

### SEE WHERE TRAIN SPOTTING GETS YOU!

Brian Seddon worked for NCR from 1967 until 1994 as a Field Engineer based in the London area. This came to an end as the result of one of the company's periodical "downsizing" exercises.

Fortunately Brian has been fascinated by trains all his life, and, when we say all his life, we mean just that. As an infant, born in Hitchin, his pram was often to be seen parked alongside the East Coast main line; his mother claimed that watching trains kept him quiet!

As a result, Brian has been far from idle in the last nine years. His chief preoccupation has been a desire to see the return to working order of one of the most powerful express locomotives ever to work on Britain's railways.

Engine No. 35025 "Brocklebank Line" was one of a class of 30 designed by the New Zealand-born Oliver Bulleid for the old Southern Railway. They were built between 1941 and 1948 and examples remained in service until 1967. No less than eleven escaped scrapping, including "Brocklebank Line". Three of those have since started steaming again and, if present progress is maintained, No. 35025 could join them in the next two years.

Brian has been heavily involved in the restoration which started 20 years ago. It took until 1985 to raise the purchase price and a further year to move Brian's "Iron Mistress" to its present home on the Great Central Railway. Brian became Chairman of the Brocklebank Line Association in 1987.

Now one of the leading figures in the railway preservation movement, Brian celebrated his 60th birthday on 6th August last by entertaining some 50 friends and colleagues on board a steam locomotive-hauled excursion from London Waterloo to Salisbury.

Let us hope that you see the completion of your project Brian in 2005.



Photo by Peter Herring



### WHAT ELSE COULD I DO WITH A SURNAME LIKE MINE?

*By Jack Wellington*

I live in Hendon quite close to the RAF Museum. Visiting it about 18 months ago I became a "Friend of the Museum". When I enrolled I was asked if I would be prepared to take a more active role in running it. Confirming that I would, I agreed to become a tour guide. Following security checks by both Scotland Yard and the museum authorities; such checks being necessary because of both access to classified materials and working with young people, I was accepted.

I began by attending once a week in order to learn the content of each of the tours offered, this being achieved by joining other guide groups and using an instruction script. This took a period of six months and included being evaluated and critiqued by other guides. Having met the requirements I became a fully fledged guide!

I have now been conducting my own tours for about a year, spending one day a week at the museum. I now have a complete range of tours at my fingertips and can decide which one I give from the following titles: "Battle of Britain", "Bomber Command", "Coastal Command", "American Air Force", "The Royal Flight", "Early Aviation" and, with the aid of simple equipment, "The Theory of Flight."

Whilst conducting the tour you find yourself very much the centre of your audience's attention and are usually videotaped as much as the subject matter of your talk! At times I also do corporate tours and special ones for childrens' birthday parties.

I cannot think of a more rewarding way of spending my time and find the public generally good to work with, be they American, Australian, New Zealanders or your own countrymen – it is not like work at all! Why not come and join me on one of my tours one day!





### THE EDITOR HAS MOVED

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## – NEWS FROM THE REGIONS –

### Region 1 – Wallace Hay

The first Region 1 Lunch for the year took place on 9th April 2003 at L'Ariosto Ristoranti in Glasgow.

There were 23 Fellowship members present and we all enjoyed an excellent lunch.

**Frank McCarroll** and **George Brown** were attending their first Glasgow Lunch, and I think they must have enjoyed it for when they were leaving they asked me if I would send them a reminder for the Edinburgh one!

Unfortunately **Tom Wilkin**, **Bill Ferguson**, **John Falconer** and **Bob McNiven** could not be present, but sent their good wishes.

The group congratulated **Hamish MacKenzie** on becoming a grandfather for the first time. Hamish replied, "Cora and I are as proud as punch!"

It was nice to welcome back **Andy Aitken** again after being absent for some 2 years or so through illness and to hear his wife Chrissie was over the worst also.

I can report that **John McElroy** from Aberdeen, **Joe Hall** from Dalgetty Bay and **Bob Stewart** from Airdrie are all in the process of becoming members of the Retirement Fellowship, welcome aboard chaps!

The remaining Lunches for 2003 are Edinburgh on 3rd September at Murrayfield Hotel and Dundee on 12th November at the Woodlands Hotel, hope to see many of you there!



**Dundee members with guest Scott Caldwell at the Hilton Hotel 6th November last.**



**The Edinburgh members at the Murrayfield Hotel in September (foreground left is new member Sandra Astles).**

### Region 2N – Jo Leighton

#### Luncheons 2003

Our May meeting, held at our usual venue of the Plaza Hotel, Carlisle, was enjoyable and convivial, but we did miss otherwise regular colleagues. Sadly, on this occasion, **Sister Anne Gate** didn't feel she could make the journey from Kirkbride, her home on the Solway coast, but sent her best wishes to all. Speaking to her on the 'phone a week or so later she said she was much improved and looking forward to a visit from yours truly.

The other absentees were busy holidaying in exotic places and are obviously in the best of health.



**Region 2N lunch November 2002.**

Our next meeting, Wednesday 26 November, will be at Heddon on the Wall in the North East when we hope for a full turnout for the Beef & Ale Pie - or whatever turn us on - at the Swan Inn. Meeting here should enable our newest member, **Bob Appleby**, to join us. Bob was a Field Service Engineer based in Newcastle before his retirement.

The 'Wall' is much in the news at this time following the official opening of the Hadrian's Wall Path, in May, but more about that elsewhere.



## Region2W – Charles Southall

The first meeting of the year was held as usual at "The Grange Country Club" at Heswall. Heswall is a small country town on the Wirral, which is now a part of Merseyside. It used to be Cheshire and it may even have reverted to Cheshire recently. I am not really sure. It is close to the M53 though and not far from the end of the M56 so that is pretty convenient for members who live quite far afield in some cases. Blackpool to Shrewsbury and Caernarvon to Burnley. Trevor Phillips travels from Coventry on occasions and Allan Cain even came from the Isle of Man a couple of years ago. How are you Allan? I haven't heard from you for a while.

The venue also has very good food. At least I don't remember getting any complaints, but then it is free, so maybe I wouldn't and of course the company is mostly what it is all about. There were sixty of us there on 1st April. Out of 70 members, that is pretty good, although we had a number of wives and friends swelling the numbers. **Ernie Giles** was really feeling much better than of late and it was wonderful to have him there. **Ron Proctor** an old friend of his and ex **NCR** colleague was anxious to meet some of his old workmates and of course he brought Ernie along. Thank you Ron. We have missed him lately. It was also nice to meet you.

Two familiar faces were missing though. **Denis Scales** and **Henry Ross**. Both having passed away since our last meeting. I reported in October that Henry had not been well and he sadly passed away in March. He was a staunch supporter of our meetings for many years and he never missed even when he was obviously under the weather. Henry will be very sorely missed as will Denis. Ernie had very special memories of both which he expressed very emotionally to us all.

Someone else who had not been able to attend for a while was **Fred Bickerstaffe**. Fred recently had an operation and was still recovering in April. I hope you enjoyed the lunch and the company Fred and that you are feeling better now after some very nice summer weather. **Geoff Smith** is waiting for an operation as well. How are things in Burnley Geoff? I am hoping you will be OK for October. You will remember to collect **Frank Ellison**. I am sure he would be grateful for the lift.

We were disappointed too that **Joan Richardson** had not been able to get a lift. Nancy and Una were sure that you were going to make it. The date of the Autumn lunch has been changed by the way. It is at "The Grange" of course, but the date is Tuesday 30th September. One week earlier than I had planned..

Just one more important piece of news, before I finish. I'm sure that **Fred Duckworth** and Anne will not mind if I tell everyone that they were married at the beginning of the year. Congratulations to you both. We all hope that you will be very happy.

Charles Southall.

## REGION 7 – John Jones

Herewith my report of the Region 7 lunch which was held at the Wheatsheaf Hotel in Winterbourne nr. Bristol on 30th April.

A total of thirty, made up of members, wives and guests enjoyed an excellent buffet lunch and a lot of chat. Before and during lunch, a slide show and films of the exploits of **Graham Watt** on his trans Atlantic voyage was shown. Happily nobody was seasick.

Our guest speaker was **Stephen Swinbank** who stepped in to the breach at the last minute, thus saving my face as a first time Regional Organiser. Stephen kept the audience enthralled and reassured with his account of life and work at present day **NCR** and the state of the pension fund. To quote from one of the emails received after the event. Even the bloke from Head Office was enjoying himself as much as we were.

So a big thank you to Stephen for helping to make the event a success.

On a more serious note we remembered the passing of two of our fellowship members **Mick Chorley** and **Micky Martin** recalling their past exploits with the company.

The efforts of **Bill Park** and **Ken Bloxham** need a special mention, respectively these two stalwarts are my eyes and ears in the Bristol and South Wales areas. They round up, coerce, inform and arrange transport for fellowship members in their areas and get them to come to the gatherings. Another big thank you to them.

