

John Jones – The New Organiser of Region 7 introduces himself:-

I started with NCR in October 1966 at the Cheltenham Depot under Jack Cann after ten years service with the RAF. I was swiftly trained on Class 31 accounting machines then adding machines under the watchful eyes of Ron Tarling and Vic Gladden. Then whilst on a basic electronics course under a Welsh instructor who's real name I can't remember, only that we nicknamed him Dai Ode, I took an S3 test and somehow passed it. The resulting 500 training shaped my career from then on. 8200, Century 100, 9300, Towers and Criterion. Cheltenham Depot was closed and I came under Bristol and eventually Birmingham. I was persuaded to take ATM training in my latter years, but this proved to be too much like hard work so when early retirement was offered in 1992, I decided to take advantage of it. I have since worked as a PC Technician for the Cirencester College of Further Education, albeit from last July when I was 65 only on a part time basis.

Apart from running my own Swing Band I also play lead trombone with the Cirencester Brass Band and fourth trombone with a Modern Jazz Big Band in Cheltenham.

Formed in Cirencester around 1986 the JJ Swing Band developed from previous attempts to form a light orchestra and a wind band in Cirencester. With the help of the Cirencester Band, I combined the brass of one group with the woodwind of the other and formed this Swing Band. The personnel have changed periodically over the years but several of the original orchestra still remain and some of the brass players still belong to the Cirencester Band.

The Band members come from all walks of life with perhaps a slight dominance of the Teaching profession. we have Salesmen, Civil Engineers, Civil Servants, Ex-Bank Clerks, a Video Engineer, a Computer Engineer, a Welder, a Gardener a couple of early retirees and one genuine retiree as well as some students.

We are all amateurs and enjoy trying to recreate the type of music made famous by the big swing bands of the nineteen thirties and forties. Most of our music comes from these eras but some has been re-arranged at a later date and when we play for dances then we are required to play at least a couple of numbers that are a little more modern.



'John at South Cerney's Jubilee Celebrations

The total number that attend rehearsals on Wednesday evenings is twenty five, from this number I have to select as well balanced a band as possible, to perform at our various engagements throughout the year, which vary from Fetes, Garden Parties and providing back ground music at Wedding Anniversaries to the full evening of strict tempo dancing.

Like most of the Big Bands of the swing era we also have an integral eight piece group "JJ DIXIELANDERS" that plays Dixieland Jazz and other small group arrangements.

Apart from blowing my own "trumpet" so to speak I'm busy tracing my family tree, which isn't easy when great grandfather David Jones comes from Llangammarch in Breckonshire. He also married a Margaret Jones from Llanwrin in Montgomeryshire. The rest of the family isn't as bad and I've found most of them back as far as the late 1700's. One interesting name is the Osmotherly family from Kent, at one point I thought I was related to Stuart Osmer of NCR fame but it turned out to be a false trail. The other less well known name is Twyford, if I can trace this back I might be in the running for a free lavatory. The internet has been a great help in my research and if anyone wants any help with their research in the Gloucestershire area send me an email I'll see what I can do.



"The Band performing at a World War II vehicle reunion held at Berkely Castle – Summer 2000"

Next year, 2004, sees the 120th anniversary of the founding of The National Cash Register Company in Dayton, Ohio. ALAN BOWLEY looks at the very strange life of its founder...

JOHN HENRY PATTERSON - INDUSTRIAL AUTOCRAT

'He terrorised his executives and salesmen, worked them to death, paid them well and fired them with impunity.'

John Henry Patterson was an enigma. He was a wiry little man with an irascible temper, outspoken, tyrannical and irrational in his decisions, yet generous, extravagant and humane in his own way.

He was described as always nattily dressed in a blue serge suit, a high stiff white collar with an arrogant mouth under a white, handle-bar moustache. His sharp, bright eyes blinked through rimless glasses.

Patterson was the seventh of eleven children with Irish ancestors on both sides. He grew up on a farm outside Dayton, Ohio and went to college at Dartmouth in Massachusetts. College left him contemptuous of formal education. When he left he helped on the family farm before getting a job as toll collector on the Miami and Erie Canal.

His entrepreneurial nature became evident when he decided to go in for a spot of 'moonlighting'. Keeping his job on the canal, he joined forces with his elder brother Stephen, borrowed \$250 from a bank and bought a run-down coal and wood delivery business with two old coal carts and two blind horses. In six years the Patterson's had built the business up to a string of retail coal yards and three mines which had a retail store selling bags of coal. They then invested in a dubious coal and railroad business venture by Boston promoters, and lost most of their investment. Patterson with his younger brother Frank, Stephen having left him, went out west to look at the possibility of cattle ranching. There, in a Colorado Springs hotel they met a Dayton saloonkeeper who was on a two-month vacation. Asked how he could be away from his business for so long, he said that he had a machine made in Dayton, which punched paper rolls, which were sent to him each week so that he could keep a check on his business takings.

The machine was a cash register called Ritty's Incorruptible Cashier, developed by a James Ritty. Returning to Dayton, Patterson bought three machines for his store at his coalmines and a small amount of stock in the company. A little later, in October 1884, the Patterson brothers returned to Dayton having decided to go into the cash register business. Ritty had already sold out to a George Philips in Dayton. Patterson made an offer and after a little bargaining struck a deal. In the cold light of morning and having heard that the company he had bought was almost broke he tried to call off the deal to no avail. With no other buyers in sight and with an almost bankrupt business he talked his bank into loaning money for an ambitious and costly direct mail campaign, but the two remaining shareholders complained about the cost. Patterson's answer was to find more money, possibly from brother Frank, and bought them out.

Patterson was in full control of what was now The National Cash Register Company. His first move was into a rented floor of an old factory building in Dayton, with a dozen factory hands turning out four or five machines a week. His workmen spent much of their time complaining of the conditions, so he called them together, asked whether they would agree to working out of Dayton. This they did, so he built a new factory building on the family farmland in sixty days! Most thought he was crazy, but his output went up to two-dozen machines a day. Noting that paternalism paid off he employed local lads to make box furniture, and to improve the area with gardens.

As the business expanded so did the factory area. As the workforce grew he introduced hot lunches, showers in the factory time and a recreational park for workers and families. He provided doctors, dentist and nursing services. Not so crazy, perhaps!

All this paternalism had to be paid for, however. Patterson had been studying salesmanship as a science, possibly obtaining more than a few tips on how to sell from the founder of the, by then, international sewing machine company, Isaac Singer. Patterson's first salesmen were on commission only, common in those days. But, as his sales force increased in number, he introduced incentives such as their own territories and backing up their efforts with selective direct mailing to their prospective



clients. He also opened a sales school on his farm and any sales trainees who could not recite a sales primer devised by his brother-in-law Joseph Crane was fired on the spot. But more about Patterson's sales strategies in the next issue.

In 1893 came one of the periodic 'crashes' on the American stock market and times were suddenly harder. Patterson went on a whirlwind tour, talking tough to his salesmen and businessmen alike on the basis that in hard times they must protect the money that they did take in. As a result the company sold over 15,000 machines against 12,000 two years before. Compare that with a 1000 in seven years before that!

Patterson was a promoter by nature. He also thought 'big'. He exhibited at the Chicago Worlds Fair and above his machines on the stand were display boards, which said 'See it Add'. Another, which said 'Come and see the Detail Adder', didn't last long. Too many people were scared of snakes! Many improvements had been made to the machines, of course, since the early models.

Patterson's business was doing well. In 1888 he married at the age of 44 but when his wife died six years later, having given him a son and a daughter, he returned to a bachelor life - no liquor, no tobacco, no women. But now came a strange and unsettling period of his life, which not only affected his health but also nearly destroyed the business he had built up.



Final Adjusting and Testing department, circa 1900.

Patterson had always been a health crank. He would take several baths a day. He drank a glass of hot water frequently. He would eat the same thing for several days then change to something else. He would fire an employee if he was seen to have butter or pepper at lunch. In 1904 he went to Europe and spent some time in a health clinic in Italy where he was fasted for 37 days. At the age of 60 he was underweight and frail. In order to build up his strength he came to England and was here put under the supervision of a trainer called Charles Palmer who became his health guru, to the extent that when Palmer advised early morning exercises – and later, horse rides for he and his executives, Patterson had them out at 5am each morning. Many left his employment at this time! He was even known for turning up at the factory in the early morning and clearing out his executives' desks! His theory was - a fresh start promotes fresh ideas. Palmer had by this time become Patterson's confidante - a kind of Rasputin figure - who said he could judge a man's character from his face. So Patterson fired anyone whose face didn't fit!

