

# Postscript No 27 NCR

## A Christmas Tribute

By the time you receive this copy of PostScript, we as a fellowship will have been in existence for nearly 18 years; I have before me a copy of PostScript Issue 1, dated June 1985. This, a folded A2 sheet, looks puny by today's 16-20 page standards. It was, however, a start for the Fellowship which has grown from year to year.

It all began back in 1982 when, after several years lobbying, mainly by Harry Redington and Paul Williams, the company agreed that a budget be put aside for pre-retirement counselling. This was a new concept in those days, only another two or three companies providing courses to achieve this - some 6% of the nation's workforce. As I worked in a training capacity in Personnel it fell to me to set up and run these courses together with experts in the fields that we decided to cover.

Those attending these courses had a burning desire to maintain contact with each other and, as a result, the NCR Retirement Fellowship was formed. Once again, the company came up trumps by giving us a budget to achieve this.

A large map of the UK and an even larger box of mapping pins were procured and Harry and I set to work. The location of every pensioner was indicated by a pin. Then, by a combination of density and geographical boundaries, we set up regions. Invitations were then sent out to potential organisers and a description of how the new Fellowship would work appeared in issue number 1 of PostScript (named thus because "Post" existed at that time and ours was something that followed that!). Yours truly was "volunteered" by the company as Editor - and is still at it!

Issue number 2 tells us that the Regions had been established, each had an Organiser, people like Ernie Giles, Basil Garsed, Ron Hillier and others of this calibre. We were also fortunate in finding Betty Campbell (Basil Garsed's Secretary) as Fellowship Secretary, a post she filled for many years. Since that time our Regional boundaries have changed; Harry has become President and all but one of our Regional Organisers has retired - Des Woodall soldiers on, bless him!

Now I come to my point - at last I hear you all say! And this is to pay a tribute to all those who have made the Fellowship such a success over the years, those who have organised things in such a way that we can all continue to meet our friends at least once a year. A tribute also to you, the members who, by supporting the functions have ensured that we keep running. And a tribute to the Company which has made it all possible.

Why pay this tribute at this time? It isn't a significant year but it is significant in that four of our Regional Organisers have decided that the time has come to pass over their roles to a successor. So the final tribute is to them and to wish them many more years of pleasure attending the functions they used to organise. They are:

**Region 1 - Scott Caldow, Region 2 - Maureen Burdis, Region 3 - Harry Hardacre, Region 9 - Tom Farmer**

Finally may next year be a peaceful one and see the fulfillment of all your wishes.

*Geoff Jackson - your Editor.*

# 2001 - 2002



## I REMEMBER

### Charles G. Balding (Charlie) Ex Stores Brent/Watford

I remember in 1956 when I joined The National Cash Register Co. Ltd; I used to cycle to work along the Edgware Road to Staples Corner, no flyover there in those days, then turn right onto the North Circular Road under the railway arches. There was no M1 motorway, just the Hendon Dog Track; then came the G.P.O. experimental building, an open space and then the N.C.R. site. When I started working there the site at Brent had been open about 18 months so a lot of the staff were from Head Office with a few newcomers like me to increase the payroll figures. On the site at this time was the FED Service Building, a Canteen which also housed the Brent Service Depot and a small building for the site maintenance personnel. There was a small car park and cycle and motor bike sheds. The front of the main building was lawns and flower beds. To the rear of the site there was no Brent Cross Shopping Centre, only the river Brent and then a big area of allotments stretching up towards Hendon Central. The North Circular Road was only a pavement width away from the site and it was quite hair raising to get off site at the end of the day. Brent Cross was just crossroads, no flyover as it is today.

I have been trying to remember the names of some of the people that were working there around about that time, maybe some of the following names will bring back some happy memories. I haven't put any of the Stores personnel to this list as I mentioned them before in Winter 1997 *Post Script*. I know there were lots more people about as I can see the faces in my mind but the names have gone; maybe there is someone out there that can add to this list !! So here we go:-

### THE NATIONAL CASH REGISTER CO. BRENT 1956 ish

George Seeney FED Manager

Les Lamer (superintendent) Ted Smith Office Manager

A Dept	C Dept	Plating Dept
Greg Calder (Foreman)	Bill Nicholls (Foreman)	Bill Giles
Jack Hart (charge hand)	Bert Welham (charge hand)	George Cass
Arthur Taylor	Albert Polhill	
Bill Lyons	Ron Harman	<b>Telephonist</b>
Stan Ross	Charlie Payne	Sheila Taylor
George Pickard	Bill Hyde	
Brian Turner	Joe Kiff	<b>Paint Shop</b>
Peter Staines	Harry Margetts	Vic Hope
Bob Cleaver	Jimmy Brown	Vic Jones
Al Brooks	Roy Southwood	
Joe Carter	Maurice Pearce	<b>Carpenters Shop</b>
Gorden Trow	Guido Sidoli	Jack Grantham
Ernie Brewer	Cyril Worts	Peter Peacock
Dennis Preston		Reg Broadbent
Peter Houby		
Dave Ratcliff		
Roy Hutchins		



*Helen Simpson and friend at the Dundee Lunch*

D Dept	E Dept	Testing Shop
Bill Payne (Foreman)	Dennis Bates (Foreman)	Betty Green (Ross)
Frank Clark (Foreman)	Derek Locke(charge hand)	Ann ?? Pearce
Arthur Turner	Dennis Gill	
Malcom Seeney	Tony Fiore	<b>Apprentice Shop</b>
Flo Smith	Rod Bonas	Wally Hyde
George Medlicott	John Stephens	<b>Estimating Shop</b>
Fred Lott	Tony Mansi	Wally Smith
Jack Abbott	Len Cox	<b>Engraving Dept</b>
Pat Kirwin	John Fenner	Keith Willis (Foreman)
Fred Goodall	Steve Moore	George Butterworth
Gordon Sillet	<b>Instructors</b>	John Hutchins
Charlie Rawlings	Reg Sherwood	
Ron Gosney	Ron Tarling	<b>Brent Depot</b>
	Freddie Weston	Len Peyton
	John Claydon	Norman Bowen
	<b>Canteen</b>	<b>Loading Bay</b>
<b>Packing Dept</b>		
George Danson		
Len		
Eddie Thrussell	Mrs Lewis (Manageress)	Ernie Rawlings



*The Edinburgh Lunch*



*Region 3 meet at The National Memorial Arboretum*



## – NEWS FROM THE REGIONS –

### REGION 1 – Scott Caldow

I am pleased to report that this year's lunch in Glasgow was one of the best attended we've had for a long while. There were nevertheless a few who couldn't make it for one reason or another and we hope that they will be fit enough before long and able to join us next time. This year **Hamish Mackenzie** joined us at L'Ariosto. Hamish took early retirement in the latter part of last year. He was, as many of you know, in Technical Support for many years and is well known throughout the UK. It was nice to see a new member.

I think I must have chosen a bad time for the lunch in Edinburgh for some of the regulars weren't able to make it. **Ursula Woodburn, Pat Pollock, May Henderson**, all sent their apologies. Fortunately **Dorothy Brandon**, whom I may say, sent in her apologies, but turned up, as her holiday had been cancelled; what a nice surprise, glad you could make it Dorothy. The weather was really nice and warm and sunny. We were able to sit outside and have a drink before lunch. I hope everyone enjoyed the day. I will try to get the date right for next year. Always saving the best till last, we were in Dundee on the 7th of November at the Hilton Hotel as usual, we had a good turn out. Some new faces, **Bill & Margaret Gibson**, they had just moved to Scotland a few weeks before and we were pleased that they could come along. **Norman Stewart** "Norv" came down from Inverness for his first meeting with the Fellowship and hopefully enjoyed the day. **Norah Smith** sent her apologies, as did Isabel and **Don McFadyen**.

Unfortunately for us we are losing one of our Members, **Helen Simpson**. Helen is moving to Canada to be near her son and his family and will be leaving Scotland in the Spring. Best of luck from us all Helen. Don't forget to let us know how you get on.

This was my last lunch not only for the year but the last one I will be organising. You will remember from my last report that I had asked **Wallace Hay** if he would do the organising and he has agreed to do it from now on. So I am looking forward to the Glasgow Lunch in the spring, when I can sit back and let Wallace get on with it.

Thanks to everyone who has helped me over the past years especially **Margaret Gilmour** and **Con Dailly**.

### REGION 2E – Maureen Burdis

Both meetings for 2001 took place at our usual venue; "The Bucklers Inn".

In May we welcomed **Les Fornear** and were also lucky to have, as our guest speaker, our Chairman, **John Burchfield**. We were also pleased that Regional Organiser, **Charles Southall** was able to join us.

Hoping that more members would be able to attend the Fellowship Lunch our second meeting was moved to a Thursday and we had super attendance figures. Our guest speaker at the October meeting was John Burchfield again and we hope that he has noted the date of our May lunch next year!

Two more new members were able to attend the October 18th lunch; **Sylvia Atkinson** (previously working down South - Housekeeper Company Flat but now happily living in Billingham) and **John Evanson** ex FED Sheffield. We were delighted to have you both and hope that you will repeat this next May.

Sorry that several of you were on holiday and missed an excellent lunch, good conversation and an update on current NCR products and personnel, the latter supplied by John.

Looking forward to seeing you all again in 2002 - Maureen

### REGION 2W – Charles Southall

Our Autumn meeting this year was held on October 2nd at the Grange Country Club at Heswall. The attendance was very good indeed, as there were 66 present for lunch. This is the largest attendance to date, and in fact it has increased on the last two occasions, despite a number of absentees. Everyone was made very welcome and had a great deal to talk about.

We were privileged to receive our Chairman of the Pension Trustees and Director of Systemedia, Mr **John Cooke**. John spent a number of years in the North West in his early years with NCR., both in Liverpool and Preston, so that he was able to greet friends and colleagues, some of whom he had not seen for quite some time. We all hope that he enjoyed the visit. We were very thrilled to see him once again.

**Albert Hayes'** guest, Ms **Dorothy Brown**, who worked for many years as head of installations operators in Manchester, joined us for the first time. I understand that **Eric Patton** kindly brought her from her home in Shropshire. I do hope that we may see Dorothy at many of our lunches in the future.

Our third special guest was **Ian Ormerod**, from Birmingham, who is Director of WCS Quality Europe. Ian is most interested in NCR memorabilia and has quite an impressive collection. He is always ready to remind us all of our younger days. He gave a very interesting talk on items which he had researched from some "NCR POST" publications, dating way back into the 60's. The items concerned a number of the members present, who were most delighted and amused when reminded of those far off days. He completed his nostalgic interlude with a presentation of the "Donald Trophy", which he had collected from Head Office, where it had lain forgotten, we may assume, for many years. It was not, however forgotten by those present. Ms **Nancy Craighead** was reminded of the time when she was the leading office clerk and received the trophy from the Chairman and MD at Head Office, for three successive years. We had a repeat performance with **Jack Hale**, who was her Office Manager in those days. (pic page 5).

There are so many more faces to remember and to mention. Friends from near and far. **Maureen Burdis** and **Stan Catlin** came over from Yorkshire. Stan had travelled all the way from Scarborough. It was great to see them both again. **Muriel Booth** from Manchester came with **David Bielby**. We had not seen Muriel since Jim died last year. I hope we will see you all again at the forthcoming meetings. You will be made very welcome.

The weather was superb as usual, so that all those whom I failed to mention from Blackpool, Lytham, Preston, Llandudno, Shrewsbury and where-ever, had a really super day out, I am sure. I know Rhian and I did. Thank you for your excellent company. I would like to wish you all a Very Merry Christmas and a Prosperous Healthy and Happy New Year.

Note: The next meeting in the North-West will be at "The Grange Country Club" as usual on Tuesday 30th April 2002.