**David Pengilly** attended for the first time, and **Geoff Batcup** was able to renew his acquaintance with us. We had apologies from **Manfred Pfeiffer**, **Gerry Cole** (who can't sell his boat), **Keith Middleton**, **Chris Mumford** and **Peter Lacy**.

One of the nicer features of this get together was the presence of so many ladies, although it did stop me from organising lap and pole dancers which so many of the lads had expected. It was a great pleasure to meet **Mary Bird** and **Thelma Ostone** and all the other ladies who regularly meet up at less formal unofficial gatherings held at secret locations near Weston Super Mare.

By the way the next one is on July 1st at the Old Colonial on the sea front. Oops I've let the cat out of the bag. Now that we have found a suitable venue that can meet our budget requirements, hopefully there will be a second gathering in September.

## Regions 8 and 8a – Des Woodall

Both Regions 8 and 8a have held lunchtime meetings since the last issue (No. 29) of *Postscript*.

On 8th May, Region 8a met at the Bedford Lodge Hotel, Newmarket. We were delighted to welcome new members **Henry Hambling** and **Dave Norman**, as well as Trustee **Pat Keogh** and his wife Dot, and our Chairman **John Burchfield**. The meal, as always, was delicious, the company convivial, and Pat and John addressed those present with news about **NCR** today.

If our Editor publishes one or two of the photos I took, you will see how much everyone enjoyed the occasion.

Region 8 met in the Auditorium at Head Office during the following week, on Tuesday 13th May. We were pleased to welcome new members **Brian Clement** and **David Hollingsworth**, as well as the Chairman of Trustees **Stephen Swinbank** and Dayton Trustee **Beverly Givin**. As always, it was nice to also welcome our Chairman **John Burchfield**, Secretary **John Nash**, *Postscript* Editor **Geoff Jackson**, and Past Chairman and Region 4 Organiser **Tony Poil**.

After an excellent lunch, Stephen brought us up to date on the Company's activities and successes, and there was, of course, plenty of "remember when?" chat!!



**Dot Keogh, Doris Limn and Beryl Woodall at The Bedford Lodge Hotel, Newmarket.**



**The Region 8a Luncheon Guests**

Des finishes his report with his customary postscript:-

With the kind permission of The Magistrate, I thought you might be amused by the following details which emerged from a police record: A police patrol parked near a bar saw a man stumble out, so drunk that he could barely walk. He tried his keys in five cars before finding his own, then slumped over the wheel while several other patrons left the bar and drove off. Finally he started the engine, switched on the wipers (it was dry), hooted the horn, lurched forward and stalled. Other patrons continued to leave the car park in their vehicles. Finally the man began driving slowly down the street. The patient patrolman put on his flashing lights and stopped him. To his amazement, the breathalyser reading was negative. "I must ask you to accompany me to the police station" said the officer, "this equipment must be broken". "I doubt it", the man replied, "I'm the designated decoy".

**Region 6**

Our lunch is on 1st October and if anyone has forgotten to reply please respond by 17th September to be sure of a place.

Alan Hutchins

**CPC**

Those three letters will stir memories (mostly happy, I hope) in the minds of Fellowship members who were part of the NCR Sales Force. However, it seems that, to current NCR staff, CPC is an unknown code.

Recently a letter arrived at Head Office asking for information about some "medals" illustrated in an attached photograph. Eventually the letter found its way to me via **John Nash**, and I was asked to respond. It seemed that the writer of the letter might be related to the owner of these medals, whose name was shown on the ribbon attached to each one. That name will be well known to many, especially ex-CRO salespeople. It was "W Nicholl", and the medals were of course from some of the many CPC's which **Bill Nicholl** achieved during his very successful NCR career. They were Paris 1953, München 1957, Madrid 1959, London 1960 and Wien 1962. Each ribbon bears stars showing the number of CPC's achieved by the wearer and from this it can be seen that Bill had an unbroken record. The 1953 ribbon bears 9 stars, and the 1962 ribbon has the figure 18 in gold.

I replied to the writer of the letter, giving him this information and telling him exactly what CPC stood for and what a fine achievement it was to "make CPC" so consistently. He has now replied to me and it seems that Bill Nicholl is no relation. Apparently the writer's daughter saw the medals in an antique shop in Cleethorpes and thought that they might be connected to a relative Walter Nicholl. After receiving my letter, he asked the owner of the antique shop how he had obtained these items, and it seems that they probably came from a local auction. However, he does assure me that, as his daughter is a keen collector of medals and badges, Bill Nicholl's CPC souvenirs will be well looked after.

Tony Poil

**LET'S GO TO LONDON!**

Invited by our English Friends to take part in a meeting of the members of the NCR Retirement Fellowship UK, **Alain (Laforet)**, **Phillipe (Mouze)** and the writer got up very early (for pensioners!) in order to fly to London. We originally intended to come via Eurostar but the price was prohibitive. Alain found much more acceptable prices by plane so that was the way we came.

Having practised our English ("My tailor is rich"... "My cat is called Pussy" and so on) we were ready for our total language immersion.

Having arrived at Heathrow we took "THE TUBE" like good tourists. Armed with a tube map and prior instructions from your editor we reached Marylebone Station in a short time, so fast in fact that we had time for a short walk before our meal.

Upon arrival we were welcomed by our hosts with a glass of white wine and given a place at the top table with the President, Vice President etc.... There were more than 50 members of this region of London present. (The Fellowship is divided into many different regions and has more than 900 members altogether). **Tony Poil**, who used to be Chairman and is now organiser of our host region, welcomed us in French which we especially appreciated. This was responded to by Alain in English which also was appreciated by the gathered company.

We had an excellent meal accompanied by very good Chilean wines (! Ed.) After our meal, talks on a variety of topics followed and included a discussion on marketing, Teradata and POS terminals, each including both statistics and anecdotes.

The hours quickly passed and we were obliged to leave our hosts but not without issuing an invitation to the gathered company to visit us at one of our similar meetings.

We had time for another walk, also a visit to the most ancient pub in Baker Street before rejoining the plane home. We had to do without our evening snack followed by a nap that evening but it was worth the sacrifice in order to have such a beautiful day in London on that Wednesday the 14th May 2003.

Bernard Hideux

*(translated from an article appearing in the French equivalent of PostScript, rather badly I am sure, by Geoff Jackson!)*



**L to R – Alain Laforêt, Phillipe Mouzé, Ted Young, Keith Pyle, Stephen Swinbank, John Nash, Bernard Hideux, Geoff Jackson and Tony Poil.**



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

Name	Retirement	Service	Age	Date of Death	Position / Location on retirement
MR G J CHALLIS	1993	33yrs 2mths	66yrs 7mths	4/23/03	FED - Engineer
MR HE CHORLEY	1980	37yrs 8mths	78yrs	31/12/02	*
MRS MB DOWNIE	1972	5yrs	86yrs 6mths	26/3/03	*
MR T DURKIN	1980	7yrs	87yrs 4mths	23/12/02	Carpenter - Brent
MR G ELY	19/86	17yrs 5mths	81yrs 10mths	8/5/03	Warehouseman - Brent
MR G S FOULDS	1991	24yrs 6mths	59yrs 5mths	2/3/03	Software Specialist SSD, HO
MR RW GOSNEY	1992	49yrs 10mths	74yrs 11mths	13/2/03	FED Rework Engineer, Watford
MR RF HORWOOD	1980	48yrs 5mths	87yrs 8mths	27/4/03	Centre Manager - Cardiff
MRS JL JONES	1985	9yrs 8mths	77yrs 5mths	12/12/02	Camera Operator - Brent
MR AW JOYCE	19/82	8yrs 9mths	78yrs 3mths	6/12/02	Rotaprint Operator - Brent
MRS PC MACRAE	1981	11yrs	81yrs 11mths	3/3/03	*
MRS JR MEPHAM	1981	32yrs 9mths	81yrs 8mths	22/4/03	*
MR J A MILLER	2001	9yrs	67yrs 5mths	16/7/03	*
MR AJ MURRAY	1988	44 yrs	73yrs	29/7/03	Field engineer Liverpool
MR F MURRAY	1977	30yrs 3mths	78yrs 3mths	8/6/03	Sales - Hull
MR DC PELLY	1986	26yrs 6mths	81yrs 3mths	8/7/03	Administrator, FED, HO
MR SW PERRY	1982	26yrs 10mths	84yrs 8mths	23/5/03	Foreman - Brent
MR KW PHILLIPS	1988	23yrs 11mths	79yrs 1mth	14/2/03	Catering Manager HO
MR CE PYE	1980	31yrs 8mths	88yrs 4mths	18/5/03	Administrator - South London
MR H ROSS	11984	27yrs 4mths	79yrs 4mths	19/3/03	Account Manager - Manchester
MR DFW SCALES	1984	28yrs 8mths	76yrs 8mths	24/1/03	Field Engineer - Liverpool
MRS BL SHORTER	1981	20yrs 2mths	81yrs 7mths	14/12/02	Chief cashier - HO
MR G SIDOLI	1988	44yrs 1mth	75yrs 2mths	16/6/03	Technical Supervisor, FED, HO
MR B SIMMONS	1980	23yrs 6mths	77yrs 10mths	27/2/03	Account Manger -HO
MISSB SQUANCE	1983	12yrs 11mths	80yrs 6mths	06/07/03	*
MRS B TAYLOR	1978	10yrs 7mths	84yrs 11mths	17/4/03	Office Services - HO
MR NGJ THOMPSON	1988	28yrs 6mths	78yrs 8mths	6/2/03	Commercial Manager - HO
MR WF WHITE	1989	20yrs 3mths	72yrs 6mths	20/12/02	Machine operator - Brent

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

### W. E. (Bill) Smith

From Alan Perryman:

May I respond to your request for more information on the NCR career of W. E. (Bill) Smith whose sad death, aged 92, was reported in the Spring Edition of *Postscript*.