Eventually, the strange goings-on at the factory - which had been the subject of local gossip - were brought to the attention of the publisher of the Dayton Evening Post, especially when an employee was killed on an early morning horse ride. James Cox, the publisher, wrote a critical editorial about it and Patterson sued him for libel. This did not deter Cox who continued to write aggressive editorials about NCR.

Patterson then threatened to move his business away from Dayton. Cox decided to test his \$1 million lawsuits in court but Patterson suddenly departed with Palmer to England and cabled that he was dropping all charges against Cox. When he returned, he was alone.

He was not yet out of the wood. He had to face a civil suit by the American Cash Register Co., which had revealed that NCR salesmen had spied on competitors to get prospects' addresses, had persuaded buyers of competitive machines to break their contracts, underselling competitors and misrepresenting their financial state to prospects - among other dubious selling practices. As a result, in February 1913, Patterson and his executives went for trial and were sentenced to a year in jail and a hefty fine.



NCR Women's Dining Room at Christmas, circa 1900.

Things had reached a crisis for Patterson and NCR. Then Mother Nature, as she often does, for good or ill, took a hand. In March 1913 came the great Miami Valley Flood. On Tuesday morning, March 25, Patterson arrived in his office at 6.30 am. He looked out of his window - the factory had been built on high ground - at the river below. Then he called his executives together. 'Now, now, now, now! (he usually opened any pronouncement with these words) Dayton will have an awful flood today!'

He drew an organisation pyramid on his pedestal pad and declared that the NCR factory operation was suspended and it was now the Citizens Relief Association for Dayton. The disastrous flood did come later that day as predicted, and from then on the whole factory was turned into a huge relief centre - building rowboats (one every seven minutes) baking bread around the clock, commandeering trucks and wagons to move supplies and hospital equipment into the factory. Doctors and nurses were recruited. City officials used it as their base. Over 2,500 people slept and were fed there each day, pregnant women gave birth there - and christened their babies 'Cash' in several cases.



**Founder
John H. Patterson
(r.) with
Stanley C. Allyn,
future chairman,
on board the
Aquitania, 1922.**

Patterson was suddenly a national hero, and when the waters subsided, chaired a citizens committee to clean up the city. Cox, his publisher antagonist, who had become city governor asked President Wilson to grant a pardon to Patterson for his conviction in the Criminal Court, but Patterson refused to accept it. He was later cleared in the Appeals Court of any criminal charges relating to his business practices in the past.

From then on NCR's stature in the business and public community grew. Patterson became a tireless promoter of young people's clubs, of community centres, public health and education and much else. He also gave thousands of acres of parkland to the city and to his employees club. On one spot is his statue - on horseback. John Henry Patterson died in 1922 on a train to Atlantic City. The old man with all his tumultuous years behind him must have had the satisfaction of knowing that he had created not only a business employing thousands of people in many countries, of transforming retail business around the globe but also building a company name which was respected throughout the world. But I wonder!

... to be continued.

This article is based on 'Patterson's Marvellous Money Box' - a series of three articles written by Charles Wertenbaker, which appeared in the 'Saturday Evening Post' in September 1953.

PENSIONER PROFILE – ROY GARDNER

Having worked for NCR some 41 years I retired in December 1992. I had enjoyed very much those years, and was looking forward to retirement with some enthusiasm. However, I had to do something. One of my many interests has always been History and Historic Buildings, so I decided to enquire if there were any opportunities for a part-time employment in nearby Windsor Castle. I wrote to the Governor of the Castle, and surprise, surprise I was asked to attend an interview.

In July 1993 I must have passed the aptitude test because I became a Windsor Castle Warden. This job requires me to dress in a uniform (The Windsor Coat, originally designed by George III). Thus dressed, I am ready to meet the visitors. (Windsor Castle receives around 1.1million visitors each year). Wardens are there to ensure that the visitors are enjoying the visit, and are provided with answers to their questions as and when necessary.

This part-time job has proved to be a most enjoyable way to spend the time; Windsor Castle has so much of interest, including items of historic, and artistic significance. The Castle is home to her Majesty Queen Elizabeth II, as it has been to the 40 previous monarchs. It is the oldest and largest lived in castle in the world, initially built by William the Conqueror in around 1070, as one of nine forts each a distance of one days march from each other and the centre around London. (Which itself was defended by three forts, one of which still stands – the Tower of London.) It is big, the castle covers 13 acres and within its walls contains a Royal Palace, two magnificent churches, homes and work places for a large number of people, including the Governor of the Castle, the Military Knights and the Dean and Canons of St Georges Chapel (ten Kings and Queens are buried in the chapel including Henry VIII, Charles I.)



Roy welcomes visitors at the Henry VII Gate, Windsor Castle

Visitors to the Castle get to see many of the state rooms (25 on most days) Queen Mary's Dolls House, and the two Chapels. The job is varied and interesting. It satisfies my interest in history, antique furniture and most importantly it provides the opportunity of meeting people from all over the world. It is of course the visitors who provide much amusement. The most common question being 'Where are the toilets?' Questions such as 'Why did they build the castle so close to London Airport?', are not uncommon. Replies to these questions can be very interesting although fortunately people who have a genuine interest in history and the castle ask most questions. Wardens are also required to give conducted tours of the castle which adds a further interesting dimension to the job. Whilst the Queen is on holiday in Balmoral during August and September, I also participate giving private tours at Frogmore House, which is adjacent to the castle in the Home Park.

The Limp Imp

During the late sixties and early seventies, engineers working on systems were allocated company cars. Hillman Imps were the order of the day and after about 2 years the one I had started to give trouble! Now it was company policy at the time that you did not get a replacement until the car was 5 years old, come what may, an incentive obviously to make you look after what you had! Well the breakdowns on mine increased so much that my centre manager (**Scott Caldwell**) issued all the other Imp users with a towrope, to cut down costs and I was instructed to phone the centre when I needed a tow and not the garage. This worked fine for a while but eventually the car was considered unsafe and not road-worthy and I was grounded.

Weeks went by and with no replacement on the horizon I got a bit fed-up using trains and buses as well as cadging lifts from engineers who had 'wheels' so I decided to write to **Mr George Attle** who was in charge of transport at that time and it went like this:-

ODE TO THE LIMP IMP

Sir I give you this dear little car
Whose heart is now a lot below par
It spends so much time in the garage
I would do better with horse and carriage
So if you have a spare nag in the corral
Please send it along to boost my moral
As transporting me would do nothing to task-it
And you would'nt find it blowing cylinder-head gasket'

Did my literary leanings help me achieve a new car?
Well NO actually.

Was I allocated a second-hand car?
Well YES eventually.

Was it another Hillman Imp?
NO it was a Mark One Ford Escort!!

Wallace Hay



John and Maria Morden lunched with Dennis and Anne Triggs on Vancouver Island last summer

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 EN ANSLEY	1-Apr-88	40yrs 6mths	77yrs 1mth	4-Aug-02	Field Engineer - London
MR B CARTER	31-Dec-93	33yrs 2mths	63yrs 7mths	13-Sep-02	Customer Services Manager - Leeds
MR CRH CHRISTMAS	30-Sep-85	37yrs 3mths	76yrs 11mths	27-Nov-02	Manager - Manchester Office
MRS JI COX	6-Jun-80	15yrs 2mths	67yrs	12-Jul-02	*
MR GWDGOLDING	31-Dec-77	20yrs 4mths	71yrs 2mths	14-Jul-02	System Salesman
MR R HARE	30-Nov-77	32yrs 2 mths	78yrs 10mths	11-Dec-02	Account Manager Dublin
MR RE HARWOOD	31-Dec-93	28yrs 3mths	56yrs 6mths	30-Nov-02	*
MR WH IDE	30-Apr-74	40yrs 3mths	89yrs 6mths	15-Oct-02	Quality Inspector
MR AC JENNINGS	31-Dec-83	5yrs 4mths	82yrs	6-Jul-02	Systemedia - Borehamwood
MR LC MALLETT	31-Jan-81	34yrs 8mths	85yrs 8mths	7-Nov-02	*
MR JC MCDONALD	30-Nov-84	42yrs 5mths	76yrs 3mths	6-Nov-02	Field Engineer - Sittingbourne
MRS M MCLEOD	1-Oct-74	9yrs 1mth	87yrs 5mths	26-Aug-02	Caretaker
MR MM MYERS	30-Jan-76	38yrs 7mths	85yrs 6mths	21-Nov-02	Director - Head Office
MR AE NUNN	22-Oct-82	28yrs	80yrs 8mths	14-Aug-02	Overseer - Borehamwood
MR MW PAYNE	31-Jan-75	38yrs 9mths	90yrs 8mths	26-Sep-02	*
MR E RICHARDSON	31-Aug-84	20yrs 7mths	65yrs 1mth	30-Sep-02	Pension Manager - Head Office
MR WH SIMPSON	29-Apr-77	20yrs	88yrs 1mth	15-Oct-02	Account Executive - Head Office
MR WE SMITH	30-Apr-72	43yrs 7mths	92yrs	15-Oct-02	*
MR E TUCK	30-Nov-84	41yrs 10mths	73yrs 9mths	11-Sep-02	Field Engineer - Newcastle

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

The following information has come to light since the previous edition:

GM GUILD

Wallace Hay reports that George was a CRD salesman operating out of Ayr and was very successful as a salesman of Class 6000, Class 51 and Class 52 hotel posting machines. He transferred to Paisley just before his retirement.