### REGION 3 – Harry Hardacre

We are still receiving good support for our regional lunches. This year, on the 10th October, 60 of us went to the National Memorial Arboretum at Alrewas, Staffordshire for our lunch.

The National Memorial Arboretum is being created on a 150 acre site as a living tribute to the wartime generations of the 20th century. Planting began in 1997 and groves have been created for the armed and merchant services and many other groups, associations and individuals.

We all enjoyed an excellent lunch together with the company of our



new Chairman, **John Burchfield** who was able to give us information concerning the Pension Fund and the Company as a whole.

I see from *PostScript* that one or two of the original Regional Organisers are retiring after long service to The Fellowship. Time is not on my side either and I am hoping that someone will come forward to take over Region 3 from me. So, come on, surely someone must be out there who would be willing to work for his or her colleagues in the Region?

We all look forward to our next lunch and I wish both Region 3 and all the other regions the best of health during the coming year.

### REGION 4 – Tony Poil

For this issue I have to report on two gatherings, in May and in October. To be strictly accurate, there have been four occasions because, as before, space limitations at Marylebone Road mean that the Region has to be split into A and B sections.

In May, 4A met on May 2nd, with 46 members attending. We were also pleased to welcome our new Chairman, **John Burchfield**, and also **Keith Pyle**, NCR Pensions Consultant, and **Ted Young**, Region 5 organiser. The other Section, 4B, joined with Region 5 for lunch on May 4th. 34 members attended, together with John Burchfield, Keith Pyle and our *PostScript* Editor **Geoff Jackson**. We were also delighted to be joined by **Brian Sanderson**, NCR Human Resources Director, who gave us a very informative update on Company affairs.

For these May meetings we received a number of apologies, mostly because of holidays or previous engagements, but we were concerned to hear that **Ian Mackenzie** had recently undergone a by-pass operation, **Mike Nolan** was about to have open heart surgery, and **Jimmy Lane** was not well enough to make the journey. Sadly, as we heard later, Jimmy passed away just before the meeting.

Our second meetings took place at the end of October, and once again we divided between section 4B (40 members attending) joining with Region 5 on October 24th, and section 4A (41 members) on October 25th. Unfortunately our meetings clashed with an important meeting of the Pension Fund trustees with their investment managers, so none of the trustees were able to join us. However Keith Pyle joined us briefly on the 24th, and we were also provided with details of NCR's third quarter results. John Burchfield attended both meetings and told us of his visits to Fellowship meetings around the country. We were also pleased to see Geoff Jackson and, on October 25th, a special guest, **Val Pinder**. Val spent 15 years with NCR in Systems Services and in Education (where she taught COBOL to many of us) before being stolen away by a Century user.

We were sorry to receive late apologies from **Jack Crownshaw** and **Ted Way**, because of their wives' indisposition, and from others who felt unable to make the journey. Needless to say, they were all much missed.

I am sad to report that, once again, many members do not respond to the meeting invitations. May I beg them to return the slip to **John Nash** (no postage stamp is required!) so that their old colleagues can have some word from them.

Finally, I want to pay tribute to our Secretary, John Nash, who handles all the organisation for our London meetings — but allows the Regional Organisers to take all the thanks!

### REGION 5 – Ted Young

Enjoyed a very good lunch at Head Office on 24th October. Still only a fraction of the group membership decided to take advantage of our offer of a 4b/5 get together but those that did thoroughly enjoyed themselves. **Tony Poil** has told the story of the lunch elsewhere so I won't bore you with a repetition but take this opportunity to wish you all a great Christmas and a healthy and peaceful 2002.

PS Do take the trouble to respond to **Geoff Jackson's** proposal for a Southern Region 5 lunch:

Having had an initial straw poll it appears that a meeting in Kent is a viable proposition. I propose to investigate the possibility of holding this in/near Maidstone in about April. I should be pleased if those interested could drop me a line in the next month so that I can investigate venues. I can be reached at either my address in this issue or via **John Nash** at the Freepost address at HO. - Geoff Jackson.

### REGION 6 – Alan Hutchins

It was a glorious day in October when Region 6 held their Fellowship Lunch. As usual it was held at the Queens Hotel Southsea. We had 48 members attending and some brought their wives and husbands. This year we were very pleased to welcome our Fellowship Chairman, **John Burchfield**, who after a very informative and entertaining speech treated us to a quip about the England football team. We were also pleased to see **Stephen Swinbank**, one of our Trustees who was able to inform us that none of the NCR employees in America were injured in the terrible atrocities. Stephen also went on to talk about the Pension Fund, This we always find very interesting. Our third guest was **John Nash** our secretary. This was the first regional lunch John has attended outside London. We feel very honoured that you should choose ours to be your first John, and hope you will come again. John passed on some information regarding members from other regions and best wishes from friends he had spoken to recently, among others from **Betty Campbell** our former secretary. So many of us remember Betty and all the work she did for us and send her our best wishes. We had a few members who were unable to come due to ill health on the day. This is of course something we have to accept when we get a little older. To all these we hope you are now fully recovered and hope to see you all next year. If this edition reaches you before Christmas Sheila and I wish you a very Happy Christmas and a healthy and peaceful New Year.

### REGION 7 – Jim Kembery

Table and chairs were set out at the Aztec Hotel Bristol in the Red Room for the 17 guests on 26th of September. Slightly less than our usual number; the late holidays were an attraction to some; some could not come due to medical reasons, **Bill Park** was one who cancelled out. He was waiting for a hospital appointment that date for him cannot come quick enough. **Roger Whelan** wrote to me to say unfortunately the date clashed with the induction day at Bath University. Yes Roger is going back to school for a Fine Arts Degree programme. This also meant that Lilian (his mum) could not travel to the function. However she did send me a message to the Hotel for all "Have a nice day"

Although some of the regulars could not be with us we did have two new members to welcome. **Graham Watt**, ex Bristol Field Engineering and **Maurice Chivers**; Maurice was ex E.D.P and before that era, C.M.S. days. He was not short of memories when **Alan Wall**, **Roy Back** and **John Cooper** arrived and joined him. The guest for the day was **John Birchfield**, now Chairman of the Fellowship, John from his Head Office days was known to everyone present. John gave an interesting talk at the end of the lunch which came all too quickly.

\* \* \*

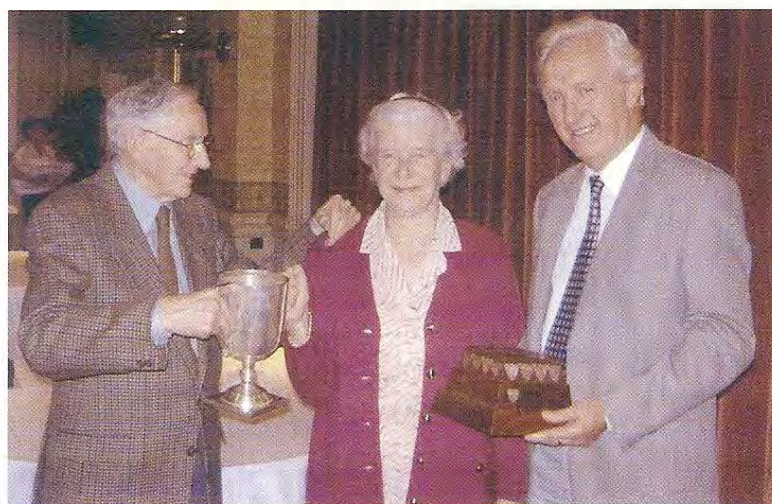
We were saddened to learn that Jim has recently lost his wife — sincerest condolences — Jim



## Then and Now!



MISS NANCY CRAIGHEAD of Chester Office  
receives the impressive Donald Trophy from  
Managing Director D. A. F. DONALD.



Nancy Craighead receives the Donald Trophy – the ceremony  
re-enacted at the Recent Region 2W Lunch (report on page 3)

## Lunches 2001



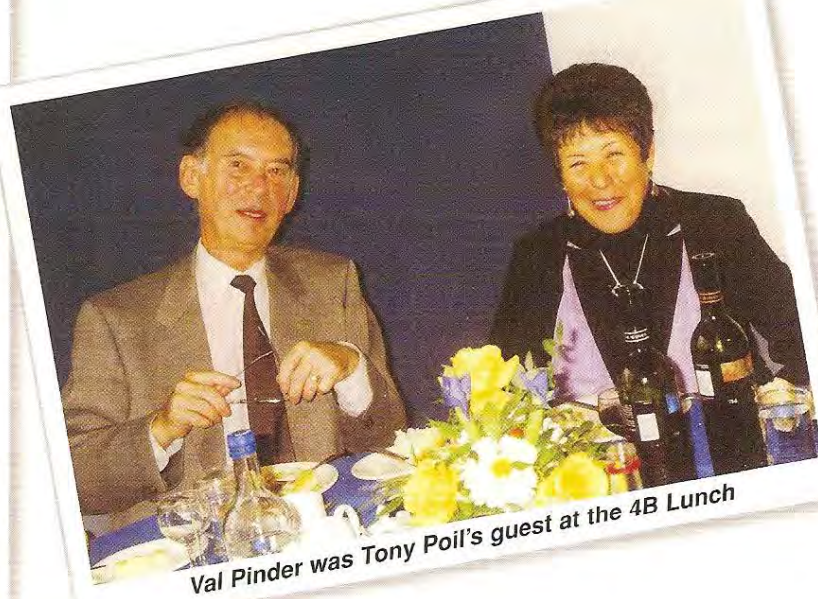
Region 4A Lunch at HO



Ray Pateman and Wallace Avery  
at the 4B & 5 Lunch

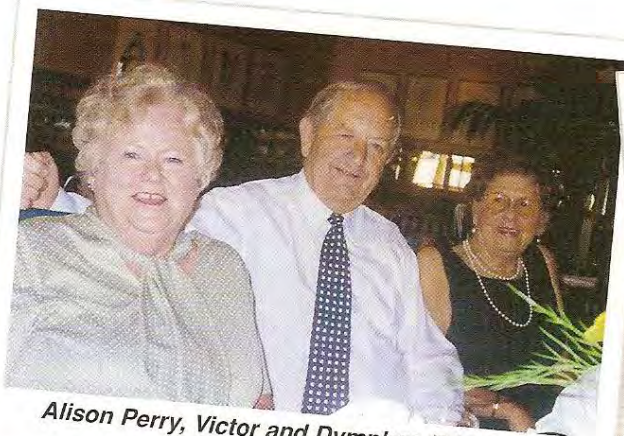


Ted Burton and Jon Conti share information  
at The Queens Hotel venue of Region 6 Lunch



Val Pinder was Tony Poil's guest at the 4B Lunch

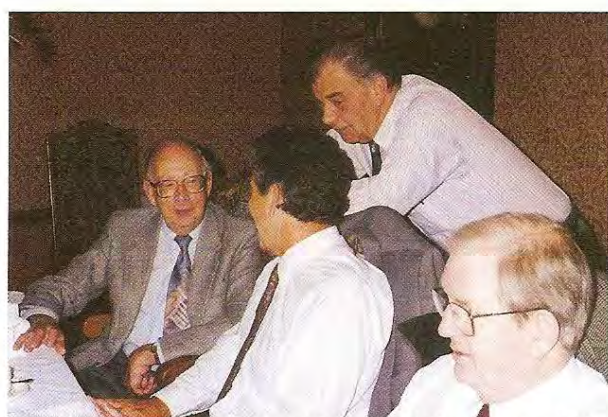




*Alison Perry, Victor and Dymphna Frizzell  
at The Dundalk Gathering*



*From left Jack Martin, Mrs Muriel Martin, Mrs Mullen  
and Jimmy Flood*



*L to R: Alan Wall, David Robinson, John Jones, Roy  
Back, all were computer engineers based at Bristol*



*Two ladies from Region 2N. On the left is Mary  
Hunter ex office clerk Carlisle office; on the right,  
Sister Ann Gate ex HO medical dept. Ann attains  
her 90th birthday next June*



*L to R: Margaret Adlam, Gladys Jarman  
& Beth Vickery in Exeter*



*The London Ladies – Bless 'Em'*



*And some chaps!*





## REGIONS 8 and 8a – Des Woodall

Region 8 has held 2 lunch meetings since the last report appeared in *Postscript*. The first took place at Head Office, in the Auditorium, on Tuesday 1st May, when we were pleased to welcome our new Chairman, **John Burchfield**, who introduced himself to all those present. Appreciation was expressed to **Tony Poil** for all his hard work over many years as our Chairman, and it was agreed that I should send a letter of thanks to Tony from Region 8—which I did!