Bill performed a unique role in the Technical Service Division at Head Office, liaising on a day-to-day basis with the Company's Listed House Accounts. In the immediate post war years through to decimalisation, NCR's superior retail product range, reliability and service backup ensured that it was the first choice of leading British retailers. Sales to House Accounts were nominally the prerogative of P. A. Brown, Assistant Managing Director. In reality repeat orders for new store openings and the administration needed to keep track of frequent cash register transfers from store to store were performed by Bill Smith. Retailers classified by NCR as House Accounts included F. W. Woolworth, Boots Cash Chemists, Timothy Whites and Taylors (later taken over by Boots), J. Sainsbury, Marks & Spencer, the NAAFI and Littlewoods Chain Stores. NCR's near 90% share of the market was brought to an abrupt end when the introduction of a decimal currency opened the flood gates to mainly Japanese, Scandinavian, German and US competitors. The UK's pounds shillings and pence anachronism was sadly no longer a deterrent to outside competitors.

In the early days of his retirement Bill Smith and his wife enjoyed extensive travel, taking advantage of visiting far flung NCR Offices such as Singapore, and writing up his exploits in the NCR Post. Bill always displayed a sunny disposition and I am sure he will be missed by his family and NCR colleagues.

### Bob Horwood

Bob died on the 27th of April 2003 aged 87 years. The funeral service was held in St David's Church, Ely, Cardiff on the 7th of May, and many of Bob's NCR colleagues, from both Sales and Service were in attendance. Bob started in Cardiff as a junior mechanic, and ended his career as Service Manager of the Depot he had started with. His son paid tribute to him in the service and mentioned how his father had enjoyed his life with NCR and his loyalty to the Company. His wife Beryl, his two sons and many grandchildren survive him.

I worked for Bob when I was a cash-register mechanic in the Newport Office in the nineteen fifties, and I thoroughly enjoyed this period working for such a fair-minded man. He will be missed by all of us in the Fellowship.

Dave Jones

### Les Mallett

Adrian Hubbart tells us that Les was an employee of "E Higgs" which "Express" acquired in the late 60's, so gaining the Addlestone and Hatfield shops. Les was the Travel Sales Manager at Farringdon Road, EC1 when "Express" moved into these premises which, in turn, were refurbished by NCR when they acquired "Express Boyd". A big feature was made of this in a copy of NCR Post at that time.



## THE HARRIS FAMILY

We received a nice chatty letter from **Hilda Lott** the other day, together with an interesting picture which is reproduced below:

Felt I had to write to say how nice it is to receive **PostScript**. It proves how small this world is. The Spring edition went into quite a few details about the Harris family. I knew Sid quite well, not personally as I was just a 3000 operator at the time and he was quite important.

Through conversation at table tennis, which I engage in each week, I find that I play with, and against, the wife of **Harold Harris**, another one of the family. They get copies of **PostScript** but do not, for some reason, attend the Regional Lunches. I personally really enjoy these lunches, meeting with many of my husband, Fred's friends such as **Ted Young** and many others too numerous to mention here.

I am enclosing a photo I have just come across which might make someone smile, though I expect, like myself, they are all "getting on a bit"!

Also, I should like to mention a friend of mine, **Eve O'Neill**, married to Reg who died earlier last year. She tells me that she doesn't get **PostScript** and didn't even get any words of condolence either. He was a carpenter and worked for **NCR** for most of his working life.

Hilda Lott

(As far as Eve O'Neill is concerned I would suggest that she contacts our Secretary, John Nash regarding the receiving of PS. I am afraid that modern companies do not seem to indulge in the old world courtesies that we remember – I will say no more! Ed.)



**An NCR Outing in May 1950 (Hilda has indicated herself with a cross – you've hardly changed Hilda).**

Also on the subject of the Harris family comes an open letter addressed to **Alan Perryman** from **Paddy Ellis**:

Dear Alan – I read with interest your comments about **Stan Harris** and, as a personal friend of his (I was in contact with him until the time of his death), I feel that you may have strayed from the actual facts in one or two places.

I first came in contact with Stan when I was Manager, London Regional Systems Support Team under **Bob McCullagh** the London Region Area Sales Manager. Stan was responsible for the audit of Sales System reports for Adding, Accounting and Computer salesmen.

When Bob was promoted to Associate Director, Sales Promotion and Advertising he asked me to transfer with him as Manager, Adding and Accounting Machine Sales Promotion and Stan transferred to form part of my team with **Brian Floyd**. **Sid Webber** assisted by **Doug Sleight** dealt with Retail and Cash Register Sales Promotion. I was never quite sure of the position held by either you or **Howard Sledmere** in the department.

When Decimalisation was in the offing, a special team of five people was formed under **Bob McCullagh** not **Howard Sledmere** as you state. It comprised:

Leader: **Bob McCullagh** (Assoc Director)

Adding and Accounting Machines: **Paddy Ellis** assisted by **Stan Harris**

Retail Systems & Cash Registers: **Howard Sledmere** assisted by **Alan Perryman**.

We had some very good times, touring the country though the schedule was very tiring. I remember a quaint little story Howard used to tell against himself regarding his name. While you, Alan, and he were in a pub in the village of Sledmere he asked a local bearing the same name whether he thought that Howard could be connected with the family in any way. The reply was that it was most likely that one of the maids at the Sledmere household had got pregnant by an estate worker and took the Sledmere name for the sake of the baby!

Anyhow, now we have the record straight! I was made redundant after Bob McCullagh's deputy in the team that organised the 1974 London CPC and Stan had already gone by that time to join the Computer Bureau at St Alphage House in the City.

Stan I remained in touch with until he died, having spent many happy weekends together at my place where we talked about old times and discussed the pros and cons of our various mutual acquaintances, yourself and the charismatic **Howard Sledmere** included!

All the very best to you and your family – decimalisation seems a long time ago – happy days!

Yours Paddy Ellis

## From Bill Coombes

Many thanks for **PS 27** (Belated thanks) I did get a **PS** before, but thought it was in error, since other than contact with **Ernie Scott** I have not had any contact with the company in recent years, although for many years after I left to open a garage and MOT test centre I had the pleasure of meeting many of the staff I had worked with.

It is pleasing to know **Charlie Balding** is still on the 'Go' He joined **NCR** the year before I did and was one of the nicest storeman you could meet – he actually did not seem to mind we service technicians (Field Engineers later) collecting parts from His store, as you probably know most stores people believe 'Stores are for Storing' and Issues is a non existent department.

Sad to hear **Charlie Green** has died, TSD people do not seem to have a long retirement! Unless of course you know different.

I worked at Head Office depot as a technician then Greenford Depot as Asst. Depot Manager then back to Head Office & Bonhill Street as Depot Manager, I also remember the Portman Arms very well, especially when **Ray Jones** was our Asst. Supervisor.

Thanks again for the stirring 'Old memories'. Is **John Burchfield** still playing football? Does the Company still have a team? So many questions come to mind – I'll save some for next time.

Will I get invited to a lunch one day? Do the TSD/Field Engineering have a part in each region? Even if I don't Best Wishes to All who remember me And to all those who would prefer to forget me!

I am glad the Name **NCR** is in use again, long may it continue to prosper!

I now edit a newsletter for an RAF Association, can you put a note in your **Postscript** asking if any of the members worked on Sunderland Flying Boats at Pembroke Dock; if there are I would love to hear from them. I am at:

W A G Coombes MBE,  
'Sunnybrook', George Green Road  
George Green, Bucks. SL3 6BG



Dear Editor,

In your spring edition of *Postscript* you remarked on the low number of contributions so I thought it was about time that I contacted you.