RON KNUBLEY

Brian Cooper has provided us with information about **Ron Knuble** whose passing was reported on the Summer issue of PS.

Ron joined T Boyd & Co Ltd Travel Agents in 1969 which subsequently became Express Boyd Ltd following a merger with Express Travel & Transport and was then wholly owned by NCR. Following many years in the shipping world Ron was appointed Sales Executive working with Brian Cooper in his role of Sales Director. Ron was a real "company" man whose heart attack in 1976 resulted in his early retirement.

Happily he was able to enjoy many years of retirement with his wife, Mary, and his three daughters and their families, spending much of his time in his beloved garden. And it was on such a day that he finally passed away.

Brian concludes by saying that, by a strange coincidence his photograph appears on page 20 of the last issue (with beard) where the sad passing of another fine colleague, **Brian Boughton**, is reported on the front cover.

(Brian Cooper Joined March 1957 Retired January 1994)

STAN HARRIS

I, and I am sure many of his friends and colleagues, were sorry to read of the passing of **Mr. S M Harris** (Post Script, Obituaries, Summer 2002 edition).

It would appear that incomplete company records prevented an entry to be made under Position/Location on Retirement. Assuming the person mentioned is Stan Harris, may I make some attempt at least to partially fill in a gap in his career.

Stan Harris was a member of that august and highly successfully Harris family whose selling ability and product knowledge consistently earned CPC membership either side of the Second World war. They contributed to what was probably, at least in my generation, the pinnacle of NCR's richly deserved domination of the Cash Register market.

Fellow pensioners may remember **Bill Harris** and his inspired leadership of District 1, London's Cash Register District, and his brother **Sid Harris**, whose encyclopaedic knowledge of pubs and clubs and their owners in London's West End ensured that competition barely got a look in. Sid could outdo CPC cabaret acts by giving a virtuoso performance playing the spoons, a cockney act which, sadly, is seldom heard in pubs today. And then there was **Brian Harris**, Sid's son who sales talents persuaded him to seek fame and fortune in Canada.

But I digress. Stan Harris was an integral part of the NCR Decimalisation Team which included myself. It was formed after the 1966 publication of the Government's White Paper announcing the momentous news that the country was to follow Australia, and adopt a decimal currency on D Day, 15 February 1971.

The team was headed by the charismatic **Howard Sledmere**, and toured the country educating businesses on how the change would affect them, the preparation for the changeover, concluding with an oblique sales pitch urging decision makers to invest in NCR's products with inbuilt decimal capability.

Stan's contribution to the team's presentation was to focus on opportunities for businessmen to revisit their systems and improve efficiency. Stan's strong financial background enabled him to convince his audience of the benefits offered by introducing the system of round pound accounting. Sales leads provided by these seminars helped the UK salesforce to close record business at a time when sales in America were in temporary decline.

Stan's memory will live on.

Alan Perryman

JOAN KENNEDY

Many of you will have been saddened to hear of the death of **Joan Kennedy** and will remember her from the many years she worked in NCR Newcastle and, latterly, NCR Leeds.

When I first met Joan (or Miss Lumsden as she was known then) she was secretary to the District Manager, **Paul Black**.

We both found ourselves attending meetings, me as an office clerk, run by Office Manager, **Jack Sale** to learn about new systems/routines etc. She was then engaged to **Stan Kennedy** and after she and Stan married he continued with Newcastle as his base whilst Joan, following Paul's retirement coped with the subsequent DM's that followed him.

When Stan was promoted to Service Superintendent he moved to Leeds and Joan was able to transfer as well, switching to Sales. Although reluctant to leave her lovely house on the coast they moved to a delightful house in Wetherby, making new friends and getting the garden ship-shape. After a relatively short time Stan's health deteriorated and he took early retirement. Joan soon followed suite having achieved her 40 years service but they were not to have a long and happy retirement as Stan's health problem meant that this was not to be.

Joan found it difficult to live on her own (they had been such a close twosome for so long) and her health too began to suffer, her sister, Jill, constantly coming from Cleethorpes to visit. Eventually, Joan was moved to a nursing home quite close to Jill so that the latter, with her daughter could visit daily. Joan took great comfort in this and it continued until the end.

Our thoughts are with Jill and her family

Margaret Burdis

JOHN PAYNE

(Died 26th September 2002)

It is with sadness that we report the death of **John Payne**. John represented the company from the Cardiff office during the 60's and 70's in the field of accounting and computing systems. Since leaving NCR John had continued in a successful career in business. Among those attending the funeral were former NCR colleagues **Brian Miller**, **Dick Keitch**, **Alan Richards** and **Ken Bloxham**. Representing Cardiff FED were **John Watts** and **Dave Callow**.

RITA AND DICK KEITCH

On a happier note we can reveal that **Rita** and **Dick Keitch** celebrated their 50th Wedding Anniversary from their home in the Vale of Glamorgan in October. Dick commenced his career with NCR joining the Sales Promotion Dept. at Marylebone Road. It was during this period that he met Rita Dowsett who worked in the Service Administration Office. Shortly after their wedding Dick was appointed to the Adding and Accounting Machine sales force and they moved to Newcastle for his first territory work, later to move to Cardiff. Rita as a member of the Dowsett family, well known in FED circles, had such luminary characters as **Alf Dowsett** and **Cohn 'Bunny' Labatt** at the Celebration. Ex Cardiff Office members **Ralph Davies**, **Brian Miller** and yours truly **Ken Bloxham** were also in attendance.

Ken Bloxham

EMAIL

Alan Perryman's new email address is
alan@perryman.fsnet.co.uk

And Paul Glynn's:
paulglynn@onetel.net.uk

NCR FACILITATES NAME CHANGES WITHOUT NEED FOR DEED POLL!!!

Many of you had a surprise when your most recent copy of **PostScript** landed on the mat. A letter from **A W J Hull** was typical of the scores of emails, telephone calls and letters received by the editor following the last mailing:

Dear Mr Jackson – Thank you for sending my latest copy of PostScript. This was very welcome but I notice that a computer(?) glitch has occurred, in that, although correctly addressed, my name has been changed to A W J Williams!

Hopefully you will be able to rectify your records for future issues.

I do enjoy your newsletter, and appreciate all the effort you must put into it to keep it going.

Kind regards etc ...

That well known wit, **Jim Bell**, summed it up somewhat more succinctly:

Dear Geoff – Help, I've been "Lathamed" and has Mr Latham been "Belled". Are sinister forces at work in the Database Command Centre? This looks like a case for Inspector Jackson of the Yard (recently promoted to the Lane) to fight the demons and return my original name to the records.

Best Wishes,

Jim

Those of you who did not suffer will be mystified by the above exchanges. Let me explain. Before each issue of PS is dispatched I request a label run from our Pensions people – Mercers. Unfortunately they made a correction to a surname two thirds down the list. They deleted the wrong name but forgot to put in the right one. The result was that every name thereafter shunted up one place! Those that suffered had the right initials and address but the wrong surname!!!!!!

Believe me it was a one off but you cannot imagine what chaos it caused – but there again, perhaps you can!!!!!!

Letter to John Nash

Dear John,

Thank you for your letter, it was much appreciated.

Yes, I am sorry to have decided to hand over as Regional Organiser: over the years I found it a rewarding and interesting time. It has taken some time planning the handover; I am certain it is right as I wanted to see a clean handover before the Fellowship AGM.

When the Fellowship was first set up I attended the meeting, **Norman Cole** became the Organiser and I did the clerical work. I was still in office at Bristol and had the resources (a Decision Mate 5) to assist him. I inherit the Organiser title on my early retirement and the closure of the Bristol Office.

John Jones was a mainframe computer engineer on the Bristol staff, so he is well known to many of **Region 7** engineers. I met up with him last November and handed over my files on the Region; he is also aware that I am able to assist him if needed.