We were also delighted to welcome *Postscript* Editor **Geoff Jackson**, Pensions Consultant **Keith Pyle**, Region 6 Organiser **Alan Hutchins**, Region 5 Organiser **Ted Young**, and Trustee **Stephen Swinbank**, who addressed all those present with interesting news about the Company. We were sorry that President **Harry Redington** was unable to be present, due to a fall.

A big 'thank you' was expressed to Secretary **John Nash** for all his hard work in organising the lunch.

Region 8a turned out in force, as usual, for our lunch at the Bedford Lodge Hotel in Newmarket on 16th May, and again I was delighted to welcome Stephen Swinbank, who, on this occasion as well, told us the latest information about the Company. 18, including 3 guests, enjoyed the meal, out of a total in the Region of 20.

The latest Region 8 meeting was held on Tuesday 23rd October at Head Office in the 'Knowledge Laboratory' area. This sounds most unattractive from a dining point of view, but was really delightful. The food and company was, as always, excellent, and we were particularly pleased to see **Betty Campbell**, our past Secretary, with us. John Burchfield, our Chairman, spoke about the latest developments in the Company.

I came across an article about last year's GCSE exams, and some of the answers given by British students. These are genuine responses from 16 year olds!

Q. Geography — Name the four seasons.

A. *Salt, pepper, mustard and vinegar.*

Q. How is dew formed?

A. *The sun shines down on the leaves and makes them perspire.*

Q. Sociology question—What guarantees may a mortgage company insist on?

A. *If you are buying a house, they will insist you are well endowed.*

Q. What are steroids?

A. *Things for keeping carpets still on the stairs.*

Q. Biology question—What happens to your body as you age?

A. *When you get old, so do your bowels and you get intercontinental.*

Q. What happens to a boy when he reaches puberty?

A. *He says goodbye to his boyhood and looks forward to his adultery.*

Q. Technology question — What is a turbine?

A. *Something an Indian wears on his head.*

Our future lies in their hands!!

## REGION 9 – Tom Farmer

Our get-together and lunch on June 4th in Exeter was brilliant. It was a perfect summer day, the attendance of our members was the greatest ever and the lunch was excellent. The star attraction of course was our newly appointed Chairman of the NCR Fellowship Organising Committee. John was known to more than a few of our members. After lunch he gave a resume of recent developments in NCR. He clearly enjoyed his visit and threatened to come again in December - on this occasion bringing his wife to keep him in order.

There was a mini reunion among those present in the persons of **Margaret Adlam**, **Gladys Jarman** and **Betty Vickery**. I had not seen Betty since the 1950's when I was working out of the Bristol Office—evoking memories of **Micky Myers**, **Jack Ritchie**, **Geoff**

**Dyer**, **Tim Bale** and **Cecil Myers**.

(Tom and Val were touched and delighted to have received a basket of roses from members of Region 9).

## UNSOLICITED ANNOYANCES!!

Many Fellowship members object to unsolicited sales calls and faxes (if you have one) arriving at all hours of the day or night. Sales calls usually disturbed us in the last ten minutes of the two hour play we had been watching! Then what about the junk mail; if we attached a shredder direct to our letter box there is little that we would miss not receiving!

The good news is that this can all be a thing of the past. Three Government sponsored services now exist:

**The Telephone Preference Service (TPS)** ring 0845 070 0707 to register. Companies are obliged by law to screen telephone numbers against the registers every 28 days. If you have not solicited their services and they ring you they are breaking the law.

**The Facsimile Preference Service (FPS)** works in the same way and the number to call to put yourself on the register is: 0845 070 0702.

Finally there is **The Mailing Preference Service (MPS)** and to register for this you should ring 0207 766 4410 or write to: MPS, Freepost 22, London, W1E 7E2.

I am not sure how you stand if you forgot to tick the little box in many forms thus showing interest in future products.

Try them and ensure a more peaceful existence in the future! GJ

## A REVIEW OF SOME RECENT NCR PRODUCTS

### Retail Store Automation

A new product is the ESL (electronic shelf labels). With these, retailers can change pricing on the shelf directly from the store computer. This gives retailers a way to lower labour costs as it is very expensive to change pricing by going through the store and manually changing price tags. Retailers don't usually change price unless there is more than a 5% difference. ESL's allow them to change prices up and down by a penny and thus provides greater pricing options and flexibility. If the product is not moving then they can easily lower the price temporarily until sales of that product pick up, enabling them to increase the price again.

Another product is the Self-Checkout Terminal. These innovative units allow customers to check themselves out of the store and use a combination of NCR's traditional products - scanners, point of sale terminals and even ATM's. How do you stop people from stealing things from the store? There is a security camera that shows you an image of yourself walking up to the unit. Therefore people know they are being watched and are usually on their best behaviour! Even more important, the counter where you load your items into bags is on a scale. Every time you scan an item and put it in the bag the computer recognizes how much that item should weigh and reconciles it with what you have scanned to make sure it is consistent. If not, the unit very politely asks you to rescan it or scan it for the first time!

Because this solution reduces labour costs which are 90% of checkout costs and because it is difficult to get good cashiers, this is becoming a good seller. In the States, the supermarket chain "K-Mart", has now purchased 5000 units.

It is hoped that this section will be a regular feature explaining in layman's terms what our current products are. Teradata will be explained in the next issue.

**Charles Edward Stern** (Transport-Express Boyd) celebrated his Diamond Wedding on the 12th April this year. He was upset that no-one from the company offered their congratulations; unfortunately no old personnel records have been kept so we have difficulty in this field for a variety of our needs. However, accept our belated congratulations, Charles, you can cut this bit out and put it with the telegram you had from the Queen!



## Angela Maxwell's Benefits Update

### 1. State Benefits

- 1i. The government has announced that there is to be a crackdown on new awards of Incapacity Benefit. In future, many claimants will get an award for an initial three year period only, with medical assessments necessary to obtain the benefit for the next three years and so on. The move will end the current practice in which anyone who is too sick to work after one medical test could go on receiving the benefit until state pension age. These new changes will be included in the government's Welfare Reform Bill due later this year. If someone reappplies for the benefit, they will have to undergo a stringent medical test.
- 1ii. People whose homes have soared in value over the past decade face big increases in their council tax bills under a revaluation that is due in 2005. The last revaluation was in the early 1990s, since when, house prices have soared in some parts of the country. The government is also considering restructuring the council tax bands but no decisions have yet been made.
- 1iii. A ruling by the European Court of Justice has paved the way for patients facing long delays for surgical operations to go abroad for treatment and then charge their bills to the Department of Health. It gives patients the right to seek treatment in European Union countries where waiting times are generally far shorter than in Britain. The effect of the ruling is that member states cannot refuse to pay for a patient's treatment abroad unless they can offer the same or equally effective treatment without undue delay. At present, patients in Britain can apply for non-emergency state-funded treatment abroad using form E112 from the health department but permission is generally only given for specialist care that is not available here. Prospective users of this service will initially need to speak to their GP. Many doctors seem supportive of this new scheme.
- 1iv. The government has promised to equalise the age of entitlement to concessionary bus passes but it will not take full effect until April 2003! One million men aged 60-64 are expected to benefit. The government scheme, which currently only applies to state pensioners, (i.e. men from 65 and women from 60), and people with disabilities, came into force on 1st June this year. It requires all local authorities to offer schemes at least as generous as half price bus fares, with a free travel pass to claim the concession.
- 1v. It is worthwhile reminding those aged 60+ on low incomes with a small amount of savings that the capital limits in order to be eligible for the Minimum Income Guarantee, (MIG), have increased to £12,000, upper limit and £6,000 lower limit. You do need to recheck your finances and those of elderly relatives as many could now be entitled but may be unaware of the change.
- 1vi. If someone lives abroad in a country that does not attract the annual increases to the state retirement pension, they are entitled to an up-rating in their pension to the current rate for the duration of any visits to the UK of at least a week. If this applies to you or someone you know, then write to the Overseas Division, Payments, Pensions and Overseas Benefits Directorate, Newcastle upon Tyne NE 98 1BA. You should advise them of your pension number, the exact period of the visit, enclosing supporting documentation such as a copy of the airline ticket or relevant pages of the passport and the address at which you resided.
- 1vii. In a recent Court of Appeal ruling, it was decided that money awarded to victims of accidents to pay for their lifelong care should be regarded as income, thus making them ineligible for state benefits. Anyone receiving more than £8,000 a year from their compensation claims could now have their income support and with it their housing and council tax benefit

stopped. This money has always been regarded as payment for carers and so was not counted as the victim's personal income. Many settlements agreed under the existing arrangements could therefore now turn out to be too low. The decision will not be retrospective and disabled people will not be asked to pay back their income support but files will be reviewed and benefit stopped in appropriate cases.

- 1viii The first stage of the government's plans for free nursing care took effect on 15th October. People who currently pay for their own care in nursing homes will have the cost of the nursing element taken over by the NHS from that date. There are 3 proposed levels of payment according to the amount of care required. Each patient will have his or her needs assessed by a registered nurse who will decide which band of care is appropriate. The proposed bands are £110, £70 and £35 per week. Final figures will be decided at the end of the government's consultation period. The NHS will have a duty to provide more care if someone's needs are higher than the top level of funding. A leaflet outlining these proposals for the public is due out any time now.

The elderly in Scotland are to receive help in funding personal care also. If they live at home it will be free, but, if in care, patients will receive up to £90 per week to meet costs. Nursing care of £65 per week is also to be introduced and a Bill is due to be passed in October by the Scottish Executive which will confirm implementation of both measures in April 2002.

Discussions are still taking place regarding the position for elderly Scots who move south to be nearer their families whilst having their care costs subsidised. English people moving north will not be entitled to the subsidy!

- 1ix Several readers have written to me asking whether a fixed-rate energy deal aimed at pensioners is genuine. The offer - "Staywarm" from TXU Europe which owns Eastern Electricity - offers pensioners gas and electricity for a fixed price, renewable annually. Customers make weekly, fortnightly or monthly payments, (by direct debit or in cash at a post office), based on the number of bedrooms and the number of occupants in their home, regardless of the amount of energy used, (i.e. the bill is not based on an individual's meter readings). To give you an example: two pensioners sharing a three-bedroom property would pay £11.20 per week; one pensioner living alone in a one-bedroom property would pay £6.50 per week. So, if there is a really hard winter or you feel the cold, there is no need to deprive yourself of warmth. You can break the contract at any time after 28 days. This scheme has government backing and is being made available throughout the country. For details call 0800 614832.