My name is **Dave Collins** and I was an engineer working from the Leeds office for 28 years, retiring in 1996. My first training was on the class 31 and then I went through all the 'AMD' machines including 299, 399, 499 and 8200 and then Criterion mainframe. I became site engineer at Damart in West Yorkshire so I could always get my ski thermals cheaply! In the midst of all this I had 'micrographics' training on two occasions in the USA. I took 'early retirement' in 1996 and at the time was not very pleased at having to go. Looking back it was probably the best thing that happened to me. I got another job immediately and was repairing printers for a firm that also had a contract with **NCR** so found myself almost back where I started. I was with them for just over 2 years and then had to go into hospital for a routine stomach operation. I expected to be in hospital for 4 days and off work for about 2 or 3 weeks. It all went terribly wrong and I was in hospital for 9 weeks and off work for 6 months. In the meantime I was offered a position with a company called Quantor, formed by original directors of Micrographics in **NCR**, as relief engineer for installations in Glasgow, Edinburgh, Leeds, Warrington, Wolverhampton, London and Yeovil – quite a lot of travelling but this all came to an end when the company had to 'downsize'.

My wife Doreen and I had already decided to live in Spain so we sold our lovely bungalow in Harrogate to live here in Spain on the Costa Blanca. It was a very difficult decision to make and we do miss our 2 daughters and all our friends but we have no regrets. We have a beautiful villa with a swimming pool and garden. It is a newly built villa and you wouldn't believe the problems we have had with the builders (even though you need contributions for the magazine I don't think you have enough space for the list of problems!) We are slowly getting through the list by doing most of the work ourselves. We have planted orange, lemon and pomegranate trees along with various palms beyond the pool and shrubs and flowering plants along either side of the pool. The sun shines a lot more than it did in Harrogate and generally it is much warmer here and it is only just over a mile to the sea. Having said that we read in the local paper that the winter of 2001/2 was the worst for 27 years, the summer of 2002 was the worst for 20 years and the winter just gone was the coldest for 21 years! but it still beats the UK weather generally and local red wine is only 1.20 euros a litre!!! and very good for the heart, so we are told!!

We try to go back to the UK once a year and always look forward to seeing friends. Our friends and family are scattered all over the country and last time we drove from Spain to England (with the help of the Bilbao/Portsmouth ferry) and even though we only managed to visit a few friends in the North of England, Cheshire, Sussex, Berkshire and I.O.W. by the time we returned home we had travelled over 4,000 miles. I enjoy receiving the *PostScript* and seeing how ex employees enjoy life after **NCR**. Keep up the good work, it is much appreciated.

Best wishes Dave Collins

## ANOTHER FROM OUR RESIDENT WAG

Dear Geoff,

The *PostScript* Pensioner Profile of **Roy Gardner**, with its accompanying picture of him outside the Castle in his Windsor Woolies, revived memories of a time long ago when I attended a Course presented by Roy. It lasted several weeks and involved the insertion of plug leads into a machine with the aim of generating something I can't bring to mind. (Sorry Roy) Sadly I didn't distinguish myself on the Course, but never once did he burst into tears or strike me for failing to follow his instructions. Even at this distance in time I do recall quite clearly Roy's patient good nature and friendly communication skills - qualities which must make him

admirably qualified to meet and escort visitors to the historic Castle.

Could it just be possible, I wonder, that Pensioners approaching him at the Castle proudly bearing a copy of the estimable *Post Script*, open at the page displaying his photograph, may be invited to the Wardens Tea Party.

Probably not, but he might at least sign the picture.

Best Wishes.

Jim Bell.

## NCR Reports First-Quarter Results

- **Operating loss was significantly less than anticipated due to favorable revenue mix, reduced spending and foreign currency fluctuations.**
- **Data Warehouse revenue exceeded expectations generating \$31 million of operating income due to a more favorable revenue mix of software and support services.**
- **Financial Self Service continues to gain market share with 10 percent year-over-year revenue growth led by strong performance in the Americas region.**
- **Retail Store Automation reported year-over-year revenue growth of 18 percent and improved operating performance by \$7 million.**
- **Customer Services segment revenue was up 4 percent versus the first quarter of 2002 driven by maintenance growth in core businesses; however, lower maintenance revenue related to businesses **NCR** exited in the late 1990s led to operating income decline of \$8 million.**
- **Operating cash flow improved \$21 million versus the first quarter of 2002.**

Revenue for the quarter ended March 31, 2003, was \$1.23 billion, a decrease of 1 percent versus the prior year period. The 1 percent decline includes a year-over-year benefit of 6 percentage points from foreign currency fluctuations.

**NCR** reported a first-quarter operating loss of \$32 million compared to \$9 million of operating income reported in the first quarter of 2002.

Net loss for the first quarter was \$27 million, or \$0.28 per basic share. In the first quarter of 2002, **NCR** reported a net loss of \$344 million, or \$3.51 per basic share and \$3.41 per diluted share. Included in the net loss in the first quarter of 2002 was a \$348 million net-of-tax cumulative effect from adopting Statement of Financial Accounting Standards No. 142 (SFAS 142), "Goodwill and Other Intangible Assets."

**NCR** ended the first quarter with \$529 million in cash and short-term investments, a slight increase from

\$526 million on December 31, 2002. As of March 31, 2003, **NCR** had short- and long-term debt of \$318 million, up from \$311 million on December 31, 2002.

2003 Outlook:

	2003 Second Quarter
Year-over-year revenue change	(0-2)%
Data Warehousing	(5)%
Financial Self Service	Flat
Retail Store Automation	8-10%
Other	20-25)%
Systemedia	Flat
Payment & Imaging	Flat
Customer Services	0-5%

**NCR** is comfortable with the current ranges of analysts' earnings expectations, which are \$0.00 - \$(0.10) per share for the second quarter and \$0.40 - \$0.47 per share for the full year.



## Hadrian's Wall Path, NATIONAL TRAIL

Opened- Friday 23 May 2003



When the Roman Emperor Hadrian drew a line from the Tyne to the Solway for his great wall in AD 122 there were no obstacles in the way of his planners. They worked for 10 years building 80 milecastles, 12 forts, many, many turrets and three fine bridges crossing the Tyne and Irthing rivers.

The function of the wall, according Hadrian's biographer was: "... to separate the Romans from the Barbarians...". It provided a northern frontier line for the Empire with customs posts and forts to accommodate the troops but locals on each side of the Wall would have been indistinguishable from each other.

In 1984 when the Countryside Commission, as it was then called, decided that a modest footpath along the line of the wall would enhance and complement their already considerable list of National Trails, they were faced by more than physical obstacles. Some 700 landowners along the route had to be convinced that the path would not be detrimental to their interests but vastly improve local economies. With a broad strip of countryside on both sides of the Wall - a World Heritage site - still largely unexcavated, archeologists also were concerned at the prospect of these sites being disturbed or damaged.

Skilful diplomacy, patience and a softly, softly approach, coupled with cash, and an excellent trail management team, led by David McGlade of the Countryside Agency, have won the day. Critics have been silenced and today, 19 years after the initial idea was born and 13 years after work began, the path is open and ready to welcome walkers. 84 miles of walking over Solway marshes, through Border cities, towns and hamlets, into National parks, across the uplands of Northumberland and into the industrial heartland of Tyneside.

Mr McGlade said: "As well as creating new rights of way we have



*Hadrian's Wall Path – Bowness on Solway The End (or the Beginning)*

reviewed everything. We have asked searching questions. Is the path in the right place? Is it the line people want to walk? Above all have we put the path in the right place to protect the integrity of the monument?

This remarkable achievement has included 14 new bridges, many of them in weathered steel - viz the Angel of the North -30 miles of new rights of way, miles of new turf and fencing, dozens of high quality, oak kissing gates, hundreds of meters of stone mill slabs laid on soft ground and countless finger posts and waymarks all identified by the 'Acorn' long distance path logo.

Many hours of meetings with the trail management team and technical adviser groups which included Long Distance Walkers, the Ramblers the NFU, the CLA, National Parks Officers and Rangers, Archeologists and English National Heritage, have ensured that all interests have had their say in the formulation of the path

## Lack of Recognition of Company Achievement

A letter has been received from **John Morden**, he says: "After reading your last edition we both (**Dennis Triggs** and I) concluded that the mention of **Micky Myers** as just another name on your obituary list was somewhat disappointing. We both felt that he and others before and those still to go who distinguished themselves, not necessarily by achieving high position, but by special achievement of 38 years service culminating in a directorship should merit a separate paragraph mentioning such highlights. I feel sure that such people will be known by at least one living retiree who could provide suitable data."

In reply I would make the following comments:

1. Every pensioner who has died is entitled to be remembered in the same way. In my book it doesn't matter where he ended up in the company, his contribution to the company's success has been achieved to the best of his ability.
2. I delay obtaining an "obit list" until the last possible moment to

ensure that it is up to date. To then start seeking further information from individual pensioners would hold up publication too long.

3. As explained before, the company does not keep any records of past employees. Mercers only hold sufficient data to ensure the smooth running of pensions administration.

4. In each issue I ask for more information and always print information received about any specific individual; see this issue.

5. I only once added information myself; reporting the death of a director, only to find that it was a totally different employee with the same name! I will not make assumptions again.

I have answered John and Dennis's comments at some length as the point has been raised before. I am a relatively "new boy" having only joined the company in 1976 and many of those on the lists are unknown to me. If anyone of greater service would like to take on this aspect of *PostScript* I should be delighted! ....The Editor.