On the occasion of the Fellowship AGM, would you kindly convey to **John Burchfield** and the committee my best wishes for the Retirement Fellowship and appreciation of the NCR Management in supporting the Fellowship.

Yours sincerely,

G.J. Kembery

– NEWS FROM THE REGIONS –

Region 1 – Wallace Hay

On the 18th of September 2002 the Edinburgh Fellowship members enjoyed a very nice lunch at the Murrayfield Hotel. There were 15 of us present and everyone enjoyed the day. **Gerry Cowie** phoned me prior to the 18th saying he might not be well enough to attend but turned up feeling better and brought **Margaret Crooks** with him, very glad you could make it folks. Sadly **Ursula Woodburn** was not well enough to attend and **Pat Pollock** was on holiday; never mind there's always next year!

Hamish Mackenzie came over from Coatbridge and **Bill and Margaret Gibson** travelled from Kinross for the lunch and **Scott Caldwell** accompanied yours truly so all in all it was a good day. Hamish brought the good news that **Eddie McMahon** who had been in hospital was now home and on the mend. A warm welcome to **Sandra Astles** who was attending her first Fellowship lunch. Here's to many more Sandra.

On the 6th of November the Dundee lunch was attended by members and wives, 16 of us in all - the venue was the Hilton Hotel and we all enjoyed a buffet lunch. Unfortunately **David Gray** had to call off on the day as he was poorly suffering as he put it from a bug and **Don MacFadyen** was busy with family commitments.

Bob McCarthy was a visitor as he was at the Edinburgh lunch, as always, Bob, we appreciate your support, Scott and Margaret Caldwell and George and Isabel Brown from Prestwick also joined us, not forgetting my better half Margaret. I would like to conclude by thanking everyone for their support during my first year as organiser for Region 1, especially Scott for his guidance and Bob Stewart for getting me computerized. Here's to next year!



New Region 1 Organiser Wallace Hay with George and Isabel Brown, Dundee - November

Region 2E – Maureen Burdis

Fellowship members met once again at "The Buckles" for our lunch on Tuesday 15th October. We had a great response and, in addition, 4 wives came along too. We hope that even more brave souls appear in May for our next meeting.

We had hoped that **John Burchfield** might be able to join us but he already had a prior engagement. However, quite out of the blue, **Pat Keogh** found that he was able to be with us - always a welcome guest. After an excellent lunch, he brought us up to date with a favourite subject of us all; our pension and news of the company.

Although it was lovely having over 40 members plus guests at our Autumn Luncheon we were all saddened by the news that **Brian Carter** had passed away on 13th September. This came as quite a shock as we were unaware that he had required hospice care for some time - our thoughts are with Dorothy and Jonathon.

Another item of sad news is that **Joan Kennedy** passed away in July; our thoughts are again with her sister Jill and family.

Wishing you all happiness in the New Year and hoping that you will all be at the next lunch in May. Love Maureen.

Region 2N – Jo Leighton

We met, as arranged for our November meeting in the Northeast, at Heddon on the Wall.

Those of you who follow such things will recall that Heddon is the home of that foolish farmer who was responsible for the outbreak of foot and mouth disease which caused such devastation in the countryside in 2000. We are now happy to see, on our journeys and weekly rambles, that the fields and fells are beginning to look almost normal with the stock quietly grazing, in numbers, as before.

I mention this since it was because of F&M that we found the ideal country pub for our meetings in the NE. The landlord of the Swan Inn had appeared on local TV news to describe the plight of his, and other local businesses, following the outbreak. Freda & I paid a visit to the pub shortly after, had a word with the landlord, and the rest, as they say, is history.

We had a lovely lunch of Beef and Ale Pie at the Swan November 27 and, I have to say, the ale we consumed wasn't confined to the pie. Sadly we didn't have a full house and had to mourn the passing of **Eddy Tuck** whose funeral in Newcastle a group of us attended on September 13. Readers will recall that Eddy had been too ill to attend our previous meeting. We will miss him. **Sister Ann Gate** doesn't travel. **Jim Brown** finds the journey from Grange Over Sands too far. **Enid McManus** had a previous commitment and **Brian Armstrong** had accepted an unexpectedly early appointment for a minor operation at his local hospital. The rest of the group had an enjoyable meet talking about old friends and times past. What we are looking forward to now is our May meeting, to be held in Carlisle Wednesday May 21 at our usual venue of the Central Plaza Hotel. The Central and the Swan are poles apart in appearance and situation but equal in their welcome and desire to please.

Carlisle has excellent road and rail communications and I wonder if we could persuade our dear Editor to leave the mudflats of the Thames Estuary and pay us a visit soon. I know he has a soft spot for Cumbria's lakes and mountains and Carlisle is only a few more miles up the M6. I still recall our meeting, some years ago now, when we sat on the summit of Harter Fell with High Street on our left and Haweswater down below. We drank the beer that he produced from his rucksack and hoped to catch glimpse of the England's only pair of golden eagles, nesting in one of the valleys below.

Region 4 – Tony Poil

Our Autumn luncheons were held in the Auditorium (or, to us PAP's, the Convention Hall). But sadly, as there is no longer a stage, we cannot provide a cabaret. However the meal provided by the Catering Department was, as usual, first class.

The first meeting was on October 30th for the members of Region 4B, and had an attendance of 34. Several members were prevented at the last minute from joining us, and we had an unusually large number of advance apologies. However we were delighted to welcome past Fellowship Chairman **Basil Garsed**, present Chairman **John Burchfield**, and the newly appointed Chairman of the Pension Fund Trustees **Stephen Swinbank**. As John Burchfield commented, an illustrious gathering indeed! Stephen gave us a very comprehensive update on the work of the Trustees and reassured us as to the state of our Fund compared with the alarming press reports on the problems of other companies' funds. Chairman John Burchfield told us of his visits to other Regions, and raised a good laugh at his alarm when, because of a computer glitch at Mercer's*, he found that someone

with another name seemed to be living at his address. Fortunately his wife Pam, who is also an NCR pensioner, was able to reassure him*. Our second meeting for Region 4A on the following day saw an attendance of 52. Again we had some last minute apologies, and we were sorry to hear of a number of illnesses - in particular **Norman Bryant** and **Dudley Haley**, both recuperating from heart bypass operations. **John Burchfield** joined us, together with our new Vice Chairman **Linda Sandell** who, until her recent retirement, was one of our Pension Fund Trustees. We were also pleased to see **Ted Young**, Organiser of **Region 5**, who told us that he was expecting to go into hospital just before Christmas for a knee operation. By the time this edition of *PostScript* appears we hope that he will be fully recovered and can throw away his walking stick.

As ever, we were delighted to see our *PostScript* Editor **Geoff Jackson**, demonstrating his new digital camera (no finger trouble now, Geoff?) and earnestly pleading for contributions from all of us to enable him to keep up the very high standard of the magazine.‡

My thanks, as always, to our Secretary **John Nash** who organises everything and allows your Regional "organiser" to stroll in to the meetings knowing that all he has to do is to greet everyone and enjoy a good lunch!

Finally, belated good wishes for 2003 from Region 4 to all members of the other 9 Regions in our Fellowship.

* See page 6 ‡ See page 15



Chairmen Past and Present at the Region 4 lunch – John Burchfield, Tony Poil, Stephen Swinbank (Trustee) and Basil Garsed.

Region 5 - Ted Young

At long last, after several false starts, including the burning down of our first chosen venue(!) the mid-Kent group held its first lunch at the George and Dragon, Headcorn (the geographic centre of Kent). A total of 26 attended which included guests **Stephen Swinbank** (Pension Fund Trustee) who spoke, **Keith Pyle** (Pensions Consultant) and **Alan Hutchins** (Regional Organiser – 6) and 7 spouses (who nobly paid for themselves!) The pub did us proud but if word gets around about the quality of the food we may have to move next time as the room can only hold 25 (officially!)

We all look forward to meeting again next year.

Geoff Jackson



Ted Young with Marion and Geoff Jackson at The George & Dragon – Headcorn

Region 6 – Alan Hutchins

Region 6 held their lunch once again at the Queens Hotel Southsea. This has become a favourite venue with the members as it is in the centre of the region and has quite easy access whether travelling by car or public transport.

Our attendance this year was the highest we have had. Perhaps it was the good weather we have had lately or just good fortune that nobody had to cancel because of illness. It was therefore very enjoyable to see so many familiar faces reminiscing over old times and catching up on recent news.