### 2. Finance

- 2i. The Inland Revenue is getting tougher with taxpayers but it's also getting more accident-prone! Following a so-called computer "glitch", it is writing to more than a million taxpayers asking them to fill in the gaps in its records for 1997/98. Taxpayers are obliged to keep their tax records for only two years after the end of the current tax year. If you no longer have these records, do not worry; just tell the Inland Revenue that you have disposed of them and no penalty will be incurred. In the case of self-employed people, tax records must be kept for a period of six years from the current tax year.
- 2ii. People living in care homes are being faced with possible extra charges for VAT as a result of a recent VAT tribunal ruling. The tribunal said that because residential homes do not provide medical care and the businesses are profit-making enterprises, they should charge VAT on the services that they provide. This charge will then of course be passed on to the resident who pays their fees in full.
- 2iii. A pensioner has been given permission to take the government to the High Court over the law forcing him to buy an annuity with his pension fund by the age of 75. He claims



the rules could contravene his human rights as forced annuity purchase when interest rates and gilt yields are low generally means a poor annual income. In addition, in most cases on the death of the annuitant all the remaining capital stays with the annuity provider, leaving nothing to bequeath to the family. The Treasury has so far resisted calls for change, fearing it will lose tax revenue if people gain control of their own pensions and that pensioners might squander their savings and fall back on state benefits.

### 3. General

- 3i. If you are thinking of going to live in Spain, you may like to send for a most helpful fact sheet which has been published by Age Concern. You should write to Age Concern, Apartado 17, 07100 Soller, Majorca, Spain requesting "Retiring to Spain".
- 3ii. It is very likely that any letters you send without a postcode will be delivered second class, regardless of how much postage is affixed. If you need a postcode, then call the postcode enquiry helpline on 0845 111 222.
- 3iii. From September 1st, the revised vehicle number plate system came into place. The new plates carry seven characters. The first indicates the region where the car was bought and the second, the local DVLA office. The 2 numbers that follow indicate the six-month period in which the car was bought e.g. currently registered new cars will be labelled "51", with the 5 indicating the car was bought between September and the end of February and the 1 marking the year 2001. Next March, new cars will carry "02" on their plates, "52" from September 2002 and "03" from March 2003 and so on. The last 3 letters will be chosen at random.
- 3iv. A reader has written to tell me how expensive it seems to get a professional body such as a bank or solicitor to act as executor in winding up someone's estate. As he wants to keep costs to a minimum, he is to administer the estate himself and wants advice on how to go about this. Age Concern has a very clear and helpful fact sheet entitled "Dealing with Someone's Estate" which is available free from 0800 00 99 66.

### NCR Pensions Telephone Help Line

A new telephone help line has been created for your convenience by the administrators William M. Mercer.

This facility is available to all members for **general enquiries** regarding their **NCR Pension Plan benefits**. The telephone number is: **0870 241 7091**.

For **pension payment and tax queries** you should ring the Mercer Payroll Office on: **01243 522 189**.

These lines will be available between the hours of 9am and 5pm Monday to Friday.

### Email Directory

Following the publishing in **PS** of a complete list of members who use email I was contacted with details of a pyramid selling scam. Attached to this was a circulation list and I was horrified to note that this list contained many of the members on our own private list!

It later transpired that the nephew of one of our members had come upon **PostScript** and proceeded to use it for his own purposes. I apologise to those of you who were bothered in this way. I am afraid that, in future, I will only publish new or changed addresses. The current list is as follows:

Alan Perryman	alan@alanperryman.in2home.co.uk
Bill Young	williamyounguk@yahoo.co.uk
Des Woodall	des.woodall@virgin.net
Jo Leighton	joleight@ukf.net
Keith Lambert	k_lambert@lineone.net
Vic Davies	vic.davies@dignityuk.co.uk
Wilf Simpson	wawsimpson@amserve.net
John Jenkins	johnjenkins@ntlworld.com

### Ron Broadway 1928-2001

We were very sad when we received the news of Ron Broadway's death. His wife Peggy wrote to Margaret and myself telling us that Ron had died at the end of June this year. Evidently Ron had been ill for the last 12 months.

Ron joined NCR in London in 1948 and worked in the York branch as an engineer. He and Peggy married in 1950 and their two children, Kathryn & Ian were born in York.

In 1962 Ron was promoted to Depot Manager at the Canterbury Branch and remained there until 1974 when he was again promoted, this time to Area Field Supervisor for Scotland & Ireland. The family moved their home to Glasgow, which was where I came into contact with him.

At that time I was Centre Manager in Glasgow and my job brought me into daily contact with Ron.

Although Ron & Peggy didn't remain in Scotland for long, just over three years as I remember, they were nevertheless very happy as the family had settled in well. Ron, who had always been a keen sportsman, did a lot to promote the badminton team that we had in Glasgow at that time. He had been a basketball & badminton coach when he lived down South and when he joined the Badminton Club in Glasgow he realised that his skills as a coach were badly needed. He was always a very patient person and gave everyone involved a great deal of encouragement.

I always remember one particular occasion, which to me so typified Ron. He had won a wristwatch in a company competition and the next morning he came in to my office and handed the watch to me saying that he would like me to have it as a way of saying thanks for the help I had given him. He was such a generous and good-natured person and this was typical of him. Funny the things you remember.

Ron left NCR in 1977 to go into business for himself and finally retired in 1986. During the last 15 years of his life he & Peggy kept themselves busy travelling to different parts of the world and enjoying their retirement years with their grand children. Ron kept active during those years swimming 3 times a week, walking and sailing. He even became a Green Badge Volunteer Guide, showing people round Historic Evesham. He was very interested in history and gave talks on the subject.

I'm sure that all those who came into contact with Ron over the years will be very sad to hear of his passing and our sympathy goes to Peggy and the family.

Scott Caldwell







**"HOW!"** (with apologies to Fred Dineage!)

### LINGUA FRANCA 2001?

Sometimes, foreigners have difficulty expressing themselves in English.....

"Pepsi brings your ancestors back from the grave."

— "Pepsi Comes Alive" as originally translated into Chinese.

"Is forbidden to steal hotel towels please. If you are not person to do such thing is please not to read notis."

— In a Tokyo Hotel.

"Please to bathe inside the tub."

— In a Japanese Hotel Room

"Do not enter the lift backwards, and only when lit up."

— In a Leipzig lift

"Please leave your values at the front desk."

— In a Paris hotel lift

"Visitors are expected to complain at the office between the hours of 9 and 11 a.m. daily."

— In a hotel in Athens

"You are invited to take advantage of the chambermaid."

— In a Japanese hotel

"Not to perambulate the corridors in the hours of repose in the boots of ascension."

— In an Austrian hotel catering for climbers

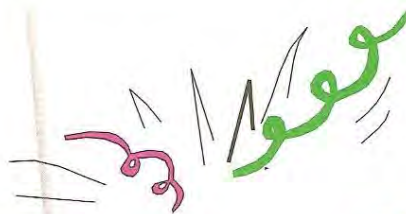
### SOME FELLOWSHIP AND PENSION FUND 'IGH OOPS!



**L to R: Tom Farmer (Reg 9),  
Jim Kembery (Reg 7),  
Geoff Jackson (Editor Postscript),  
Des Woodall (Reg 8)**



**Keith Pyle –  
Pension Consultant**



"Our wines leave you nothing to hope for."

— On the menu of a Swiss restaurant

"Salad a firm's own make; limpid red beet soup with cheesy dumplings in the form of a finger; roasted duck let loose; beef ashers beaten up in the country people's fashion."

— On the menu of a Polish hotel

"For your convenience, we recommend courageous, efficient self-service."

— In a Hong Kong supermarket

"There will be a Moscow Exhibition of Arts by 15,000 Soviet Republic painters and sculptors. These were executed over the past two years."

— From the Soviet Weekly

"A new swimming pool is rapidly taking shape since the contractors have thrown in the bulk of their workers."

— In an East African newspaper

"In case of fire, do your utmost to alarm the hotel porter."

— In a Vienna hotel

"Because of the impropriety of entertaining guests of the opposite sex in the bedroom, it is suggested that the lobby be used for this purpose."

— In a Zurich hotel

"We take your bags and send them in all directions."

— In a Copenhagen airline ticket office



### BUSINESS PARTNERS

A man is flying in a hot air balloon and realises he is lost. He reduces height and spots a man down below. He lowers the balloon still further and shouts, "Excuse me, can you tell me where I am?"

The man below says: "Yes. You're in a hot air balloon, hovering 30 feet above this field"

"You must work in Field Engineering" says the balloonist.

"I do" replies the man. "How did you know?"

"Well", says the balloonist, "Everything you have told me is technically correct, but it's of no use to anyone."

The man below says, "You must work in Sales."

"I do", replies the balloonist, "but how did you know?"

"Well" says the man, "You don't know where you are, or where you're going, but you expect me to be able to help. You're in the same position you were before we met, but now it's my fault."

Stuart Osmer





**"GIMME THE MOONLIGHT"**  
(with apologies to Frankie Vaughan!)

### Computer gender?

A language instructor was explaining to her class that in French, nouns, unlike their English counterparts, are grammatically designated as masculine or feminine. "House," in French, is feminine - "la maison." "Pencil," in French, is masculine - "le crayon."

One puzzled student asked, "What gender is 'computer'? The teacher did not know, and the word wasn't in her French dictionary.

So for fun she split the class into two groups appropriately enough by gender and asked them to decide whether "computer" should be a masculine or feminine noun.

Both groups were required to give four reasons for their recommendation.

The men's group decided that computers should definitely be of the feminine gender ("la computer"), because:

1. No one but their creator understands their internal logic.
2. The native language they use to communicate with other computers is incomprehensible to everyone else.
3. Even the smallest mistakes are stored in long-term memory for possible later retrieval; and

4. As soon as you make a commitment to one, you find yourself spending half your paycheck on accessories for it.

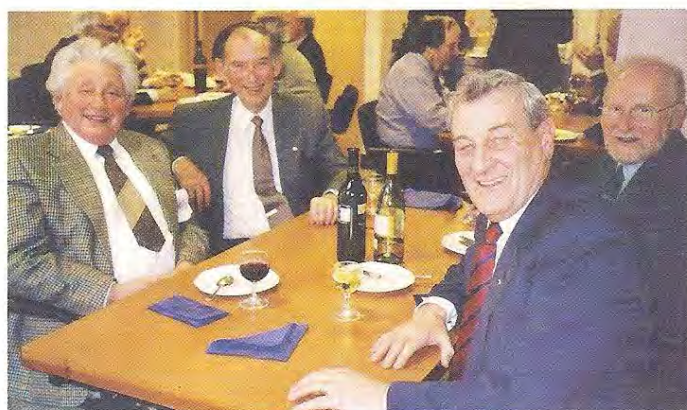
The women's group, however, concluded that computers should be masculine ("le computer"), because:

1. In order to get their attention, you have to turn them on.
2. They have a lot of data but they are still clueless.
3. They are supposed to help you solve problems, but half the time they ARE the problem; and
4. As soon as you commit to one, you realize that if you'd waited a little longer, you could have got a better model.

### SOME MORE FELLOWSHIP AND PENSION FUND WORTHIES



**L to R: Basil Garsed (Past Vice Chairman), Harry Redington (President), Stephen Swinbank (Pension Fund Trustee)**



**L to R: Alan Hutchins (Reg 6), Tony Poil (Reg 4 & Past Chairman), Harry Hardacre (Reg 3), Scott Caldwell (Reg 1)**

### WHAT'S WRONG WITH THE DAM' THING

*Mike Hughes (New Zealand)*

My computer doesn't work  
I really wonder why  
I've switched it off and switched it on  
It doesn't even try  
The mouse won't move the cursor  
It's knickers in a twist  
The monitor shows only red  
I'll hit it with my fist  
The memory chips have had it  
They can't recall the date  
The hard disk won't go round and round  
It's really solid state.