The cost has been high, £6million, with contributions from the National Lottery Heritage Fund, the Countryside Agency, English National Heritage and the Local Authorities along the route.

Very careful consideration has been given to protect sites that may be excavated in future years. Visitor centres have been updated along the route from Segedunum fort at Wallsend in the east to Bowness on Solway in the west. Volunteer wardens have been appointed to monitor the path and report problems, and, in their distinctive dress, will be available to advise and help walkers along the path.

The official opening of the path at Bowness on Solway on Friday 23 May was a cool but colourful affair. The highlight a group of young children from the local school dressed uniformly in Roman soldiers garb, marching along the start of the route with the "Eighth Augusta Re-Enactors" dressed as Roman soldiers and complete with armaments. An offering of fruit was laid at the foot of a replica Roman altar dedicated to the 'Gods of the Wall' by the children and suitably acknowledged by the Centurion.

Before cutting the ribbon signifying the opening the route, Eric Robson, writer and broadcaster and Chairman of the Cumbria



*A Junior Cohort*

## IN GOOD HANDS

The medical woes of U.S. Federal Reserve chairman Alan Greenspan have brought a smile to deaf television viewers in America.

When World News Tonight announced this week that 77-year old Greenspan was in hospital for prostate surgery, subtitles for the hard-of-hearing explained that he was in hospital 'for an enlarged prostitute'.

Comments his youthful wife, TV reporter Andrea Mitchell: 'He should be so lucky.'



*The children of Bowness making offerings to "The Gods of the Wall".*

Tourist Board, spoke of the benefits that would accrue to the area as a result of the building of the path. "My ambition" he said, "is to see a continuation of its length to Ravenglass - Ravenglass was a Roman port - and I shall start talks with the Agency and English heritage next week"

Information on the path, leaflets and accommodation lists, are available from the TIC at Haltwhistle, Telephone hotline: 01434 322022. Email: [info@hadrians-wall.org](mailto:info@hadrians-wall.org). Or from the Northumberland National Park Tel: 01434 344430. Email: [admin@nna.org.uk](mailto:admin@nna.org.uk) or the The National Trail Office: 0191269 1600. Email: [HWP/nationaltrail@countryside.gov.uk](mailto:HWP/nationaltrail@countryside.gov.uk) The official National Trail Guide, "Hadrians Wall Path" by Anthony Burton, published by Aurum Press at £12.99 is now available with mapping by the OS.

As well, a special map by Harveys, covering the whole length of the wall, is available. Current OS maps, Explorer 314/5/6 and OL map 43 are also available and cover the whole trail but do not, as yet, show the definitive route, although they do show the line of the wall.

Jo Leighton



*Spotted by the Editor in Santa Ponsa Marina, Majorca last January. Wonder what the owner's affiliations with Dayton are?*



## SOLO

By Mike Hughes

He sat at the controls, strapped himself in and adjusted the seat height until he was comfortable and had good outside vision.

Turning on the master switch he started the engine and waited while it warmed up. He advanced the throttle and checked the engine instruments to make sure that all the readings were in the green. He went through the takeoff checks that every pilot does because his life may well depend on everything being correct: throttle, ailerons, elevators, rudder, flaps, fuel, instruments, doors and harness. He radioed the tower for taxi clearance and having received it, set the altimeter to the ground level pressure. He gave a small burst of power to get the aircraft moving, and taxied to the runway threshold, setting 15 degrees of flap. He called the tower for permission to takeoff, and on receiving it, lined up on the centre line and opened the throttle fully.

A slight crosswind blew him a little off line and he corrected with a light pressure on the rudder. He felt the aircraft come alive as his speed built up. He raised the nose and the aircraft danced off the ground. Retracting the flaps and wheels, he compensated for the loss of lift and the change of attitude as he climbed to 1000 feet. Throttling back, he eased the stick forward for straight and level flight. Once settled, he set the trim so that the aircraft maintained attitude, hands off.

He kept a good lookout in case there were any other aircraft in the circuit but as far as he could see, he had the airfield to himself.

Now it was time to turn crosswind and continue the turn onto the downwind leg. He banked left until his turn and slip indicator showed a rate one turn and balanced it with a little rudder, centering the bottom needle, remembering to increase engine revs a little to compensate for the loss of lift. This was the part of flight that he really enjoyed, having total control of the aircraft and being master of the sky.

He allowed a little more time on the downwind leg to give him more room to manoeuvre. He did his cockpit checks, turned cross wind and called the tower for landing permission. He lowered his wheels, checking the panel for three green lights, lowered 30 degrees of flap and throttled back as he turned. He watched the runway intently, intending to touch down on the runway length marker, right on the centre line.

The sudden sound of the stall-warning klaxon showed him that he hadn't paid enough attention to his instruments and had allowed his speed to fall off dangerously. He reacted automatically by ramming the throttle wide open and dropping the nose.

But it was too late.

He watched powerless as the ground raced up to meet him. He had time to cry out "Oh my God..." as the dreadful sound of the crash enveloped him.

The flight simulator operator reset the system and invited him to try again.

## BRITS v. US IN THE SEVENTIES – DAYTON



**Team – Back Row: John Jones, B. Choppen, Arthur Ballache, Denis Ridsdale, B. Spinks, Front Row: Ian Omerod, Denis Jones, Colin Farrah, Andy Mckabe, R. Jones**

## 20 Things You Didn't Know About The ATM

The first ATM was opened at the Enfield branch of Barclays Bank (UK) on 27th June 1967.

Early machines dispensed fixed sums in return for tokens / vouchers purchased at the branch. A later generation of the machine dispensed currency in packets.

The first cross-border transaction took place in 1984 when Mary Stone from Arkansas withdrew money from her Visa Card account at an ATM in Sydney. The transaction took 8 seconds to authorise.

There are now over 1.2 million ATMs worldwide. It is estimated that there will be more than 2 million ATM's by 2005, and increase of 67%.

The average cash withdrawal in Western Europe is about £65. the Swiss take the most, averaging £160 while at the other end of the scale the Portuguese withdraw £40.

The average person will access an ATM more than 5,000 times in their lifetime and will withdraw more than £140,000.

The average ATM transaction takes less than 60 seconds.

Total spent at the ATM during the average person's lifetime is 5 full days.

88.6% of all people use the ATM in the same way - they key their PIN with their right hand and take the cash with their left.

ATMs have become so popular with consumers that in the United Kingdom customers use ATMs almost 10 times more than tellers to get cash.

NCR has been the world's leading supplier of ATMs for the past 16 years. It has manufacturing facilities in Scotland, Canada, China and India and in 2000 for the first time supplied over 50,000 ATMs to more than 100 countries.

NCR ATMs around the world are used for 30 billion transactions every year. The ATMs contain nearly £10 billion in currency 24 hours a day.

ATMs can now be found everywhere – on US aircraft carriers, Antarctica, 4,700 metres up a mountain in China and even in Buckingham Palace.

ATM density varies greatly. In US there are 1,250 ATMs per million population. In China the equivalent is 42, and in India it is 7. The world average is 204.

It is estimated that China will become the third largest ATM market by 2007.

New Intelligent Deposit machines enable customers to pay cheques and cash directly into the machine (without an envelope) and to receive a receipt with images of the deposited cheques and a list of the bills (notes) deposited.

In 2001 NCR demonstrated its "Freedom" concept, whereby customers could use a mobile phone to access cash at an ATM.

In January 2002 over 200,000 ATMs – more than one sixth of the world's ATMs – switched over to issuing Euros.

ATMs can be used to dispense tickets, ski lift passes and postage stamps. In Spain the most popular way to pay for and receive cinema tickets is via the ATM.

ATM thieves could be in for a shock. Ink-staining protection solutions from Fluiditi spoil the notes and could mean they are caught red-handed.

John Burchfield





# Add mechanical Addition to your Assets

**THIS "National" prints and adds the items of a customer's purchase in less time than you can write them down.**

Save time . . . ensure undivided attention to selling . . . prevent the losses and disputes inevitable with mental addition . . . remove the excuse—"I made a mistake."

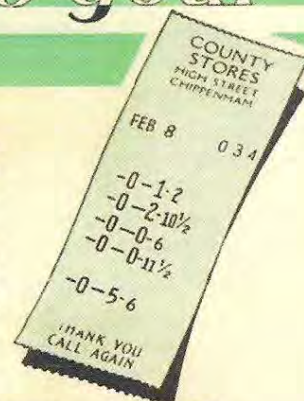
Full details on request.

**THE NATIONAL CASH REGISTER CO., LTD.,**

Local Office: 5, Park End Street, Oxford.

J. F. STALLARD, Sales and Service.

Telephone 4266.



## WHERE IS HE NOW?

**Derrick Holt** has sent us a blotter which was handed out as a form of advertising back in 1939. They came with a number of illustrations of cash registers on the back and, as you can see above, this one shows the N2000. This particular blotter was much distributed by **J F Stallard**, a retail salesman of that date, since he was well known for selling these quality machines. A sign of the times is the keyboard capacity of 19/11  $\frac{3}{4}$ d.