Ann Heelas who had not been able to come for some time managed it this year and we hope to see her again next year. Three of our more senior members **Howard Kensett** and **George Pickard** were unable to make it this year; the travelling distance is rather a long way. Also **Joan Hunter** who has been unable to attend our lunches since transferring to our region. Joan lives in Alton, Hants and there is no direct public transport, we wish you all well.

Doug Meadows and **Jim McDonald** are not enjoying the best of health at the moment and find the journey a little too far; all your old friends from F.E.D. send their best wishes.

Our special guests this year were our Fellowship Chairman **John Burchfield** who also brought his wife Pamela, also a member of the Fellowship. **Stephen Swinbank** the Chairman of the Trustees and our *Postscript* editor **Geoff Jackson**. John spoke regarding his role as Chairman and the places he has visited in the last year. Stephen reported on the Pension Fund and the business the Company is doing. After a very good lunch and an enjoyable day we all left, looking forward to meeting this year.



A warm welcome awaited members of Region 6!

Region 7 - Jim Kembury

The Aztec Hotel was again the venue for our annual get together, held September 25th. This time a few names were missing from the guest list. As usual some were on holiday, in this category was **John Burchfield**; I had invited **Lin Sandell** but near the date she declined because her husband was due to visit the hospital. Regrettably some replied to my invites that due to medical reasons they were unable to travel. This left the number who sat around the lunch table at 16. Joining us for the first time was **Keith Middleton**; he was pleased to meet up with his old engineering colleagues. I reminded him of his claim to fame. Keith was a very good sportsman, particularly at golf; as a member of the N.C.R. Golf Society he knocked out of the contest **Tom Bowles** who was then the Director of Field Engineering.



With no HO guest they had to put up with me as speaker; but I had asked **Ken Bloxham** to give us an insight into his early N.C.R. days. Although Ken ended up in the Sales Division his start was with the London Service Division on the third floor of Head Office. Time spent on admin in Maintenance Records (all hand written then) and on answering the telephone for the call centre. The call centre job did not last long; apparently it was found that the best people to deal with the customers were engineers from the field. As Ken said they knew what the caller was talking about. With those words to close the event, goodbyes were exchanged and all went their various ways home until the next time.

Regions 8 and 8a – Des Woodall

There has been just one meeting in Regions 8 and 8a since the last (No. 28) Summer 2002 issue of *PostScript*.

Region 8 held another very enjoyable event on Friday 1st November in the Auditorium at NCR Head Office. 39 of us attended, which is rather lower than usual, but when we take into account the problems at the time on the London Underground, and terrorism threats, it really was not a bad turnout. Many of the members in the Region are beginning to find the journey from Essex and North London tedious enough without added complications! I was pleased to read out to those present a number of goodwill messages from friends who were unable to be with us.

As always at Head Office, the food was delicious, and we were delighted to have with us our Chairman, **John Burchfield**, our Editor, **Geoff Jackson**, **Tony Poil**, Past Chairman and Organiser of Regions 4a and 4b, **Keith Pyle**, Pensions Adviser, and, of course, our very worthy Secretary, **John Nash**, who carried out most of the arranging.

Since, by necessity, this is a fairly short report, I am including two items, which are topical at the time of writing (Christmas 2002).

*The worst Christmas cracker joke this year? :-

Why did the biscuit cry ?

Because her mother had been a wafer so long.

*And the worst spoken joke this Christmas ? :-

A group of chess fanatics had held a tournament at a hotel, and while paying their bills at the desk in the vestibule, were discussing how marvellous the games had been and how well they had played.

The exasperated hotel Manager could not stay silent. He said he could not stand "Chess nuts boasting in an open foyer" - Boom Boom !

*In the opinion of the BBC



Region 8 at Head Office

Flamingo

From a Daily Telegraph reader – I would like to thank two teenagers for making me smile during a recent onerous train journey. As we travelled from Cambridge to Ely, a heron stood motionless on the fens as the train passed. First girl to second: "Oh, look, a flamingo!". Second girl: "Don't be ridiculous, that's not a flamingo, that's a pelican". First girl: "That's what I meant".



Region 5 at Head Office

Region 10S – Jimmy Flood

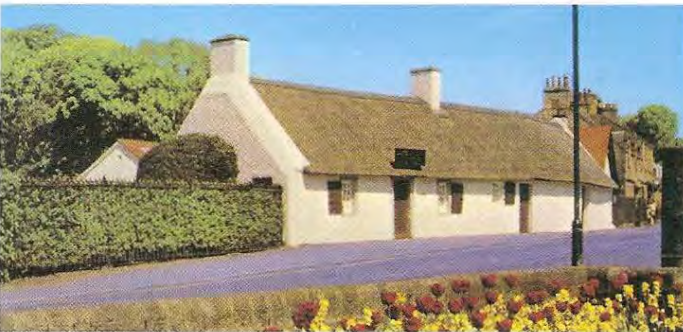
I am pleased to report we have had a very successful year with The Fellowship in Ireland. We had our annual North/South luncheon in Dundalk in September 2002, which as usual, was most enjoyable. **Jack Martin** announced his retirement as organiser for the North. I would like to thank Jack for his organisational skills over the last number of years. **Ronnie McGowan** has kindly volunteered to take up where Jack left off.

Our Christmas get together was held in Wynnes Hotel Dublin and again was a most enjoyable day with our biggest attendance ever. A total of 15 members sat down to lunch and afterwards we spent many hours recounting old stories. We were particularly delighted to see Cyril Doyle who for personal reasons has not been able to attend for the last 10 years. Enclosed photograph taken at Christmas Dinner features:- left to right



Jimmy Flood; Gerry Mullin; George Parrot; Dermot Byrne.

Ronnie McGowan has suggested we hold our North/South function in May this year. I will confirm the date when it's decided.



Robert Burns' Cottage

The Pohutukawa Tree

Wallace Hay, our Scottish Regional Organiser, responds to **Mike Hughes** article which appeared in the last issue of **PS** as follows:

I am writing to say how much I enjoyed **Mike Hughes** article and his visit to Inverewe to see the pohutukawa tree. There is just one point in the article I must put him straight on. He mentions passing Dumfries, the birthplace of Robbie, or Rabbie as we say up here, Burns. Wrong!

Robert Burns, Scotland's National Bard, was born in 1759 at Alloway near Ayr in a cottage which still stands today. It is open to visitors and maybe Mike will visit next time he is home. Burns did die in Dumfries, after farming there, at an early age of 37 so maybe that is where the confusion arose. (I blame being Down Under myself, pardon the pun, Mike)

I will end, Mike, by saying that my wife, Margaret and I spent two weeks touring your wonderful country, New Zealand in February 2002.

The NCR Retirement Fellowship

PRESIDENT: Harry Redington

ORGANISING COMMITTEE

CHAIRMAN: John Burchfield

VICE-CHAIRMAN: Linda Sandell

SECRETARY: John Nash

EDITOR "POSTSCRIPT": Geoff Jackson

REGIONAL ORGANISERS

Region 1: Wallace Hay

Region 6: Alan Hutchins

Region 2E: Maureen Burdis

Region 7: John Jones

Region 2N: Jo Leighton

Region 8: Des Woodall

Region 2W: Charles Southhall

Region 9: George Wallace

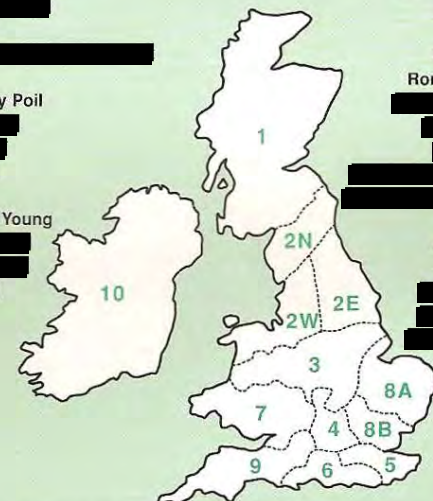
Region 3: Eric Grace

Region 10 (N):
Ronnie McGowan

Region 4: Tony Poil

Region 10 (S):
Jimmy Flood

Region 5: Ted Young



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The NCR Archive: A National Treasure

On August 1, 1998 the NCR Corporation and the Montgomery County Historical Society joined in an innovative partnership committed to preserving the NCR Archive. In September 1999, the move of the NCR Archive began to the Historical Society's Research Center located at 224 North St. Clair Street. For over three months, trucks traveled between NCR's Building 28 and the Research Center, bringing the three million pieces of this extraordinary collection to its new home.

As we explore, we become more and more aware that it is indeed a national treasure. We knew when we assumed management that it was one of the finest corporate collections in the nation, but even we, who have a love of the stuff of history, continue to be amazed at the breadth and depth of the Archive.