The modem won't demodulate  
It's modulation is suspect  
The printers lost it's cartridge  
And the floppy won't eject  
The keyboard is unusable  
Several keys don't work  
It seems to be all Greek to me  
I feel a proper berk  
It's only Windows three point one  
I really need ME  
I asked Bill Gates a favour, but  
He wouldn't speak to me.

My E-mails seem to go OK  
They whistle down the line  
Then the dam' things come apart  
Without reason or even rhyme  
I use the Net quite often  
I surf and surf and surf  
But I find nothing useful  
Much to my partner's mirth.  
The CD-Rom is not compact  
It's working is in doubt  
I need to get a techno  
To sort the dam' thing out  
I'll throw it through the window  
Or maybe through the door  
The window would be better  
I live on the third floor.





*"The NCR National Sales Conference held at the Royal Hotel Scarborough, March 1955"*



*An accounting machine course circa 1957. The author of the tribute to Stan Scorer, Richad Ingram, sits on the far left. Seated on his left is Stan himself proudly wearing his CPC tie and next to him is Elaine Townsend. Standing behind her is Dickie Allan, also in a CPC tie. Also seated is Rene Thorogood and then David Starks. The other names are lost in the mists of time unless you know better! (see also page 14).*

### JIMMY LANE - THE SAD DEATH OF A MUCH ADMIRED COLLEAGUE

It was at a recent Fellowship Lunch at Head Office that **Tony Poil** announced the sad death of **Jimmy Lane**, who worked in the Department Store Division at Head Office.

Jimmy's long NCR career was interrupted by the war years. His first appointment was in the prewar sales administration department known as the Follow up Section, working with **Ron Cooke** and **Ted Way**, and headed up by **A. G. Eckel**. Many pensioners will remember Albert Eckel who became the company's first post war Personnel Director. His department spanned an open plan area immediately below the wood panelled mezzanine floor.

Jimmy's army service was cut short when the Japanese overrun Singapore and he spent the remainder of the war as a POW in the notorious Changi Jail, an experience that would remain with him.

When I joined NCR as an impressionable youngster in 1946 Jimmy was working as a stenographer and office manager for the charismatic Canadian **Harry Edwin Styles**. Harry joined the company from the L C Smith Typewriter Company where he held the position of Chief Executive. One of his unconventional traits was to insist that his letters be typed on an ancient L C Smith typewriter equipped with jumbo type!

Although Jimmy was a accomplished administrator, it was his outstanding technical and marketing skills, coupled with his organising ability - particularly in the area sales conventions and sales contests - which contributed hugely to the success of the Cash Register Division in those halcyon post war years.

Much of his leisure time in his retirement years was spent pursuing his passion for bowls. He will be sadly missed.

Alan Perryman



## 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 RS Broadway	1977	29yrs	73	30/06/01	Area Supervisor / Glasgow FEC
Mr EW Brown	1984	36yrs	73	13/05/01	Centre Manager / Leicester
Mr P Bugeja	1986	17yrs 2mths	77	26/07/01	Snr Control Clerk / St Alphage House
Mr AR Burbidge	1993	29yrs 7mths	55	15/10/01	FED Midlands
Mr AJ Clarke	1978	22yrs 6mths	71	19/09/01	Field Engineer / Oxford
Mr WG Closier	1984	29yrs 11mths	81	31/07/01	London Service Centre Brent
Mr AN Colcombe	1987	15yrs 2mths	79	29/10/01	Porter / Birmingham
Mr CA Cox	1975	18yrs 2mths	78	07/09/01	Overseer / Harrow
Mr H Crown	1982	35yrs 2mths	80	18/04/01	FED Exeter
Mr ET Cseh	1988	27yrs 3mths	78	20/05/01	Chartered Patent Agent / International
Mr JPH Cunningham	1977	21yrs 11mths	84	21/08/01	Account Executive / Head Office
Mr PA Davis	1973	43yrs 3mths	93	19/06/01	FED
Mr HR Haynes	1983	7yrs 11mths	82	31/05/01	Admin / Bonhill Street
Mr EN Hunt	1977	44yrs 4mths	86	30/10/01	Depot Manager FED Jersey
Mr LSB Hyde	1975	41yrs 8mths	85	11/08/01	Mailing Manager Head Office
Mr JL Lane	1981	42yrs 7mths	82	26/04/01	Admin Manager / Retail
Mr DJ Lee	1988	32yrs 1mths	69	14/04/01	Team Supervisor / North London
Mr DW Manning	1992	30yrs 7mths	74	11/10/01	*
Mr JS Morgan	1976	10yrs 6mths	89	18/08/01	Boreham Wood
Mr EW Oates	1975	19yrs 5mths	81	13/04/01	Engineer / LSC FED
Mr RA O'Neill	1991	33yrs 1mth	73	04/11/01	Marketing Services / Watford
Mr LF Palmer	1994	33yrs 8mths	63	26/03/01	Engineer / CSS - Watford
Mr JB Pow	1976	24yrs 8mths	79	14/02/01	*
Miss ME Prosser	1988	28yrs 6mths	68	30/07/01	Systemedia / Brent
Mr G Roberts	1974	38yrs	91	11/10/01	Telecommunications Manager / Head Office
Mrs K Rostagni	1978	6yrs 6mths	83	04/06/01	Clerk / Brent
Mr S Scorer	1981	43yrs 2mths	81	22/04/01	Accounts Manager / St Alphage House
Mr SSR Sedgwick	1976	22yrs 4mths	83	31/05/01	Showroom / Head Office

\*Information required – please contact the editor if you can fill in the gap.

## G MILLER

In the last issue of PS the Obituary contained the following entry:

**G Miller** retd:1994 serv:24yrs7months age:63 died 8/2/01 Div Dir HO

As has been explained previously, the Personnel Department saw fit to destroy all their old personnel records so much of the information in this field relies on memory. In this case we made an incorrect assumption that it was ex-Director Graham only to find that it was ex-FED member; G Miller.

We apologise most sincerely to the next-of-kin of the latter and can only wish Graham many more happy years with us. We refrain from quoting Mark Twain's famous observation on this matter!

## CHARLEY GREEN

Prompted by your comment in the obituary column of the autumn edition of the Fellowship Post Script regarding the lack of information on the life and career of **C.O. Green**, here follows a short biography of our memories of Charley Green. These memories go back to the late forties and on to the time he left NCR and went to work for Sweda.

\* \* \*

In the early days he was enthusiastic in all branches of the Sports & Social Club, and used to help organise the club's dances, sports days and various other functions. He also played football and supported our cricket team when we played at Gunnersbury Park. About this time he met and married Pat, who also worked at NCR in the Supplies Division.

In the early years Charley worked as an outside mechanic on high-grade cash registers (no doubt other members of the Fellowship will remember him during this period). I also believe he worked in the Leeds area before he came to Head Office. Sometime during the fifties he transferred to the training school at Brent, teaching electronics. I was attending night school at the time, on an electrical technicians course. Charley was doing the same course a year or two ahead of me, and we spent most lunch breaks helping one another with the homework.

After the training school, Charley was promoted to Assistant Superintendent of the repair factory at Brent, under **Les Larnier**. Charley eventually took over from Les and became Factory Superintendent. After a few years he supervised the move from Brent to NCR 1000 which saw us through the difficult days of

decimalization. Whilst we were at 1000 he was instrumental in having Xmas parties for the children of the staff, in the canteen. He also included the children of the Brent service engineers.

George Cash

\* \* \*

Charley's final career move was his promotion to Divisional Director, FED, succeeding **Jim Wallace**; he also had a dual role as European Director for Field Engineering, which necessitated him dividing his time between the UK and other European countries.

Charley also initiated the FED Conventions which started as a small meeting in Jersey and grew into large gatherings in many parts of the country; so successful were the meetings that they were continued by his successors. Charley finally left NCR for pastures new with Sweda / Anchor as their Director of Engineering Service.

As the years advance I am sure that some of the preceding facts may have become a trifle hazy, so if the sequence of events previously mentioned is not in strict chronological order, I apologise, but I believe that it is reasonably accurate.

Charley Green was a 'legend' in the history of TSD/FED and as with all legendary characters, the stories surrounding him are many and varied. Because of his prominent positions in his time with NCR, Charley affected many lives and whether memories of him are good or bad, one thing is certain is that he will not be forgotten by those who came into contact with him.

John Burchfield

## DORIS COOPER

I have received my copy of the Spring 2001 Newsletter and was very saddened and upset to read of the death of Mrs **D. J Cooper** (Doris) formerly Express Boyd Ltd. Doris was a true colleague and one of my dearest friends. Although she retired in 1988 she was always in contact with her ex colleagues with birthday cards, Christmas cards and telephone calls at New Year. Doris viewed her colleagues as her friends and the world is a poorer place without her. My best wishes to all colleagues from Express Boyd who will remember Mrs D. J Cooper.

Also some word on the passing Mr **A Van Den Hurk** (Van) director of Express Boyd. Van enjoyed his visits to Dundee and the friendship we had, my thoughts go to his family also.

Bill Young formerly Express Boyd at Dundee



## JOE SMITH

I was very moved by the address given at **Joe Smith's** funeral last week, the following day I asked the vicar for a copy of his text, with a view to it being shared by **POST** readers, I worked with Joe in the various Birmingham offices for about 20 years and like others had a great deal of respect for his advice and knowledge, I was not then aware of his war service, it's not something you go round asking about, so I feel doubly thankful in knowing him.

Les Clarke

## THE ADDRESS

Joe was born in Ladywood, Birmingham, the eldest of five children. After living in Kings Heath the family home moved to Rednal, where Joe spent his teenage life until starting work in January 1940 for National Cash Registers at age of 14. Three years later Joe volunteered for war service in the Royal Navy, where he saw service in the Adriatic and especially on convoys to Malta. So extreme were Joe's wartime experiences, he very rarely talked about them through his life yet history tells us that it was a very dangerous and horrific conflict to be involved in.

It was later in this period of the War that Joe was wounded by a shell blast on his ship. This was a wound, which the doctors said should have been fatal, but which left Joe seriously wounded. Months of treatment followed, resulting in Joe being taken to Liverpool to recover. The end of the War came without Joe being fully back to health, and he was de-mobbed whilst still receiving treatment. Back in the Midlands Joe returned to his service engineer job with NCR, an association that, at retirement, lasted in total, 48 years. Following on from the mechanical era Joe was very much involved in the early electronic banking and accounting machines and later with the success of NCR's first generation ATMs, he went on to head the Birmingham Financial engineers as team leader and eventually to a management position in the Sheldon office.

It was soon after the end of the war that Muriel and Joe met, Muriel a nurse at Selly Oak Hospital was badgered, much against her will into going out on a blind date after work. A group of nurses were to meet a group of local lads, one of those was Joe, and the rest is history. A friendship began which turned into courtship, love and marriage. Joe and Muriel moved into their first and only family home in Loynells Road, Rednal, Birmingham. Three children, Michael, Robert and Tim followed.

Joe has been described as very much a 'home bird' preferring to work in his garden and the occasional round of golf, than going out. Undoubtedly one of the traits which helped his career development at NCR was his meticulousness and in being a perfectionist. Joe's car was the envy of the street, washed and polished to showroom condition. One of Joe's sayings was 'cleanliness is next to Godliness', an adage he lived by. More recently, where ill health enforced decorators into the home, Joe used a tape measure to ensure the furniture was returned to exactly the right place.

For the last few years of work, Joe suffered from severe angina, which made life difficult so retirement was a welcome change of life, allowing time for the garden and spending time with Muriel. Joe loved holidays, home and abroad and it was not too many years ago that a holiday in Scotland took in all the coastal areas, a trip that lasted for 18 days. Joe was a very proud father and grandfather, who delighted in seeing that the family were doing well.