**James Francis Stallard** had been a boy soldier and, as part of his training, learned to play clarinet. As he told me, when commitments permitted, he would sometimes appear with the larger symphony orchestras. During the first world war he

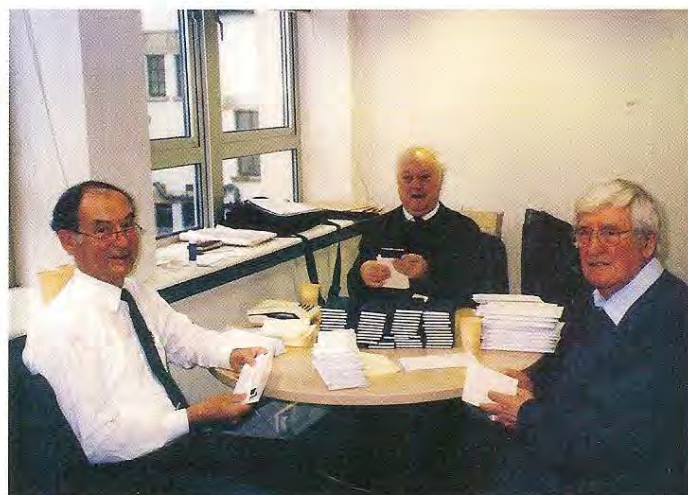
transferred to the Royal Flying Corps. I did a number of paintings of him flying in formation with red streamers trailing from the wing struts. I gather that the streamers denoted that he was a flight commander.

During the war period no new cash registers were imported and, as a result of this, stocks very quickly ran down forcing salesmen to rely on rebuilds. I think that **J F Stallard** found that selling in these circumstances became too difficult and so he decided to re-enlist in the army. The last I heard of him he was a Brigadier helping to plan D Day.

*Can anyone else continue the story? Ed.*

## Only in America

1. Only in America ... can a pizza get to your house faster than an ambulance.
2. Only in America are there handicap parking places in front of a skating rink.
3. Only in America do drugstores make the sick walk all the way to the back of the store to get their prescriptions while healthy people can buy cigarettes at the front.
4. Only in America do people order double cheeseburgers, large fries, and a diet coke.
5. Only in America do banks leave both doors open and then chain the pens to the counters.
6. Only in America do we leave cars worth thousands of dollars in the driveway and put our useless junk in the garage.
7. Only in America do we use answering machines to screen calls and then have call waiting so we won't miss a call from someone we didn't want to talk to in the first place.
8. Only in America do they have drive-up cash machines with Braille lettering.



**Regional Organisers, Tony Poil and Ted Young plus Fellowship Secretary John Nash, beavering away last year on your behalf, packing diaries.**

**This was a significant event as, like all other computer companies, economies are having to be made. Unfortunately, your contribution to these savings has been the foregoing of diaries for 2004. Plenty of warning so that you don't give away any other diaries you may receive! If the situation changes you will be told well in advance.**



## JOHN HENRY PATTERSON - INDUSTRIAL AUTOCRAT

## Part II by ALAN BOWLEY

*"Patterson had a lot of funny ideas but he made salesmanship into something of a science and the salesman into a respectable member of society"*

John Patterson suffered from a split-personality. On the one hand he would fire an employee if he got on the wrong side of him, but on the other he could be generous to an almost extravagant degree for the times he lived in.

The legacy of this extraordinary man was a paternalism towards his factory workers, to work at 'The Cash' was looked upon by the townspeople of Dayton as an honour and for his company-trained salesman the privilege of working for one of the best-trained and well-paid salesforces in the world.

In the 1880s Patterson, having improved the working conditions of his factory employees on borrowed money now had to find ways of selling more machines. Not having the capital to fund his own salesforce he had to rely on commission-only men recruited from agencies and a long-running direct mail campaign.

He had, however, begun to study selling techniques employed by pioneers such as Isaac Singer and Henry Ford; and he had realised that the old image of a cigar-sucking, whiskey reeking, salesman who was often unshaven and unwashed had to go.

He was also helped by his brother-in-law **Joseph H. Crane** who joined Patterson in 1886 with the envious reputation of being the best wallpaper salesman in Ohio.

Crane had perfected his successful selling technique by keeping a record of all the points which he found to have impressed his potential customers and which had led to a sale; and he applied this in his new job with **NCR** with considerable success. JHP heard about this and asked Crane to dictate all these points to a stenographer under the title '*How I sell a National Cash Register by Joseph H Crane*'. It was, in effect, the first Company salesman's primer.



**Members of the first sales class with its first teacher, Joseph Crane, shown in the inset.**

To accompany this primer Patterson began issuing a sales newsletter, 'The **NCR**' with 'hot tips' for his salesmen when talking to customers, which rather took the form of directives from the boss. These in fact reveal the low level of behaviour amongst his sales men towards their customers - for example, 'Don't put your feet on his chair; don't chew gum or tobacco; don't slap him on the knee; don't poke him with your finger!'

Patterson believed in what he called 'intensive supervision' - that is to say, he had the right to criticise a man for his slovenly dress, for his bad habits and for disrespect to customers. And of course, to fire him, if necessary. It was because of his firm belief that a smartly turned out and well-trained salesman wins customers that he decided to recruit suitable men for training at his expense and off-load the agency men.

He opened his first sales school in a cottage on the farm where he had grown up. It was run on strict lines - no smoking, no liquor and no gambling. Trainees had to learn Crane's 450 word primer off by heart and those who couldn't - or wouldn't - were fired on the spot.

One of Patterson's many superstitious beliefs concerned the number '5'. It held some kind of magical power for him and may have been based on the fingers of one hand which he used to tick off the following ways in which he believed the human mind works: 1) curiosity 2) interest 3) conviction 4) desire and 5) action. The **NCR** selling approach was therefore, 1) the approach, 2) secure information, 3) prove the need, 4) demonstrate and 5) close the sale.

Sales were certainly increasing. The sales force was growing and training new men became one of the priorities. The sales school



**Air view of Sugar Camp when classes were held in tents after the Company was first organized.**

was relocated to a nearby maple grove on the Patterson farm. Hence it was called 'Sugar Camp' which, in later years, became the Mecca for **NCR** salesmen the world over. And, of course, as machines became more sophisticated so did the sales training.

Patterson was a brain-picker by nature. Many of his ideas were, in fact, gained from employees, some of whom were later fired! The pedestal pad - he always had one beside his desk - and the suggestions box were two of his early innovations. He began to introduce the sales convention in various states and often made a personal appearance to give a pep talk to bolster up any flagging enthusiasm amongst his salesmen. He would also give his views of how regular exercise and a healthy diet can bring success in the field.

Patterson had attracted men to his salesforce with two guarantees - their own exclusive sales territories and no ceiling to their earnings. This resulted in the most successful salesmen retiring rich men. He also introduced a sales quota system with sales targets and the Hundred Point Club (which became 'cPc') to honour and reward the salesmen of the year. There were lavish prizes to be won - trips to New York and further afield, all expenses paid.

But the early days of selling cash registers were rough and tough. In my first article I referred to the dubious selling practices of salesmen before the first World War. **NCR** had been singled out - because it was the most successful - but it was common practise among all the companies to beat the competition by fair means or foul. And there were many of them. It has been estimated in a period of only ten years well over 80 companies had sprung up making cash registers and the **NCR** legal department must have been working overtime issuing scores of law suits for patent infringement. One company had even printed a circular entitled '*Fourteen ways of beating the National Cash Register Company*'. As a result the Company was in and out of law courts over several years.



From all accounts it was an echo of the days of the Wild West with new territories being fought over. One of **NCR's** biggest competitors was the American Cash Register Company which, after being sued by **NCR** appealed to the Department of Justice which resulted in **NCR** being charged with conspiracy in restraint of trade. This went to trial in late 1912, Patterson was fined and sentenced to a year in jail, which was never enforced. Soon after came the Great Miami Flood, which I wrote about in the first instalment.

The First World War signalled the end of the competition wars. Paterson had become a state hero and in his last years, a philanthropist.

But his obsessive nature again nearly brought disaster to the company he loved.

Patterson had always said 'If anyone gets to be indispensable around here, fire him!'

No sooner was he buried that it became evident that he had fired all the indispensables except himself!

His son, Frederick somewhat reluctantly took over, and in 1925 persuaded the family to turn it into a public company, keeping some control through Class B voting shares.

Then came the biggest blow of all in 1929 - the Wall Street crash followed by the Depression. But 'cometh the day, cometh the man' - and that man was **Colonel Edward A. Deeds** who had left **NCR** in 1914 to build up his own business interests. And the office of Vice President was filled by **Stanley C. Allyn**, a comptroller and director of the Company who later became president. The next era in the history of **NCR** was beginning which would take it to even greater prosperity and international renown.