Perhaps first and foremost in everyone's minds are the beautiful wood and brass cash registers (over 350 of them) which represent turn of the century precision technology at its finest. There are also artifacts such as machinery from the first factory; founder John H. Patterson's desk and chair; financial transaction machines; hundreds of thousands of engineering, invention and production drawings, including early drawings of Charles F. Kettering and Edward Deeds; Joe Desch's "Lost Lab" which helped break the German Enigma code during World War II; computers which document much of the history of computer technology; ATM's; scanning devices; the list goes on and on.

John H. Patterson Changes the World

However much the story of the Company is a part of our local story, its contribution to the nation and the world reached far beyond the bounds of the Miami Valley. For one thing, "The Cash" revolutionized the world's way of doing business. Before John Patterson sold the world on his business system, most merchants had no idea how much profit they should have made at the end of a year or even how much was missing from their cash box at the end of the day. The cash register gave them, for the first time, the means of running their businesses professionally and systematically.

John H. Patterson also led the world in the development of selling techniques.

The concept of a school for employees began at NCR when the Company began their School of Instruction for salesmen in 1893. He also developed educational advertising, where a manufacturer educated the public on their need for a particular product and created the desire for that product. His health and education programs for workers introduced the world to the concept that a good work environment, health care, neighborhood improvement programs, recreational opportunities, and continuing education for workers raised productivity, and gave workers the incentive and vision to reach for more in their lives.

The Image Collection

One of Patterson's most deeply held beliefs was in the value of "teaching through the eye." He and his photographers took and collected pictures not only of life around the factory, but around the world. The Company presented lectures on an endless number of subjects, from travel, health, landscaping, and urban reform to factory life and worker welfare programs. Images such as the 1912 Stockholm Olympics; turn of the century Alaska; construction of the Panama Canal; life in such faraway places as India, China, Japan, Ireland and Sweden; the 1906 San Francisco earthquake; the 1912 Indianapolis 500; worker welfare programs of other companies such as U.S. Steel and the Heinz Company; the Wright brothers and early flight, are only a few of the hundreds of topics that held his interest. He also documented cash register installations, so the Archive contains thousands of images of communities and businesses across the nation and the world. Patterson and his successors left behind over 1.5 million images, which include 100,000 glass plate negatives and 68,000 magic lantern slides. They reflect the life of this man whose boundless energy and unlimited range of interests reached out to bring about widespread reform in business, government and the lives of workers. John Patterson died in 1922, but his successors continued and expanded on many of his beliefs and ideals, and carefully photographed and saved in the tradition of their predecessor. What they left behind was a rich legacy, which documents not only Miami Valley history, but contributes heavily to the story of a nation.

STOP PRESS STOP PRESS STOP PRESS

Region 2W

We had the second meeting in the Northwest 2 Region in October and enjoyed once again seeing many familiar faces and one or two which we had not seen for quite some time. We have quite a large contingent of members now and after sending 75 invitations there were only five members who did not reply. It was very nice to hear from one or two who had not been in touch for some time. There are those of course who always reply even though still working and unable to attend; **Jim Bell** and **Bill Hampson** for instance. It is always a pleasure to receive their reply with a greeting. **Ernie Giles** too I know would love to feel able to join all his old friends again. **Henry Ross** has not been well for some time now and **Eric Patton** rang me to say recently that he had been rather poorly around Christmas. Henry though, no matter how he feels, will always be found at the Fellowship Luncheon, by fair means or foul.

I must also mention **Joan Richardson** who was unable to attend in the Spring as she had had a stroke whilst having an operation. With such determination as you would not believe she set out to get fit to be in our company once again on October 1st.

Congratulations Joan, you looked wonderful. It was very good to see Audrey Wallbank once again too after missing seeing her in the Spring.

Our guest speaker was **Mr Brian Gresty** who was a former Retail Salesman in Chester and elsewhere. He and his wife Jean have been enjoying an extended holiday in the USA, touring in a "Winnabago" (if that is how it is spelled). He spoke at great length of his many experiences in that vast country and left us still wanting to hear much more of the many and varied National Parks and Museums which they visited over a period of more than two

years. We are very hopeful that he will return with many more tales to whet our appetites.

It is with great sadness that I have to write of the death of **Dennis Scales**. I worked very closely with Dennis for nearly twenty years at Chester as an engineer. He was one of the friendliest and happiest fellows that you would ever meet. His relationship with his customers too in the field was exceptional. He was a friend to everyone. Our deepest sympathies to you Ursula and to Helen, Andy and the children. A great many of his former colleagues from Chester and the N West attended the cremation service at Chester, 5th February.

The next meeting and the first of course in 2003 has been arranged for 1st April and will be at "The Grange Country Club" Heswall. I am looking forward to meeting everyone again as usual.

Charles Southall.



Stan Harrison in earnest conversation with Tom Wallbank. Gordon Jenkin, not in agreement and Audrey just enjoying the conversation, as is Fred Duckworth.

NEWS FROM NCR UK

In my travels around the country to the various Fellowship luncheons, I am naturally asked to say a few words on two topics that have the greatest interest to the audience; these are, not surprisingly, issues surrounding the Pension Fund and current news from NCR and particularly the UK organisation. Sometimes I am shrewd and lucky enough to be able to call on the services of a current Pension Fund Trustee to talk on the complex and specialized topic of Pensions, which leaves me to handle the NCR subject. This sequence occurred at the latest round of London lunches and it was suggested to me that the research that I have undertaken would be of interest to all other Fellowship members and that I should write an article for *PostScript*, so here goes.

Many of you would have heard by now that NCR secured a contract from J. Sainsbury to maintain their current equipment and to eventually replace it with NCR. This roll out has now commenced and is ongoing, so you will soon witness the installation of NCR checkout equipment in a Sainsbury's supermarket near to you. This order was a major success for NCR, as we have not had a significant presence in one of the large retail supermarket chains for many years.

During September I was pleased to be able to accept an invitation to attend the combined Ireland Fellowship luncheon held at Dundalk, and in my research into new developments in Ireland, discovered a new innovative system that had been piloted and installed in a medium sized supermarket chain in the Republic. When you shop in a supermarket the edge label prices relating to goods on the shelves are displayed on the printed plastic, sometimes also hand written or annoyingly missing altogether. To change the prices is a labour intensive exercise incurring time delays in price alterations, and is invariably carried out overnight. To overcome this issue, NCR has developed a system called DecisionNet, the simple basis for the product being data boxes that are stored in the ceiling of the store which electronically beams updates for the prices directly onto the shelves through an LED display so that they can be changed automatically. The obvious benefits being – quick updates on products – advertising opportunities – special deal information – fast response to competitive pricing – reduction in manual hours in updating information. This new system is currently in operation in the 19 Superquinn supermarkets; strong interest in this project has also been forthcoming from Safeways for their UK stores.

Also in September, you may have read in the national daily press an article on a new system 'to end those maddening queues' at supermarkets. This revolution in attempting to reduce the frustration at the checkout is being piloted by Marks and Spencer at three of their branches, using NCR equipment. The NCR FastLane machines branded 'SCOT' (Self-Checkout Till) by Marks and Spencer is already popular in America achieving significant success being already installed with over 30 retailers. The system works like this: you select your purchases in the normal way by moving around the supermarket and depositing the articles in the shopping basket. Instead of queuing at a conventional checkout you go to the 'SCOT' equipment pod and pass the products over a bar code scanner and place them directly into the shopping bags. For items such as fruit and vegetables a touch sensitive screen allows you to select the product which is then weighed and priced automatically. This screen also shows the product cost and the running total and on completion of the transactions, touch the total to ascertain the total cost of the purchases. The bar codes have also been programmed to determine the weight of each product purchased which ensures that the total weight tallies with the items scanned and placed in the bags, to prevent any inaccuracies between items placed in the bags and the scanner. Payment is also made at the till and can take the normal option

payment methods of credit/debit cards, M&S Storecard or vouchers and cash; the cashback facility is also available if required. Once completed pick up your purchases and leave the store. If popular and successful, the potential is to install the system in all 312 stores across the UK. We produce below an image of a 'SCOT' pod to give you an idea of the system configuration.



In addition a pilot commenced on 30 October 2002 covering part of the South of England for Starbucks coffee cafes. The Burger King fast food chain has recently also undertaken a pilot for NCR to maintain their existing installed base; a decision on the award of the contract is anticipated in the near future.

Exciting times for the Retail business in the UK!!