As illness increasingly restricted Joe, life became more and more frustrating for such an active man. Yet through that last six months Joe was still very independent and proud, Joe has been described as a very traditional man, with strong values and a sense of responsibility to his family and those that worked around him and under his direction. Joe was respected, and admired by those who knew him and loved by those closer.

Provided with thanks by the Reverend Glyn Dew

## STAN SCORER

Extracted from family memoirs  
by Richard Ingram (AAMD 1953-1973).

My service as an Adding Machine Salesman at Bristol coincided with a policy at NCR Head Office of Supervision. In the past it had been the practice to trust the local District Manager to train the young entry, but **Steve Conway**, the original Director of the Adding Machine Division was upset by the neglect shown to his men when his Division was amalgamated into the Accounting Machine Division. In order to achieve CPC the District Manager now had to accept the added quotas of the Add men; but if no Add men were sent to him, then he only had to achieve a nominal quota for Add that each of his Accounting Machine men also had to carry. It paid him not to have Add Salesmen.

So Conway put his most trusted personal "gofer" into a position of Supervisor, over all the Add men in the South of England. This man's name was Stan Scorer, and he was a singular character, at that time seemingly a surprising choice, but, as I was to discover, much underestimated.

Stan is, I believe, the son of a Catholic family in South Shields, who had emigrated from their homeland in Eastern Europe a generation or two before. A diligent and earnest pupil, he had done well at school and come down to London to seek his fortune, from the recession-wracked Tyneside of the 1930's. He joined 'The National' as an office boy and Conway picked him out and made him his personal "batman". Together with **Len Lugg** they would do any task for their master, treating the menial with as much diligence as they would the most politically sensitive challenge to their superior. If Stan did not know, he would learn, working at his subject day and night until the skill was mastered. The flippant cockney wits left him quite unmoved - he would achieve in spite of everyone.

This single-minded servant **Steve Conway** promoted over all his men. Stan had never sold so much as a paper roll to a Prospect in all his years with the Company, but yet he took charge of us all. Nobody could credit Conway's amazing faith in this man whom we all knew so well. But nothing stopped Scorer. He was told to teach selling, so he read the Dayton Instruction Books and taught us from them. He was told to go out with us and sell on cold canvass with us, alone on our territories, and so he came to every District and did just that. He had no car and had never driven one, so he took driving lessons in his late thirties and stuck at it until he passed the test, then immediately drove alone all over Southern Britain, spending long hours on foot with us men and equally long hours haggling and negotiating for proper treatment with our District Managers, none of whom had ever sold the Adding machine range which we handled. I could not believe that Scorer was made of such courageous stuff and I marvelled at the hours he could work. This man, for whom I and my contemporaries had not thought much, turned out to be a dedicated dynamo of achievement, against his own personal handicaps.

Once a month or so he would come down from Head Office, and during a flying visit he would spend one day with each of us men. First he would be ensconced with the District Manager, to have his men criticised. Apparently unmoved by the grilling, he would emerge and, smiling his beatific welcome he would start a long day with me. Together we would grab our portfolios and then, behaving like two illustrations from the Dayton Manual for Salesmen, we would go to some backwater on my territory and block canvass until we had racked up at least twenty "effective calls". It was a draining experience, partly because we were making our Approaches by the Dayton Book without smiling, and also because whereas at the end of the day my resolve had become severely dented, Stan was apparently as fresh as those daisies on your lawn that spring up immediately the mower has scythed them down. He was totally unquashable.

We drove to Cheltenham one day, as he had asked to see a more remote part of my territory than Bristol. I sat him in the back of the huge 1936 Alvis Silver Eagle saloon in state, because the passenger seat beside me was out, to make way for all my



demonstration machines and other territory office equipment. He preferred us to do the driving because at that time he had only just learned. So we bowled over my favourite route of the glorious Cotswold hills, and then through Paradise we came to the downhill hairpins. The vast straight-six engine of the old limo' rattled into an awful dissolution, so I had to pull in to the side of the road and admit that we could ride no further. "What do we do now?" asked Stan, without the ghost of a smile. He never questioned what fate held in store for him, but just got on with the next bit of his life, wherever it led him.

I had to contact a garage in Cheltenham by phone, get the AA to tow the car into the town with us inside it. Then we left it in the repairers. I was much more worried about my dear Alvis, which had gone with such brio after the SU expert in Colston Hill had breathed on its three carburettors. Not so Stan; he was only worried that it was now the lunch hour in offices, and we had not made a single Effective Call! Quite unconcerned, he set out to canvass from the door next to the garage, and with no pause for refreshment we stayed on our Shank's Pony for the rest of the day until we had notched up enough calls to satisfy the obsessive statistics of the District Manager. Then and only then we stepped out for the railway station and bought tickets back to Bristol, where we parted and I got a No.2 bus back to my lonely wife and two kids, bearing the bad news as a very exhausted and emotionally extended man.

Winter 1955-56 was pretty snowbound, and Peggy had not been able to push the pram with the two boys in it across The Downs. But snow did not deter Stan Scorer. We tramped the ancient villages of Warmley, Abson, and Wick, and with short connecting recourses to the car, we were still calling after the wan winter sun had sunk over the distant Bristol basin. The people whom we faced, as Stan put us into yet another closed door, looked at us in amazement as we launched into our inquisition of their affairs, with the snow filling the welts of our shoes and sitting, newly fallen, on the collars of our woollen greatcoats. It had gone five.

We stopped the car in a street just north of High Street, Kingswood, that staunchly Methodist hilltop full of bootmakers. I hoped Stan would say "That's that, let's go home". He looked up at the brick factory outside which we had paused at the kerb to make our next plans. He read the words over the front door, which was not large, and in fact resembled a chapel. "The Dinkie Heel Co.Ltd" he read out, "Have you called there?". "Er, no, I haven't", I had to reply, because nobody with any sense would try a fib on such a Blue Vase mole as Stan Scorer. "Well, in we go then" he said, and I was amazed at his apparent lack of concern for the priorities of his Prospect's staff, snowbound at 5.00 pm.

"We are from the National Adding and Accounting Machines" he opened with, to the girl at the window "and we would like to speak to the Chief Accountant".

"I'm afraid the Board Meeting is still going on, but it should finish soon at half past five. Would you like to wait in the waiting room and I will ask him to see you when he comes out", My heart sank, as we were sidelined into a dingy chamber with horsehair stuffed chairs and backnumbers of Boot & Shoe Trade. There we sat, and I wished we were anywhere else but there. Why did Stan have no lighter side to his nature? Did he never relax? Tomorrow I swear I will go shopping instead of canvassing and I will copy down the name of firms from their doorways and skive!

"Good afternoon" said the Chief Accountant as he came in, with a look of deep disturbance on his face, as though the Special Branch had just telephoned him to warn him that Russian spies were after the secret process for making the little metal semi-circles which you hammer on to the corner of your heels. As soon as the formal name-swapping had taken place he fixed us with a very dubious look and firmly asked:

"Who told you we were intending to buy an adding machine?"

"Why nobody. We are calling in the district, as Mr. Ingram is your local representative for National, and this is a purely exploratory call . . . etc etc" replied Stan with his earnest look of concern always

fixed on those clean features, as he might respond to a policeman who had caught him speeding.

"I'm afraid I cannot believe that" said Mr. Dinkie Heel, "We have throughout this Board Meeting had to consider that our accounts are in such disorder that we shall have to buy some mechanical aid to speed the work and make it accurate. So, I will have to accept your explanation, but I do so with reserve, and shall be asking my Directors whether any of them have in fact been in touch with your firm prior to the Meeting, which would be irregular to say the least. Now what machine do you consider that we should purchase, and how quickly can you supply?"

The snow melted from all over my person. I do not think I ever obtained an order in such incredible circumstances. Stan was delighted, and I for him of course, because no doubt he used the story on every Training Course, to ram home the lesson of Block Canvassing; that if you miss one door you have halved your territory. We sold them an 11-EN listing machine as a starter, which was on immediate delivery, as there was a real danger that a firm in such dire straights might dash into Burroughs showrooms in Bristol and order some larger machine now that the decision had been taken. I am delighted to find that one of the public companies listed in the Financial Times columns of share prices is The Dinkie Heel plc, and they are still in the phone book at an address in Warmley! How big a computer do you think they use nowadays?



*Stan Scorer*

By November the following year I moved back to London, having admitted to **Mr. Hart** that I could no longer work in the management atmosphere which prevailed at Bristol, and I have no doubt that Stan Scorer, who was present at that interview put a word in for me.

Then Peggy was left alone, coping with the little boys, at Bristol, and uncertain about our future prospects: One day, during that lonely vigil a car pulled up outside and the bell rang. Stan Scorer, on one of his duty visits to NCR Bristol, went out of his way to visit her, never having met, just to see how she was getting on. Wasn't that a kind thing to do, beyond the call of duty. He had no need; he could have dumped us to fend for ourselves. She has never forgotten that act which meant so much at the time.

Often the people who admire you most are not those whose companionship you seek. Scorer accepted the behaviour of every human being in NCR and scrupulously held his tongue from ever speaking critically of anyone. Many people thought he was just a subordinate of S.J.Conway, and was not one of the great salesmen with dozens of CPC memberships; but I think Steve knew his absolute moral standards and his unswerving loyalty, which are rarely found in fellow men.

I honour my memory of him for the many times that he helped me when I was down. His Christianity illuminated his whole being. Within families it is re-assuring but not unexpected to find sacrifices being made out of love, but in commercial employment where profit and production take precedence one does not often see a colleague motivated in their duty towards their neighbour with such faith, such hope, and such love.



## **Don Weaver continues his reminiscences about his time in Iran**

### **Visitors to Iran**

Towards the end of the 1972 October/November Sales Contest **Stan Laing** and **George Haynes**, accompanied by the Middle East Regional VP **Karl Stiebel**, arrived in Iran for an audience with the Shah, Mohamed Reza Pahlavi. This turned out to be the highlight of NCR Iran's existence up to that date. Numerous receptions were held, attended by leading Iranian Bankers, Industrialists, and Commercial entrepreneurs; while the Sales and Marketing staff excelled themselves with incoming orders and pledges.

The Sales Convention was addressed by George who started off by saying "Salam alaekum. Khali shuma ghobi" which roughly translates to "Hello everybody. I hope that you are well". This of course was his normal practice, to greet people in foreign lands by their native tongue, and as usual it proved the ideal way to set the tone for the Convention. The sales success of the Convention became a double edged sword however for the Audience with the Shah came two days after the orders and pledges - which gave even more emphasis to the Shahs' argument that NCR should consider setting up an assembly operation in Iran.

Sandwiched between the Sales Convention and the Audience the official NCR party made a field trip to Isfahan, to Shiraz, and to Persepolis. During this trip George enjoyed himself immensely - especially in the Shah Abbas hotel in Isfahan - where the party stayed overnight and George's party lasted all night!. He surprised us with an in-depth knowledge of the history of Persepolis; from the date it was built (520 BC), to its destruction by Alexander the Great (331 BC). Perhaps though George was more interested in Cyrus the Great's son, Cambyses. The son was a hard drinking man fond of asking people what they thought of him. It was a question that could cost an undiplomatic vassal his life!! George quoted a life saving reply; "I do not think you are equal to your father, for you do not yet have a son like the son your father left behind him in yourself". Think about it.

The day of the Audience arrived - 10 o'clock at the Palace - but in the Tehran Hilton at 9.30 am George, resplendent in top hat, morning suit, and tails, had lost his cuff-links! Stan Laing was ready, Dr Houshang Ram as Chairman of Bank Omran, Chairman of NCR Iran, and a personal friend of the Shah, was in attendance, but George had to find his cuff-links. Numerous other pairs were offered by persons urging George to hurry, but his were eventually found, under the bed. Frantic phone calls were made by Dr Ram, a police motor cycle escort was provided, and the 25 minute ride to the Niaveran Palace was accomplished in 15.