*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.*

### ANTHONY POOLE JOINED NCR AND SAW THE WORLD ...

After completing my National Service in 1949 I applied for a job with the then Eastern Electricity Authority as an assistant cost accountant, I was based in Southgate a typical London suburb. I guess I was destined to become a typical employee, hopefully qualifying as a Certified Accountant, possibly marrying, having a family and living the sort of mundane life that befalls so many people. Then, along came George Ayres the top **NCR** man for Government and Public Utilities. Little did I know it at the time, but my life was about to change completely.

It was the year 1952 and **NCR** had sold a number of their recently released Class 31's to Eastern Electricity and I was one of a team working with **NCR** on form design etc. There was a two year lead time, (yes, two years!) on this new accounting machine so we were loaned a number of Class 3000's to fill the gap. During the installation I was asked whether I would like to consider working for **NCR**, I said I would and an interview was set-up with **W (Bill) Hart** at the London Head Office.

I will never forget my first visit to our Head Office, I can still see on the ground floor showroom an exploded Class 2000 (transverse printer) laid out showing the many thousands of parts required to make this formidable machine. Seen from the then mezzanine it was very impressive, especially when you consider that the vast majority of parts were produced in **NCR's** Dayton factory.

I was offered a job as a trainee salesman and started my new job in the then Sales Promotion Department (SPD). This department was quite unique, it was a training ground for potential salesmen under the leadership of **Wally Staples**, **Jean Agates** was his secretary. In SPD we had the time to get to know most of **NCR's** products, special attention was given to the programming of the new Class 31/32 range. (Irene Thurgood and her girls were hard put to keep up with us). We assisted salesmen in the presentation of equipment to potential customers, designed brochures, manned exhibitions, etc, etc. **John Walklet** (later MD Nigeria), **Rex Fleet** (later Chairman UK.), **David Rees** (later Dayton), **Brian Floyd**, **Ian Vickers-Jones**, **Anthony Goldschmidt**, **Tony Lawrie**, **John Brookman** and many more were all part of SPD.

One day, after some ten months in SPD, Mr **W Hart** called me into his office and said he had a job for me that would mean travelling to The Sudan and Mauritius. He said "you should be away for six to eight weeks at the most." My task was to install four electricity billing machines (Class 2000 transverse printers) in The Sudan Electric and Power Authority based in Khartoum and a number of Class 31's in The Commercial Bank of Mauritius. (These were to be the first **NCR** machines in Mauritius). I was then asked to contact **Jim Battersby** the then Manager, International Division UK. This division was the center for international operations

outside Dayton. Jim organized a crash course for me on this electricity-billing machine with none other than **George Ayres**. Jim also searched with me on the map for the location of Mauritius, this tiny island in the Indian Ocean was hardly known in those days and was still very much a British Colony.



*Anthony Poole pictured during a course he attended with Basil Garsed and Bill Hart in Dayton.*

I set off on this journey with a certain amount of trepidation, I had never been on a plane before and my only overseas venture was to Paris on a week's holiday. My first stop was Cairo, Egypt, where I was met by **Gordon Shingleton** the newly appointed manager for Egypt. Little did I realize that Gordon would in one position or another, be my boss for the next twenty plus years. We are still in contact and remain the best of friends, cherishing some business and social memories that I am sure will remain with us for the rest of our days. Egypt was at that time in semi-control of The Sudan and after being briefed on the task in front of me, being well entertained by Gordon and his wife Trixie, seeing the Pyramids etc, it was off to Khartoum.

I shared a **NCR** house with the technical manager, a Greek in a suburb of Kartoum called Omdurman famous in history for the battle where Lord Kitchener defeated the then Mahdist leader and so won Sudanese territory. Quite a coincidence, I was in The Sudan when they got, in 1954, independence from Great Britain. The installation of the billing machines went well notwithstanding temperatures of up to 45centigrade. There was no air conditioning in those days (1954), our present day computers would die under these conditions. There is a saying "once you have seen the Nile you are bound to return", this was certainly true in my case as over the years I returned to Cairo and Kartoum on numerous occasions and lived in Ethiopia, the source of the Blue Nile, for many years.



I expected to fly to Mauritius from Kartoum, but an urgent call was made by **NCR** in Kenya, could I urgently come to conduct a Class 31 course. So off I went to Nairobi. **NCR** was then operated by an Agent Mr Avery (the father of **Wally Avery** of the British organization). Kenya was then a colony (just) and the fear of the dreaded Mau Mau was everywhere. No, my trip to Mauritius was still to be delayed as **NCR** South Africa made a request for my services in Johannesburg for a further course. It must be remembered that in 1954 the new Class 31 range was very new to Africa and expertise in programming even more rare.

Three months of my planned 'six to eight weeks' tour had already passed and I still had not arrived in Mauritius. (Little did I know at the time that it would be three years before I was to set foot in England again) However, I was now on my way by Air Chance (sorry France), no jets in those days, other than the Comet that was not on this route. The old battered Lockheed took the best part of 15 hours from Johannesburg to Mauritius stopping in Madagascar and Le Reunion for refueling and various repairs? The crew (including the captain) took advantage of the stopovers to satisfy their thirst with ample quantities of red wine.

Blanche, Birger & Co had just been appointed **NCR's** agents for Mauritius, La Reunion and Madagascar and the first order they had obtained was for some six Class 32's to be installed in The Mauritius Commercial Bank. The installation went well and **Jack Birger** asked me to stay on as their **NCR** representative. It was an offer I could not refuse and after contacting **NCR** London and agreeing with Blanche, Birger a secondment contract, I accepted.

Today Mauritius is considered a paradise and a very expensive and exclusive holiday place. In 1954 it was Utopia with very little holiday commercialism, only one seaside resort, magnificent bathing, protected by a coral reef surrounding most of the island and virgin beaches (and girls). It was also nearly a virgin territory for the sale of **NCR** products with Barclays, Mercantile and Mauritius Commercial banks represented there as starters, plus some twenty six Sugar Estates, Government and the usual commercial opportunities. We had competition from IBM and the then Holerith, but, business was good so it was decided to open branches in Madagascar and La Reunion. Three years after leaving England I was granted a couple of months home leave, so much for a tour of 'six to eight weeks at the most'.

I returned to Mauritius for a further three years, **NCR** was now well established and a certain **Ado Hardy** (affectionately known when he later joined the banks division in London as the 'Frenchman') became a colleague of mine. It was during my second tour that I met my wife a Norwegian working for WHO. We got married in Mauritius and whilst on our honeymoon on a small island just off the coast we were rudely disturbed by the worst cyclone experienced for decades with winds up to two hundred mph. We were lucky to evacuate our Shangri La, when we returned after the cyclone had passed, the devastation of property on the island was complete.

We left Mauritius in 1960 and returned to the UK. **Bob Webber** also later of the London banks division replaced me. Mauritius the land of the dodo will remain in my memory as one of great happiness, I matured as a **NCR** salesman, learnt to play golf, fish for marlin and met my wife.

Returning to England I was about to request a position of some sorts with **NCR** London when I received a letter from **Gordon Shingleton** who had just been appointed the now equivalent of Vice President Middle East and parts of Africa. I was offered the post of Manager Red Sea Area covering Ethiopia, Aden, Djibouti, Yemen and Somalia. A motley area to say the least, but, once again a nearly virgin territory; in 1960 **NCR** were still in the process of opening-up in, **NCR** wise, unexplored parts of the world. "In for a penny, in for a pound", I was still only 31 and felt a few more years overseas would not harm any potential future I might have with the British company. After seeking my wife's agreement we decided to accept the offer.

Beirut was the head office for the VP and after several days of familiarization with the problems ahead and visits to a number of countries in the Middle East it was off to Aden before proceeding to Addis Ababa, Ethiopia. Haile Sellasie was the Emperor of Ethiopia and during my stay in this area ruled over a most diverse country with great authority and success, which set the ambience for development of business. **NCR** did well under these conditions and by the time I left the area (thirteen years later) we had introduced Post-Tronics, Class 399's, Class 42's, CR's and of course hundreds of the stalwart Class 31/32 (the Rolls Royce of all mechanical AM's) range of machines.

**Mike Lee** initially from **NCR**, London was my right hand man for a number of years, before proceeding to the VP's office and thence to the Far East. **Tony Smith** also ex UK was Technical Manager for a number of years before ending up with **NCR** in Australia.

I would like to pay the greatest tribute to **NCR's** philosophy concerning technical service and to the engineers in this MOST important division. Without their devotion and expertise we mere salesmen would have had an impossible job, **NCR's** strength in this area was a main factor in our rapid development in many third world countries.