The bedrock of NCR's worldwide business is still the Financial Business Unit and Dundee is still producing the ATM in its various models. In October the Dundee plant received a visit from HRH Princess Anne, The Princess Royal. Her visit was in recognition of the progress NCR Dundee has made over the past 18 months with its 'Partnership' initiative which is involved in finding better ways to meet customer demands and improve efficiency. The Princess also expressed a desire to learn more about one of Scotland's leading employers. The visit attracted media attention in Scotland both in the press and television.

The London Stock Exchange is the world's most international Stock Exchange and the largest equity market in Europe. Its information services are a key component of the services it offers for investors and public companies. There are currently over 100,000 terminals installed in more than 100 countries worldwide that offer access to the Exchange's data, providing the Exchange with a significant revenue and distribution channel. Teradata, a Division of NCR, have recently announced that the London Stock Exchange will deploy a real-time data warehouse as part of its plans to increase the depth and speed of the financial market intelligence service it delivers. This sale places NCR's massively parallel computing squarely on the map and at the very heart of the world's financial trading centre.

The new emerging world economy is in South East Asia, and with one billion Chinese, the demand for NCR financial products will not be satisfied from Dundee alone. To meet this increasing demand NCR has constructed a manufacturing and distribution factory outside Beijing in the Republic of China! Even with this increased capacity to meet this market, it was felt that this new plant alone would not be sufficient to meet the explosion in demand, therefore a feasibility study has been undertaken and accepted to build a further manufacturing plant outside of Bombay in India. I believe that both of these initiatives demonstrate NCR's commitment to the future in this sector of the market in which they are world leaders.

I trust that you found this article fascinating and it may be that in the future I can unearth other topics of similar interest then this may form a regular feature for future editions.

John Burchfield

HOW IT WORKS

1. Shopping passed over scanner or placed on scales
2. Touch sensitive computer screen. Shows item cost and running total. For produce placed on scales it will need item identified. When finished press 'TOTAL'.
3. Coupons or vouchers inserted here
4. Customer swipes credit or debit card here and signs verification pad (5)
6. Cash payments inserted here
7. Change dispenser
8. Items checked by weight as they go in bags. Computer matches weight of bag to items scanned
9. Cashback can be dispensed here

Barry Stevenson of Marks & Spencer demonstrates the new checkout till

CORPORATE NEWS

Greg Swearingen, Vice President Investor Relations, has kindly provided an update of some of the changes that have happened since 9/11. He notes that financial results since that event have been affected adversely although a number of developments have happened. These are summarised below under the relevant headings:

FINANCIAL SELF SERVICE/ATM'S

Where, in the past, ATM's dispensed cash, the latest generation will allow you to deposit a number of notes and it will automatically count them. You can place a cheque in the ATM, it will scan it, ask you the amount and, if correct, will cash it or place the money in your account; all this while you wait.

NCR is a leader in this new technology which has provided great growth potential in the Asia/Pacific Market place. In the US there are 1100 ATM's per million people, in China there are less than 50 per million and in India there are less than 10 per million. The potential for sales is obvious.

The software used by all ATM's used to be provided by IBM but they recently said that they would no longer support this software. NCR, having just sold a thousand of the latest generation of ATM's to 7-Eleven developed new software to replace IBM's which has given us a significant advantage over our competitors.

RETAIL STORE AUTOMATION

NCR installed a large order at KMart (US supermarket chain) last year and, fortunately, received payment for this just before they went bankrupt! The technology developed for this application has resulted in our system being selected by Home Depot (the largest DIY store chain in the world).

Unfortunately, point-of-sale equipment has a very small profit margin; we used Selectron to manufacture the product for our retail business. Now, by going to multiple manufacturers, we have reduced our costs. Before it was all manufactured in Atlanta but now we get it from both the US and also from Mexico and the Far East.

(See also John Burchfield's article – this issue)

DATA WAREHOUSING

Another area where NCR leads, according to industry analysis.. Competition is mainly IBM and Oracle where we have a 2-3 year lead in software development. What is data warehousing? Such a warehouse does not store physical goods but accessible data, essential to running a business.

As an example, Wal-Mart, a very large chain of supermarkets in the States uses supply chain management. If a supplier wants to do business with Wal-Mart they have to do it the Wal-Mart way and have to provide the product for individual stores immediately – very difficult for Wal-mart to manage and suppliers to achieve. What Wal-Mart did was to install a huge Teradata (NCR) data warehouse and give their suppliers access to the product information analysed by the warehouse. Those suppliers can then deliver their product just in time for Walmart to sell it as their existing supplies are exhausted. Of course, this warehouse of data is used in many many other applications.

NCR have about 600 corporate customers at present with about 250 of them having over one terabyte of data. What is a terabyte? If you loaded a terabyte of data on diskettes and stacked them, the stack would be five times the height of the Eiffel Tower! Over 100 NCR customers use a data warehouse larger than three and a half terabytes of data.

About four or five years ago when NCR first started focussing on data warehousing the largest customer was Wal-Mart with six terabytes of data which seemed unbelievable – today they have over 100 terabytes and SBC, a phone company is even larger!

WORLDWIDE CUSTOMER SERVICE

We still have over 13000 people supporting NCR's customers in terms of maintenance, professional services and installation, only IBM and Unisys have similar structures. This is a nice continuing stream of revenue.

SYSTEMEDIA

This, our consumables business, is a consistent earner. We are trying to alter the mix of products, selling more high margin products like ink jet cartridges – paper products being difficult to make much profit.

PAYMENT & IMAGING

Finally, Payment and Imaging. This is a business that is directed at large financial institutions. We sell these institutions large machines called transports. These machines scan and capture images of cheques and other items at a very high speed. These images are captured digitally and are then used to create an electronic file which can be used by banks to retrieve and use information as needed. This system cuts down the present inefficient system of shuffling vast amounts of paper around the system.

Extracted from a series of notes provided by Gregg Swearingen, any errors/misunderstandings are mine not his!

Geoff Jackson.

An NCR History Timeline

- **1884** John H. Patterson founded the National Cash Register Company, maker of the first mechanical cash registers.
- **1906** Charles F. Kettering designed the first cash register powered by an electric motor.
- **1952** NCR acquired Computer Research Corporation (CRC), of Hawthorne, California, which produced a line of digital computers with applications in aviation.
- **1953** NCR established the Electronics Division to continue to pursue electronic applications for business machines.
- **1974** Company changed its name to NCR Corporation.
- **1982** The first NCR Tower supermicrocomputer system was launched, establishing NCR as a pioneer in bringing industry standards and open systems architecture to the computer market.
- **1991** NCR acquired by AT&T.
- NCR purchased Teradata Corporation, acquiring its advanced and unique commercial parallel processing technology. NCR Teradata becomes the world's most proven and powerful database for data warehousing.
- **1994** NCR name changed to AT&T Global Information Solutions (GIS).
- **1995** Lars Nyberg appointed chairman and CEO of AT&T GIS.
- AT&T announced spin-off of AT&T GIS by the end of 1996.
- **1996** AT&T GIS changed its name back to NCR Corporation in anticipation of being spun-off to AT&T shareholders by January 1997, as an independent, publicly-traded company.
- **1997** Signaling its evolution from a hardware-only company to a full solutions provider, NCR purchased Compris Technologies, Inc., a leading provider of store automation and management software for the food-service industry, and Dataworks, a company that develops check-processing software.
- **1998** NCR finalized the transfer and sale of their computer hardware manufacturing assets to Solectron, confirming NCR's commitment to concentrate on the market-differentiated software and services components of their solutions portfolios.
- NCR sold its TOP END middleware software to BEA Systems in a move to expand NCR's application software offerings while moving away from horizontal general purpose computer software.
- NCR purchased 50 percent of Stirling Douglas Group, Inc. (SDG), a privately-held software firm and leading provider of merchandise management applications.
- **2000** NCR acquired CRM provider Ceres Integrated Solutions and services company 4Front Technologies, deepening NCR's solutions offerings in key markets.
- Leading e-businesses such as Travelocity.com, E*Trade and Microstrategy implemented NCR's Teradata warehouse solutions as the foundation of their sophisticated customer-focused offerings and marketing initiatives.

Teradata to Provide The Coca-Cola Company with Expanded Data Warehousing Capability NCR News Release 15th January 2003

DAYTON, Ohio – Teradata, a division of NCR Corporation, announced today that The Coca-Cola Company, the world's largest beverage company and leading producer and marketer of soft drinks, has upgraded its Teradata® enterprise data warehouse to further support its data warehousing strategy. With its Teradata system, The Coca-Cola Company will be able to expand its processing power and make better, faster decisions based on actionable information.