The audience lasted almost an hour longer than scheduled, but no promises could be made by Stan and George as regards assembly line production in Iran - as it turned out this was fortunate for NCR - a considerable investment could have been lost just a few years later.

On the evening prior to the departure of our three VIP guests a Staff party was held in a local hotel. Starting at 7.00pm and continuing until "the wee sma' hoors" a good time was had by all of the nearly 500 employees and partners (in good Islamic tradition some had more than one partner) that attended. Unfortunately this caused problems the following morning.

Tehran, geographically, is in that vast area of land stretching from the eastern Mediterranean westward to the Hindu Kush and India. Accordingly its time zone is midway between these two extremes, some three and a half hours ahead of GMT. This meant that in 1972, when Stan, George, and KTS, visited Tehran they arrived and departed on flights that were scheduled for the early hours of the morning (Tehran time). In fact all long haul flights both east and west bound arrived/departed between 1.30 am and 7 am. When they each arrived, on different flights, most of the night was spent at the airport!. When they departed it was chaos! Stan was booked on Pan Am 002 - west bound for New York - scheduled to

leave at 06.50 hrs. George was on a BOAC flight direct to London - scheduled to leave 07.05 hrs, and KTS was on a Beirut flight leaving at 07.15. That all seemed very simple. Two cars from the Hilton, both leaving at 6 am, would have everyone at the airport in time to say fond farewells and easily catch their flights. The 'fixer' (a MUST in every Middle East country) was given passports and tickets the evening before with firm instructions to book in for all three flights by 05.30 and await arrival of the three distinguished guests. The 'fixer' had done an excellent job with the arrivals - as VIP's, with no formalities at all - so no problems were expected outward bound..!



**"George Haynes, Stan Laing, Grace and Don Weaver  
Tehran 1971"**

But we had not allowed for the idiosyncrasies of George. Stan and KTS were up and ready for the off sharp on 6 am. George had had a heavy night and was still in bed. What to do? After ten minutes of futile effort to move George, Stan was exasperated and decided to wait no longer. Off he and KTS went and a hasty message to the airport requested the 'fixer' to meet them and smooth their embarkation to their separate flights. Now for George. Get him up, get him awake, and get him to the airport for that London flight. He had an important meeting scheduled with Gordon Shingleton. But George, once up, decided that he'd lost his cuff-links again! Frantic searching by everyone available; they were not under the bed like before; time was passing and it was now 6.30am with his flight leaving in 35 minutes. George was adamant he was not leaving without his cuff-links. Another hasty message to the 'fixer' told him to "hold that BOAC flight and we'll get George to Mehrabad Airport by 07.20 - promise. Also remind BOAC that George is a frequent and valued passenger of theirs. The cuff-links were found - in the bed this time - George was at last dressed, and we were on our way. Unfortunately though it was now 7 am and even with the Police escort that we had again organised it was 7.25 am before we reach the airport. Stan has long gone, KTS was waiting serenely in his aircraft for take off, and George was still travelling in the car. As we reached the airport BOAC, London bound, rose majestically into the skies. Now what to do? We sent the 'fixer' to the Beirut bound check-in to explain the situation and get George onto that flight - but the check-in had closed - and the plane was on the taxi way. Found the station manager for the Beirut flight, explained again the situation, offered whatever was necessary to hold that flight even though it was now ready for take-off. This being the Middle East a slight technical problem was encountered with that particular plane causing it to be recalled to the Terminal building, and we all breathed a sigh of relief as the front passenger door was re-opened, steps were put in place, and George boarded the plane to take his seat next to a startled KTS. Lebanon's manager was in for an unexpected visitor. But our five hectic days were at an end.

The visit had been a great success both in PR and socially. George, 'we loved you like a brother', but we loved even more the relative peace and tranquillity that returned after you had left!



### Allan Perryman wrote to George Hartley Hill's son :-

I am retired, having spent 46 years with NCR, and am responding to your request for information about your much respected father. I was most interested to read your father's article written for the wartime magazine *Going Ahead with the Forces*, and reproduced in *Post Script*, since I knew the NCR individuals mentioned.

One important fact which the *Post Script* article did not reveal was that George displayed in his buttonhole a multi coloured ribbon which identified him as the holder of the Croix de Guerre, which I believe is the highest French decoration for valour. George was too modest to talk about his brave wartime exploits but it was widely believed he earned the medal for covert work with the French resistance.

I joined NCR at the age of 16 in 1946. Initially in the capacity of a Shorthand Typist in the Department Store Division which, with the Multiple Store Division, formed the Special Sales Division, arguably the elite sales group of the Cash Register Division. As your letter indicates, I recall George was a very successful salesman in the MSD, and counted among his colleagues **Ward Morden**, a Canadian who was near to retirement when I joined NCR. Ward's son John was also a cash register salesman and later became a district manager, working out of Croydon Office. *Post Script* has in the past published at least one article featuring John who has now retired to Canada. I believe he is a neighbour of **Dennis Triggs**, who was Director of the Adding and Accounting Machine Division at Head Office.

Other MSD contemporaries of George were **Jim Newman**, who I recall from the office files was also a contributor to *Going Ahead*, **Gilbert Sledmere** whose son Howard I meet on a regular basis, and a **Mr. Palmer** (whose first name may have been Charles). All had desks in what was then the mezzanine floor of 206 Marylebone Road looking down on the wood panelled showroom. The area they occupied was shared with their DSD colleagues, **George H. Ohlson**, **Charles Roy** and **A. J. (Pappa) Gorvin**. Sadly, with the possible exception of Gorvin, all these gentlemen have passed on. The building overlooked what was then the Hotel Great Central which was requisitioned by the War Office and was still being used as a transit camp in 1946. Later it was the Head Office of British Rail and is now a five star Japanese owned hotel.

Your father's colleagues in the provinces included **W. S. Holderness**, based in Leeds Office, who specialised in selling to Co-ops, **A. P. Skinner**, (one of the famous Skinner family - his brother **P. P. Skinner** was Manager for Scotland), based in the old Mitchell Street, Glasgow Office, **Ron Bilton**, who worked out of Nottingham Office, **Douglas Robinson** (Newcastle Office) and **V. D. King** (Birmingham Office). I recall when I joined NCR **Gordon Tempest** was the MSD Office Manager at Head Office who



"Jimmy Lane who sadly died earlier this year" -  
see also page 12

worked closely with your father, and who was later promoted to take **V. D. King's** position. The Office Manager of the DSD was **Jimmy Lane**, who spent most of the war years in a Singapore Japanese Prisoner of War Camp and unfortunately died recently.

The MSD Division was headed up by the larger than life Yorkshire character, **Eric Johnson-Laird**. Eric was a keen amateur pilot and a close friend of the famous aviator **Cliff Mollison**. Rumour had it that he spent most of his frequent absences from the office in the company of Mollison, much to the annoyance of his boss, the universally feared **P. A. Brown**, the Assistant Managing Director. His secretary, the late **Dorothy Goss**, was given the unenviable task of trying to explain his whereabouts. PA also had the brief of successfully handling House Accounts which included J. Sainsbury, Marks & Spencer, British Home Stores, Boots, Littlewoods Stores, Timothy Whites & Taylors (now part of Boots), and F. W. Woolworth. The latter's Post War Head Office was built on the site of the old Bugle Brewery, a few hundred yards from NCR, along the Marylebone Road in the direction of Edgware Road.

The DSD Manager was the universally liked, high profile Canadian **Harry Edwin Stiles**, an ex Managing Director of the L. C. Smith typewriter company, and founder of the Executives Association of Great Britain. Harry was promoted to Director, following his success in selling the department store group Lewis's Ltd (which included Selfridges in those days) 600/6136(16)T&S4C cash registers at around £700 each, a massive order at the time. Any lack of detailed product knowledge was more than offset by his wide circle of business contacts which he used to his and NCR's advantage. He was an active supporter of Drapers' Charities.

In your father's days the Special Sales Division was phenomenally successful, and made selling look easy (which it wasn't), much to the envy of salesmen who worked territories comprising of independent retailers. SSD salesmen's repeated success earned them generous commission to supplement their basic pay. Earnings of £17,000 per annum in the late 1940's were not unusual, and well above the norm for the selling profession.

I hope these random thoughts will help to fill in the background to your father's selling career. Kindest regards,

Alan Perryman

### Highlights of NCR's third quarter earnings report:

**Revenues:** Worldwide revenues declined 2 percent in the quarter to \$1.44 billion from \$1.46 billion in the third quarter of last year. Currency had a 2 percent negative impact on overall revenues. Compared to the third quarter of 2000, Financial Self Service achieved 17 percent revenue growth, led by strong growth in the EMEA and Asia/Pacific regions. Data Warehousing revenues declined 13 percent, and Retail Store Automation revenues decreased 14 percent as the economic environment continued to create challenges as customers curtailed capital expenditures. Customer Services Maintenance revenues improved 7 percent. Systemmedia revenues grew 1 percent, while Payment and Imaging revenues were up 5 percent. Other solutions revenues, which includes high availability products and exited businesses, were down 24 percent.

**Gross margin:** Reported gross margin was 28.3 percent of revenues, down 3.3 points from last year's third-quarter gross margin of 31.6 percent. Excluding special items, overall gross margin for the third quarter decreased 3.5 points; product gross margins decreased 3.7 points to 33.8 percent, as compared to last year's third quarter, largely due to lower Data Warehousing revenues; and, services gross margins decreased by 2.6 points to 22.9 percent as a result of lower utilization of the company's high availability infrastructure resulting from the slower economic environment.



**Expenses:** Total reported expenses were \$373 million compared to \$396 million in the prior-year quarter. Reflecting aggressive initiatives taken earlier in the year, expenses for the quarter decreased \$23 million, or 6 percent, year-over-year. Acquisition-related goodwill amortization included in selling, general and administrative expenses in the quarter was \$9 million higher than last year's third quarter. Research and development expenses were \$68 million, or 4.7 percent of revenue, versus \$76 million, excluding special items, or 5.2 percent of revenue in the third quarter of last year.

**Operating income:** For the third quarter of 2001, NCR reported operating income of \$35 million. Excluding special items, NCR's operating income was \$38 million compared to \$72 million of operating income in the prior-year period. The company incurred other expense of \$45 million in the third quarter compared to other income of \$18 million in the third quarter of 2000. Included in other expense is \$40 million the company added to its reserves for environmental liabilities, including those associated with the Fox River environmental matter previously discussed in the company's public filings. The terms of a pending interim settlement, relating to the Fox River matter, limit NCR's and another party's combined and shared cash flow exposure for remediation and restoration over the next four years to approximately \$10 million per year.

**Net income:** Reported net loss was \$6 million, or \$0.07 per basic and diluted share, compared to net income of \$54 million, or \$0.55 per diluted share, in the year-ago quarter. Excluding special items, net income was \$22 million, or \$0.22 per diluted share, compared to \$58 million, or \$0.59 per diluted share, in the third quarter of 2000. Excluding goodwill charges and special items, earnings per diluted share would have been \$0.40 versus \$0.69 in the prior-year period. The effective tax rate for the quarter was 33 percent. The weighted average number of shares outstanding on a basic and fully diluted basis for the quarter was 97.2 million. During the quarter, NCR repurchased approximately 600,000 shares of its stock for approximately \$21 million.

**Balance Sheet:** NCR ended the third quarter of 2001 with \$284 million in cash and short-term investments, down from \$327 million at June 30, 2001. As of September 30, 2001, NCR had debt of \$146 million and total shareholders' equity of \$1.96 billion.