*George Haynes enjoys himself at a Country Managers Meeting in Beirut. Obviously enjoying himself also is Anthony Poole sitting behind and between the two hostesses.*

We opened up in Djibouti and in Yemen, we already had an office in Aden. I will never forget one visit to Sana (capital of NorthYemen) with **John Hartshorn** who had been sent by the VP (**Karl Striebel** was the new VP with head quarters in Athens) office to help organize our accounts department. We were staying in the main hotel that was an old converted palace when an attempted coup d'etat took place. We were the only foreigners in the hotel and much to our astonishment all the other guests and the staff had fled. We were told by the police to stay in the hotel and not to venture out at all. We had the run of the hotel, found several bottles of wine, whisky and food that sustained us during the battle that occurred over the next few days and to the beheadings of the instigators of the coup that took place outside our hotel. John took off for Athens after completing his task with an excuse for his delay that I don't think Karl or his companion **Mim Rogers** (**Tom Farmer's** old secretary) really believed. The incident had obviously been played down for political reasons and never reached the world press.

I was waiting on the apron of Djibouti airport for a flight back to Addis Ababa when I was confronted by a huge man dressed in the uniform of a general. It was Idi (Dada) Amin the infamous president of Uganda, he was waiting for his private plane to be repaired. As I was the only English speaking person around, he insisted I join him in a drink. He duly summoned his aide-de-camp who set-up a table and chairs on the airport apron and served the two of us beer. After some two hours of political chit-chat and many pints of beer and whisky, I was finally released after turning



down an offer to go to Uganda with him. Maybe, I should have gone, I might have made a quick million or so before his demise from power?

I had the opportunity to visit Dayton on numerous occasions the first being to Sugar Camp. I met **George Haynes** on this visit and we became good friends over the years and played golf with him on many a course in Dayton and Europe. Maybe, I was the only person he fired twice on two CPC meetings for spoiling his evening entertainment. I was reinstated the following mornings

On two occasions I had the privilege of staying at Moraine Farm (The Wright brothers old home) with important prospects and also to meeting **Bob Oelman** and his family.

In 1974 I decided (after some 13 years in the Red Sea Area) to attempt a return to the London organization, **Gordon Shingleton** was now Chairman/Managing Director. I was requested by Gordon and **John Walklet** (MD NCR Nigeria) that before doing so, to go to Nigeria for six months to vocationalize the salesforce. This meant training cash register salesmen to sell computers and likewise computer salesmen to sell cash registers, a most daunting task. However, after some eight months it was deemed that my task was done and I returned to London.

I was offered a position of account manager with F&G under **Bob Judges** looking after Government and Local Government accounts. I had four very happy years in this department and had the pleasure during this time to have, as colleagues, **Pip Barber**, **David Douglas-Withers**, **John McKean**, **Wilf Simpson**, **David Bexley**, **Gordon Godwin**, **Hazel Lamb** and many others. Some of these old colleagues and friends have now sadly passed-away **Leon Vincent** had taken over from **Tom Farmer**, Leon and I became good friends and as he lived near to me in Southgate we had many an hour and whisky chatting over old times.

In 1978 I was offered a job as Director Computer Systems Division with **NCR Nigeria**, George Ellis had just been appointed MD. I spent two years in Nigeria and had as a friend and colleague **Bill Lamont** who worked for software development in London before joining me in Nigeria.

**Sue Clark** (NCR London) visited Nigeria for a couple of weeks ostensibly to run some special software that had been written for the RAC Rally. This was to be used on a 8200 for the local rally to be held in Kano. To our dismay the input requirements needed for the program to run correctly were impossible to obtain, we ended up tabulating the results on a Class 299. However, it was nice to have Sue with us and I am sure she enjoyed her African experience, as we did her company.

Dr **Peter Whitehead** (who I first met in London during annual check-ups) was also a visitor who had been requested to do his thing with senior **NCR** staff. His only problem was that a vital part of his routine, namely a blood test, could not be done. There was no way (at reasonable cost) of getting the samples back to the UK in good condition for laboratory testing. Unlike **Sue Clark's** problem, we could not compromise on the good doctors dilemma.

My wife and children Christin and David had been living in Norway during my stay in Nigeria. During a holiday visit I approached **NCR** in Oslo and was offered a job as a District Manager. On completion of my Nigerian contract I accepted this offer and started work in Oslo. It made a most agreeable change to work in Europe once again and to be with my family. I stayed with **NCR Norway** for some four years and because Norway was part of a section covering Scandinavia, I had the opportunity to travel to Finland, Sweden and Denmark on numerous occasions.

I took an early retirement, and I am living in the oil city of Norway, Stavanger, a stones throw from my children and grandchildren. I truly thank **NCR** for the opportunities I have had to see so much of the world.

Anthony Poole

**Ian Sutherland** says:

In your request for us to search our memory banks, I have unearthed two photographs.

Photo No 1 is an AAMD Sales Training Course approx 1960. This was a growth period for this division and quite a few of those shown survived Decimalisation and EDP.



Perhaps your readers can identify a few shown – I can only give you:- Back row – Ian Sutherland and Instructor maybe Wally Staples. Middle row – Ted Mason. Front – David Miller, Campbell MacVicar, Lawrence Robertson.

Photo No 2 is Frank Foxwell taking AAMD District 10E on a visit to the Dundee factory in the early 1960s. District 10E (East Scotland) was one of the most successful at this time and the well turned-out look of the team was the influence of Frank – one of the Company's sharpest dressers.



I can give a few of the names:- Back row – Tom Foster, Sandy Bruce. Middle – Steve Willins, Lawrence Robertson, Brian Milne, Ian Sutherland. Front – Dougie Mortimer, Frank Foxwell, Kevin Connelly, Ron Rankin, Morris Hogg and Gerry Cowie.

Mentioned in Region 1 of your Spring Issue, Ursula Woodburn and Margaret Crooks will recognise a few of the faces.

### Bill Payne

**Peter Burgess-Allen** has responded to our request for more information about **Bill Payne**. Bill was foreman of CRD D Dept on the 4th floor HO and later at Brent. Your records of Bill's position have obviously been mislaid. (See elsewhere on this subject. Ed)

After leaving the RAF I worked at **NCR** for 17 years in the 50's and 60's. Starting in the basement at HO with **Ernie Rawlings** in the Stripping Shop and, after 12 months, was taken under Bill's wing as a trainee technician and spent the rest of my 17 years service with him working on repairs and renovations. I left **NCR** in the late 60's to start my own business with my brother in a field unrelated to cash registers and we retired last year after 37 years trading but I still have very many happy memories of my time with **NCR**, they were a great bunch of people and a pleasure to work with, especially **Bill Payne**.

**PostScript** is kindly passed on to me by **Gordon Trow** (now retired) and it gives me a great deal of pleasure to read as I know so many of the people mentioned in its pages. Sadly many have now also appeared in the obituaries. I hope you won't mind me writing and passing on my comments about Bill. Although not a member of the Retirement Fellowship I still feel part of **NCR** and was very happy to spend part of my life with them.....

Thanks for your kind comments, Peter, I am sure that your sentiments will be echoed by us all.



## The NCR Retirement Fellowship

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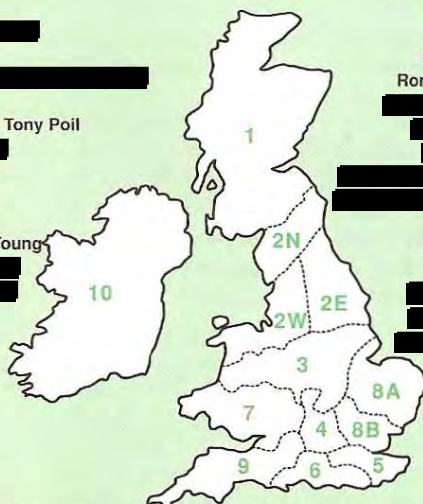
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## The Seven Ages of Ford

*From David Bexley*

Noting your plea for copy for *PostScript* I enclose a page from an FSD Marketing newsletter which I edited in the 80's (Wallace Hay's "The Limp Imp" reminded me that I had it somewhere).

It is a parody combining the Seven Ages of Man and the poetry of John Betjeman. Betjeman was very much concerned with the social significance of what he would have called the "motor car" and was fascinated by brand and model names which he sprinkled liberally within his verse.

When NCR issued cars to the salesforce it was largely based on Ford products, hence the sequence of what are now defunct models to match an ideal career path.

Please enjoy a trip down memory lane, or should it be memory motorway?

"I remember as a Student,  
When my hair was thick & tanglier,  
I dumped my books and piles of notes  
In my (t)rusty old Ford Anglia."

"I became a Graduate Trainee  
(And such as never learner!)  
Delivering patched up software  
In my beat-up pool Cortina"

"Thence to a lowly Marketeer -  
Though I played a lot of sport!  
My CV in an envelope  
Plus a One-Point-Four Escort."

"Though soon promoted into Sales  
(It really was a try-on)  
Seen as a bag carrier  
In a second hand Orion."

"But as Account Executive,  
My life was never fairer;  
Flaunting a Samsonite briefcase,  
And driving a red Sierra."

"I became an Area Manager  
And so could not work harder,  
With a genuine hide attache case,  
On the seat of my Granada."

"Having retired as Director,  
Lost to the Corp, I know,  
There's now no work to carry home  
In my dazzling Scorpio."

*Inspired by a stanza by John Betjeman*