- * "Hearing Aids: Know Your Rights" has been published to help the public achieve a better understanding of hearing aid products and services available. It is given as part of the National Campaign for Better Hearing and will be sent free to anyone ringing 0800 373142.

- * The Carers National Association's CarersLine changes its number on 10th June thanks to the National Lottery Charities Board. Now carers throughout the UK can call for advice and

information and will only be charged local rates. The new number is 0345 573363. Lines are open from Monday to Friday 10am to midday and 2pm to 4pm.

- Cardwatch, the banking industry's fraud prevention campaign, produces some useful information on how to help prevent credit card fraud. You can get details of this and their other free leaflets by ringing 0930 500 005. Also available is a booklet called "Living Safely" filled with tips regarding personal safety, what to do if your car is stolen or you witness an accident or a crime.

- I know that some of my readers are caring for relatives with dementia. This can be both physically and mentally exhausting. I have come across some literature on the subject which may be of help. Firstly, "Caring for someone who has dementia" published by Age Concern. This costs £6.95 and is available from Age Concern England, 1268 London Road London SW16 4ER or by ringing 0181 679 8000. Secondly, try "Who Cares". This booklet costing £2.00 concentrates on what you can do to alleviate the problems you will encounter in looking after someone who is confused. Write to Barbara Hemmings at Marston Book Services PO Box 269, Abingdon OX 14 4YN, or telephone 01235 465 565.

- Did you know that there is now a national telephone number for Railway Timetable information? You can now ring 0345 484 350, (local rate call), anywhere in the country.

- Older drivers can get a free guide to staying on the road from Age Concern Insurance Services. The guide was introduced in response to older people's concerns about their driving status when they reach their 70th birthday. Ring 0345 125 816.

- If buying a second hand car, did you know that you can research its background by contacting the AA Used Car Data Check on 0800 234 333 and paying a small fee?

- One of my readers has written with a warning to other readers that concessionary parking arrangements through the orange badge scheme do not operate in all parts of this country. For instance, she informs me that in East Devon she came across car park noticeboards stating that orange badge holders must pay the full price. Do check for yourself wherever you are!

[I was fined £20 in Whitby, N. Yorks for not noticing this anomaly! - Ed.]

- More than 60 universities and colleges can provide useful and attractive accommodation during long student vacations. In many cases, sporting and other facilities are available. For further information, contact the British Universities Accommodation Consortium on 0115 950 4571 or, write to BUAC, Box 1496 University Park Nottingham NG7 2RD.

- For those of you who are very hard of hearing, I always try to quote an address where available in addition to a telephone number. However, did you know that BT offers the specially designed "Converse" series of telephones to assist hearing. Ask a friend to find out more by ringing 150. They also have an age and disability department which will provide details of other services. Do ask your own telephone provider for details of similar schemes.

- Have you heard about Royal Mail's Keepsafe service? If you are away on holiday, your post can be held securely at the local sorting office and delivered on your return. The service costs £5.00 per household for a fortnight, with the top rate being £15.00 for two months. One week's notice is needed. Application forms for the Keepsafe scheme are available at post offices or by ringing 0345 740 740 (local rate call).



The Editor and his wife, Marion (left) returned to British Columbia this summer and called on Ann and Dennis Triggs again; receiving their usual warm hospitality.

At least two examples of visits to ex-colleagues whilst abroad are noted in this issue. Next time you do this, have a photo taken and we will publish it under "Globetrotters".

Now you can drink before surgery

Traditionally, patients awaiting an operation are starved of food and drink for several hours before being given a general anaesthetic. But new research has shown there is nothing wrong with having a drink before surgery.

It was thought that patients were at risk of breathing in gastric acid during sedation which could lead to inflammation of the lungs. This led to patients being deprived of fluid from midnight before a morning anaesthetic.

Now tests have shown that this prolonged fast of fluid is "illogical" and a fluid fast of more than three hours is unnecessary in healthy patients. Prolonged fluid deprivation has been shown to increase the volume and decrease the pH of gastric juice, both of which increase the likelihood and consequences of gastric juice aspiration.

In healthy people, the stomach can quickly get rid of clear fluids like milk and orange juice in ten to 20 minutes. Milky drinks are not recommended as they slow down the rate the fluid leaves the stomach.

Dr Robin Vicary, consultant physician in the Department of Gastroenterology at Whittington Hospital, London, was part of a team which carried out tests on 65 patients. A special camera was inserted to test the speed fluids left the stomach. "It's been an untested medical myth that patients should not have anything to drink before an operation," he says. "We've shown there's nothing wrong with having a drink up to 90 minutes before surgery. It makes a patient more comfortable and less dehydrated after surgery.

However, patients should avoid eating food as there is a risk of them being sick during surgery."

This message should now be spread to all medical and nursing staff to ensure that patients do not suffer uncomfortable thirst and that their operation is not cancelled because of an inadvertent drink."

[Certainly ask your surgeon about this if you are going to have an op.]

Company News

Q2 Results Announced

The Q2 corporate Results were announced in July as follows:-

NCR reported a second quarter loss of \$4 million, compared to a loss of \$18 million at the period last year. Revenue declined 2% compared to this time last year and Gross Margins declined from 27.6% this time last year, to 26.7%.

The quarter shows a sixth consecutive quarter of order increases on a year to year basis. Orders are up, despite the strong US dollar - which affects local figures when they are reported in dollars.

"We are pleased with our progress, but not with our pace", says Lars Nyberg, NCR Chairman and CEO. "We have challenges in achieving our goals, but we remain optimistic that we can show growth for the full-year in orders and revenue in our core business; and improvement in operating income; and an improvement in per-share results."

"Our retail and financial businesses reported sizeable improvement, and expenses remained under control during the quarter, as we continued to make investment in research and development and sales training. We are focused on correcting the inefficiencies and leveraging the improvements", Nyberg said.

In the UK, we are very close to target for revenue, margins and orders against what was always an aggressive business plan. Importantly, we are showing growth against the same period in 1996; orders are up by 25% year on year, and revenue and margins are up by 12%. However, we have not achieved our target for expenses.

Q3 and Q4 will be challenging, but the UK has strong prospects in all of our core markets and we should be optimistic about achieving our third and fourth quarter figures.

The Corporation will increasingly move to focus on the recruitment and training of a strong solutions-based salesforce as a key part of continuing and accelerating NCR's growth.

Marketing

There has recently been a great deal of press coverage for NCR in the UK.

Both the Times and The Financial Times ran a profile of Lars Nyberg and his view of NCR's current strengths and challenges, and his vision for the future of NCR as a world class company. (See this issue)

The Times Business Section featured NCR's partnership with Electronic Media Promotions (EMP) which will now enable organisations to advertise on ATM receipts.

And finally The Financial Times carried an article and photograph on PersonaS ATM's and the future of self service delivery channels.

STOP PRESS STOP PRESS

On December 1st NCR FSG and Nationwide Building Society, the world's largest building society offering innovative services to its customers, announced their plans to jointly test on-the-street reaction to the use of leading-edge iris recognition technology at ATMs and branch counters.

Such technology allows both banks and customers greater security for high-value ATM transactions. The technology used in the process, developed by Sensor Inc., creates a once-only digital record of the user's iris, the part of the body remaining constant and unique throughout a person's life. The record is then verified within seconds by a central database or smart card when a transaction is made.

The trials with Nationwide will start in the first quarter of 1998 and are expected to last six months. The technology will be fitted to one or more Nationwide ATMs and the branch counter at its Headquarters in Swindon. This is the consumer pilot phase of the iris recognition technology.

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