**Fourth-Quarter Outlook:** NCR anticipates overall revenue to be down 5-10 percent versus the fourth quarter of 2000. Data Warehousing and Retail Store Automation revenues are expected to decline approximately 10-15 percent, while Financial Self Service is expected to grow in the low single digits. Customer Services Maintenance is expected to decline 0-5 percent. NCR expects operating income in the fourth quarter to be approximately \$110-\$120 million with earnings per share to be in the \$0.70-\$0.75 range.

The complete news release on third quarter results is available on NCR.com at:

[http://www.ncr.com/media\\_information/2001/oct/pr102301.htm](http://www.ncr.com/media_information/2001/oct/pr102301.htm)

### Ian Ormerod

Many of our *Postscript* readers will know of Ian and his collection of N.C.R. equipment but they may not know of his real job with the Company. When Ian left his Centre Manager job on the closure of Birmingham office, he became Manager of Quality and Assurance for U.K. Recently we have discovered he has been promoted; and is now Director of Quality and Process Improvement WCS EMEA. The EMEA being his area of responsibility Europe, Middle East and Africa.

We congratulate him on his Directorship.

## The NCR Retirement Fellowship



**PRESIDENT:** Harry Redington

**ORGANISING COMMITTEE**

**CHAIRMAN:** John Burchfield

**SECRETARY:** John Nash

**EDITOR "POSTSCRIPT":** Geoff Jackson

### REGIONAL ORGANISERS

Region 1: Scott Caldwell \*

Region 6: Alan Hutchins

Region 2E: Maureen Burdis \*

Region 7: Jim Kembery

Region 2N: Jo Leighton

Region 8: Des Woodall

Region 2W: Charles Southhall

Region 9: Tom Farmer \*

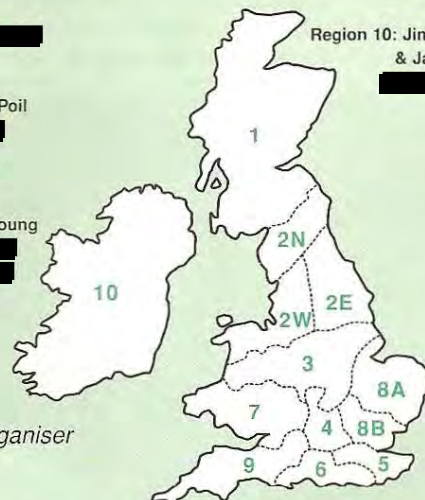
Region 3: Harry Hardacre \*

Region 10: Jimmy Flood (S)  
& Jack Martin (N)

Region 4: Tony Poil

Region 5: Ted Young

\*Retiring organiser



POSTSCRIPT is the newsletter of the NCR Pensioners Fellowship  
Published by Pensions Department, NCR UK Limited.  
Contributions for the newsletter should be sent to the Editor at the above address  
Produced by BUSI-PRINT, Deal, Kent CT14 9TS



## THE RUTH MAZE

An email was received from **Jim Monahan** earlier in the year advising us that his wife Ruth passed away on 29th May of breast cancer. Jim also mentioned that he was working on a memorial for Ruth in the form of a maze. We asked Jim for more details as we thought that our readers would be interested, especially those who had known Ruth and Jim. Jim sent more information and the following is a precis of this:



*Ruth and granddaughter Jade Ruth discussing guardian angels*

Above is a picture of my late wife Ruth. She had been fighting breast cancer for over two years. She was happy and content with life though the cancer had damaged her spine and bones. Ruth was ever optimistic, never complained and was an inspiration to all who knew her. Ruth's illness gave her lots of time to create wonderful craft in cross-stitch, folk art, ceramics, crochet and lace making.

She was also a most accomplished pianist and even up to a few days before she passed away she played a keyboard piano on her bed table accompanied by her sister Jill on the violin. All the nurses in the palliative care unit here in Bridgetown came to love her for her wonderful smile and generosity of spirit.

We shall all miss her for a long long time - especially me! We had been together for 33 years and had four children.

My last promise to Ruth was to construct a maze in her memory. The maze will cover approximately half an acre among chestnut trees and built to the design of Hampton Court Maze in the UK. All proceeds will be donated to Breast Cancer Research here in West Australia. A rose garden, picnic area and meditation centre will occupy the centre garden (approx 70' x 60').



We as a family will bury a "time capsule" at the centre of the memorial garden with letters, notes and pictures commemorating her life. The maze will be called The Ruth (Road Unwinds to Happiness) Maze and it is anticipated that the number of visitors will be in the region of 10,000 per annum. Next June the Western Australia Leisure Rail project commences, bringing 3-4 trains a week and the maze will prove to be an entertaining attraction for tourists.

Many suppliers have promised to support the project as a charity/non-profit making enterprise and many people are donating trees, shrubs and donations to the project.

Jim Monahan

What a wonderful memorial to a much loved wife and mother! We in the Fellowship must admire Jim for his love and enterprise in undertaking such an ambitious project. Keep us posted with a progress report won't you Jim?

Jim Monahan can be reached at Box 547 Bridgetown WA 6255 or email at <jmonahan@wn.com.au> (donations to The Ruth Maze)

## THE BALCOMBE STREET SIEGE REMEMBERED

Older NCR pensioners will vividly remember the Balcombe Street siege in 1975 which claimed front page news and generated excitement, tinged with danger, for Head Office staff.

A reconstruction, coupled with original film footage, of a standoff between police marksmen and four armed IRA terrorists who held a couple hostage for six days in their flat at 100 Balcombe Street, NW1, was the subject of a fascinating Channel 5 documentary entitled 'Scenes of Crime'.

Because of IRA bomb threats the NCR main entrance had been closed prior to the siege, and both customers and staff were required to use the staff entrance in Balcombe Street. For the duration of the siege Balcombe Street was a no go area, although access to NCR was permitted under strict police security.

The programme included the experiences of two eyewitnesses, one of whom was NCR colleague, **Norman Bolton**. Many readers will remember Norman who worked in CRD Sales Methods under **Howard Sledmere**. Norman was closely involved in sales contests, sales meetings and exhibitions.

Norman recalled that he was awoken in his flat by a member of the SAS who entered his premises to secure a line of fire to the flat across the road which was under siege. Having taken up his position he promptly told Norman to go back to sleep. High expectations gave way to boredom, claimed Norman, towards the end of the siege, when nothing appeared to be happening. He acknowledged that he missed witnessing the end of the siege when the police's patient but uncompromising tactics were rewarded, and the hostages were released and the terrorists arrested. During the six days siege the IRA gang was denied food and the electricity supply was cut off. The police communicated with them via a field telephone that was lowered into the flat.

Norman still occupies his flat that is above what was, and probably still is, one of NCR's most popular watering holes, the Portman Arms. Howard and I paid Norman an impromptu visit during the summer, and enjoyed a very pleasant hour or so reminiscing about old times.

Alan Perryman



## Pensioner Profile – BRIAN STRATHDEE

Some time ago when I was in Edinburgh I had been talking to **Brian Strathdee** about this and that and I was very interested to hear about his hobby.

Brian, as many of you may know, was an engineer working from the Edinburgh Office. He joined the Company in 1962 and remained with them until he took early retirement in 1993. During that period he was trained in a wide range of equipment from retail cash registers through to Criterion systems. His training was carried out both in this country and in America.

It was around 1982 when Brian first became interested in one of his main hobbies, amateur radio. It all started when he visited Sears Roebuck in Chicago and bought himself a CB radio. When he eventually got back to Edinburgh and was using the set, he heard two American voices and thought it was a couple of people in the local Air Base, it turned out they were in the East Coast of America. On other occasions he could hear truckers talking to each other again in the USA, mind you that was during freak weather conditions. It was the prospect of random contact with people like this from different parts of the world that intrigued him most. "I've spoken to King Hussein of Jordan, a Vice Admiral in the Gulf area and people from Japan, Indonesia, Europe, and Russia" he said.

As far as running costs are concerned, the costs are only a very small part of it, certainly by comparison with things like mobile phones. One of the things you have to have is an operators licence which costs about £15 and that's it. Setting up on the other hand is something else. For instance if you build your own equipment, the initial outlay is likely to be around a thousand pounds, although there is always the chance you may be able to pick up a unit second hand, which would help.



Brian holds a full Radio Hams licence, Class A, part of which requires the holder to be able to transmit 12 words a minute both, sending and receiving, in Morse code. English is the main language used. Brian went on to explain that there were four methods used for transmission, Moon Bounce, which uses the moon as a satellite. H/F transmission, unfortunately the Aurora can interfere with this. Teletype RTTY transmission and Morse code.

Hill walking is another of Brian's interests, nothing too serious you'll understand but it is something that he really does enjoy. His interest came about through necessity. He took it up originally as an exercise to aid with his recovery from a broken knee. Evidently it happened when he fell crossing the road at lunchtime. Unfortunately for Brian it happened very close to a pub and as he lay there in the gutter, no one would come near him, thinking I suppose that he was drunk. It wasn't until a friendly taxi driver stopped and came to his rescue taking him to the hospital. Brian was pretty relieved as you can imagine. What was even stranger to relate, the driver's name was Mr. Cartilage! That started Brian off with his interest in hill walking, which I'm pleased to say he still enjoys to this day.

Scott Caldwell



### THE TEAHOUSE

On a recent visit to Walmer Castle we visited the Queen Mother's garden, which is beautiful with its long formal pool covered with scarlet waterlilies and surrounded by benches which, when you sit on them, they make you feel like "Alice" they are so large! We wandered on into the grounds and came upon the croquet lawn and there beside it was the sweetest little summer house (I had been thinking about one for ages!). "That is exactly what I would like" I said to my husband, who is a handy kind of chap. Photos were taken and, without more ado we were off to the local reclamation yard.

We found old french doors with genuine leaded lights; a further ferreting produced four windows, obviously from the same house. Hagglng followed and £120 changed hands, we were then off to the woodyard where we found a special offer on 3" X 3" fenceposts which provided the basic frame of my dream.

Weatherboarding and a further visit to the reclamation yard provided old floorboards and we were ready to start.

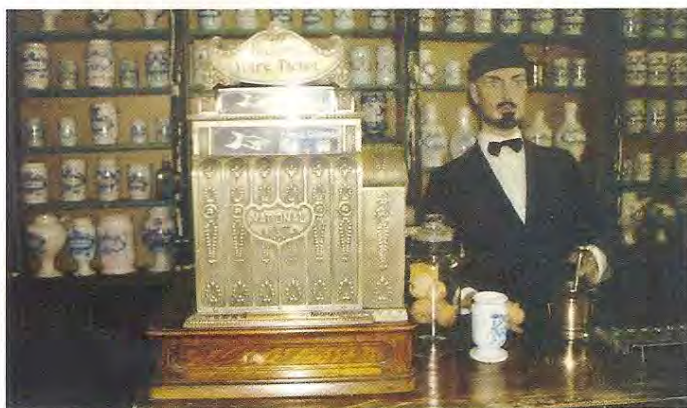
It all went up remarkably quickly but if I had been asked to "offer up" those doors just once more I would have been buried underneath - they weighed a ton. Following topping off with the roof shingles all is now finished and we have christened it "The Tea House" (and had the ceremony!)

It is everything that I hoped it would be and I am sure will be a joy for ever.

Marion Jackson

### A PLEA FROM THE EDITOR

Twice in the last month I have been sent, by email, photo files of enormous size. 3,296,674 bytes in one case, 3,301,304 in the other. The effect has been that they far exceed both my input buffer and timeout in Outlook Express. Unsticking them is quite a problem and prevents the receipt of normal mail. Could you please send photographic material by "snailmail". Thanks G.J.



### YOU DISCOVER THEM EVERYWHERE!

This one was discovered in a mock-up of a 19th Century Chemist shop in the Folk Museum, Gent, Belgium.