"In today's competitive market, companies such as Coca-Cola need technology that can address the most complex business problems while rapidly delivering the highest return on investment," said Rocky Blanton, vice president of Teradata's national accounts division. "Teradata, with its unrivaled strength, can provide the data warehouse and analytical applications to meet their needs now and in the future."

About Teradata Division

Teradata, a division of NCR Corporation, is the global leader in enterprise data warehousing and enterprise analytic technologies and services. For more information, visit www.teradata.com.

An NCR Share Certificate

Beautifully engraved certificate from the National Cash Register Company issued in 1971-1974. This historic document was printed by the American Banknote Company and has an ornate border around it with a vignette of two allegorical men sitting beside a wheel which has the company's name on it. This item has the printed signatures of the company's president and secretary and is over 28 years old. These certificates are very hard to find.



Antique NCR Cash Registers

If you would like more information about antique NCR cash registers, we suggest the following resources:

The Montgomery County (Ohio) Historical Society

224 N. St. Clair Street
Dayton, Ohio 45402
Telephone: 937-228-6271
Fax: 937-331-7160
Hours: 8:30 am - 4:30 pm
(Monday - Friday; No Saturday Hours)
Web site: <http://www.daytonhistory.org>

The Brass Cash Register Shoppe

(parts, repairs, restorations)
Web site: <http://www.brasscashregisters.com/>

Brass National Cash Registers

Web site: <http://hometown.aol.com/ErgoFred/NCRPage.html>

Cash Register Collectors Club of America

P.O. Box 20534 Dept B
Dayton, OH 45420-0534
More information: <http://www.brasscashregisters.com/page9.html>

Tired of Waiting!

The lateness of this issue of *PostScript* is as a result of very few contributions being received – most came in just before our cut-off point – in fact we had been discussing with the printer that we would struggle to make this a 12 page issue. So come on, search those memory banks, let's have those gems from the past or maybe, what you are up to in retirement!

Ed.



'Wired Machine' Course in Castrol House (late 1950's)
Back row: George Scott, Ken Saunders, Brian Floyd, Tony Watkins, John Brookman, Middle row: Stan Hargreaves, Paddy Ellis, Not known, Not Known, Frank Cunningham. Front row: Meg Horsley, Ursula Woodburn, Jean Agates, Irene Thurgood.

YES, I'M A SENIOR CITIZEN!

Senior citizens are constantly being criticized for every conceivable deficiency of the modern world, real or imaginary. We know we take responsibility for all we have done and do not blame others. BUT, upon reflection, we would like to point out that it was NOT the senior citizens who took:

The melody out of music,
The pride out of appearance,
The romance out of love,
The commitment out of marriage,
The responsibility out of parenthood,
The togetherness out of the family,
The learning out of education,
The Golden Rule from rulers,
The civility out of behavior,
The refinement out of language,
The prudence out of spending, or
The ambition out of achievement. And we certainly are NOT the ones who eliminated patience and tolerance from personal relationships and interactions with others!!

Remember.....Inside every older person is a younger person wondering what the heck happened!

YES, I'M A SENIOR CITIZEN

I'm the life of the party... even if it lasts until 8 p.m.
I'm very good at opening childproof caps with a hammer.
I'm usually interested in going home before I get to where I am going.
I'm awake many hours before my body allows me to get up.
I'm smiling all the time because I can't hear a thing you're saying.
I'm very good at telling stories; over and over and over and over...
I'm aware that other people's grandchildren are not as cute as mine.
I'm so cared for -- long term care, eye care, private care, dental care.
I'm not grouchy, I just don't like traffic, waiting, crowds, politicians.
I'm sure everything I can't find is in a secure place.
I'm wrinkled, saggy, lumpy, and that's just my left leg.
I'm having trouble remembering simple words like...
I'm realizing that aging is not for wimps.
I'm sure they are making adults much younger these days, and when did they let kids become policemen.
I'm wondering, if you're only as old as you feel, how could I be alive at 150?
I'm a walking storeroom of facts...
I've just lost the key to the storeroom door.
Yes, I'm a SENIOR CITIZEN and I think I am having the time of my life!
Now if I could only remember who sent this to me, I would send it to many more!

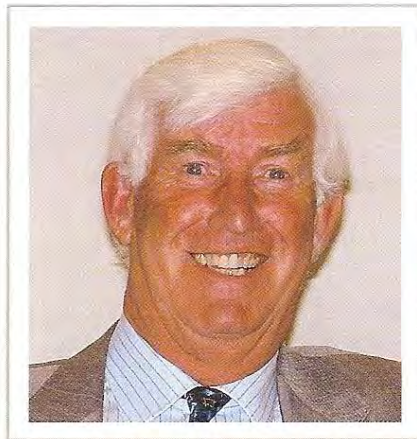
Have I already sent this to you?

Courtesy of Des Woodall

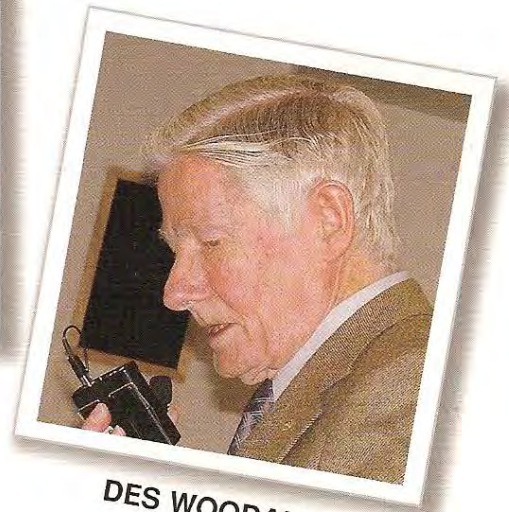
NCR PEOPLE



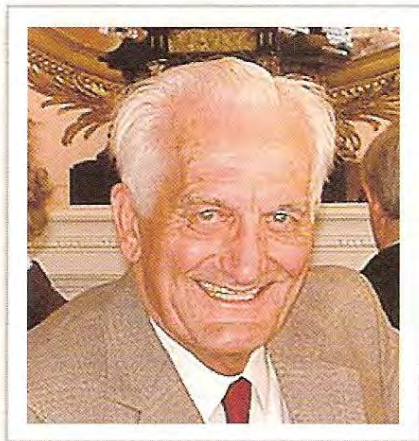
STEPHEN SWINBANK



DAVID DALLY



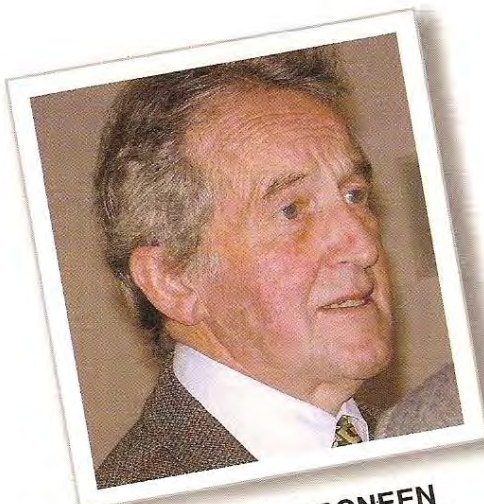
DES WOODALL



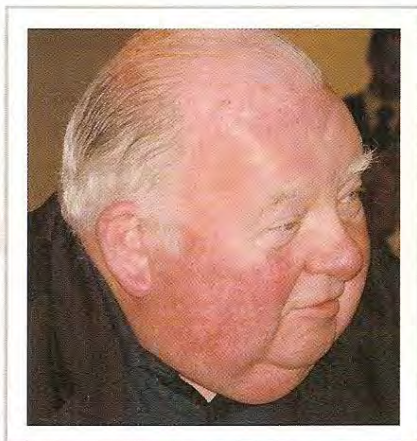
GEORGE BRADLEY



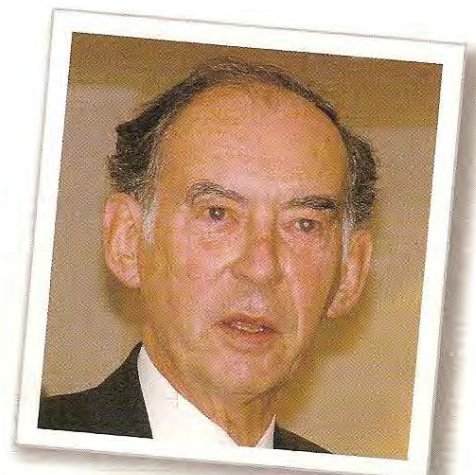
LINDA SANDELL



MICHAEL CRONEEN



JOHN HILL



TONY POIL