

T H E C O M P U T E R E R A
1 9 5 2 - 1 9 8 4

I remember the moment on the portico of the Wright Brothers home [Hawthorn Hill] in Dayton in about the spring of 1952. At that afternoon meeting were Bob Oelman,

then executive vice president of NCR, Chuck Keenoy, then vice president of the newly formed Product Planning Department,

and Joe Desch, the manager of Electronic Engineering in Dayton and a leader in NCR's defense work during WWII.

The two visitors were Jack Warshauer, the Financial vice president of Computer Research

Corporation of California (CRC), and myself, the vice president of Engineering and Manufacturing at CRC. CRC was a company founded



Hawthorn Hill, former home of the Wright brothers, now a company guest house.

in 1950, in the newly developing field of digital computers.

It was at that meeting that the three NCR men made the implied decision to take NCR into the general purpose computer business.

Certainly it led to my 30 years of a very exciting and rewarding career with NCR.

I remember the moment and the three NCR men that had the vision to understand

what these two "wild young men from California" were ranting and raving about, and to start the process. ...It finally led

to NCR becoming a very successful and profitable

member of the computer industry and to much later the courting and purchase of NCR by AT&T.

Donald Eckdahl
(1950-1980)

A DAY'S OUTING

When our family was spending a day's outing at Old River Park with a friend and family from Detroit, Michigan, an expensive camera was left in a boat. I assured our friend that the camera would be turned into Lost and Found. He expressed strong doubt, but my confidence was completely justified because the camera was there.

*Glen E. Stein
(1945-1985)*

AN UNUSUAL FEAT

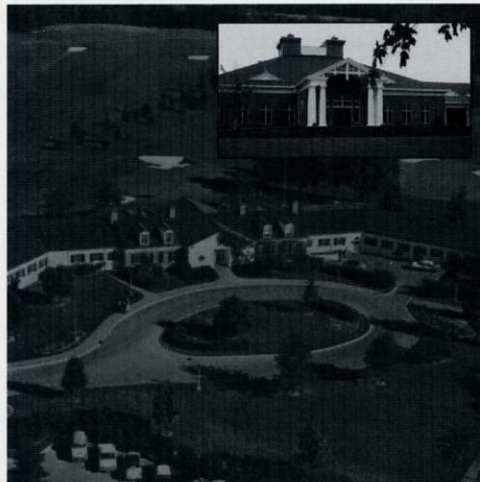
On June 27, 1959, I made two holes in one on the same round at NCR Country Club. This unusual feat made *Ripley's Believe It Or Not*. ...

*Boyce H. Parsons
(1937-1974)*

CPC TALES

The first thought that comes to my mind is my first CPC in Palm Springs, California, at the Riviera Hotel and Convention Center. I was in awe by the whole occasion. The magnitude of how special it made me feel, even though I was one of many hundreds of individuals, is

inexplicable. I can't help but feel [that] we all felt the same way. The first CPC was also the first time I ever saw Rowan & Martin. I thought to myself, how difficult a



*Aerial view of NCR Country Club and golf course.
Inset: The new NCR Country Club completed in 1994.*

task they will have entertaining 1,500 salesmen, [but] they handled [it] with no problems whatsoever. It was a magnificent show and every show thereafter was equal to the first.

*Richard B. Edmonds
(1960-1978)*

**FROM MECHANICAL
TO ELECTRONIC**

I spent most of my life with NCR—44 years,
to be exact, including 16 years as president of
NCR Japan. ...

My toughest job was to switch the Japanese
Company over from mechanical to electronic
products in 1972. I was

really distressed about
skilled machinists made
redundant by the shift to
electronics. Interested
excess employees were
retrained on the job or in
evening courses to prepare

them for selling or for systems engineering jobs.
But those who were unable to adapt had to quit.
We paid a special retirement allowance and
helped them find jobs elsewhere. The transition
took about five years to complete, and many
people left NCR in the process.

That was probably the most bitter experience
in my life and yet absolutely necessary for NCR
to grow as a computer company. I could not
have completed my 44-year NCR career without
the support of many people. My appreciation
goes especially to Mr. W.S. Anderson, who
served as chairman of NCR Japan for 13 years.

私 には A & T 情報
システムがこの国で
最も有望で優れた
企業になると確信
しています

— *Yoshinobu Mitomi (1946-1991)*

In 1972 he became president
of NCR Corporation and
rebuilt the company, then
in a critical situation.

As NCR Japan
chairman, Mr. Anderson
made friends with Japanese

businessmen and positively studied the Japanese
market and culture. Even after moving to Dayton,
he continued to give generous consideration and
assistance to the Japanese organization. Even now
I am quite grateful that his support has allowed
NCR Japan to remain the top international
NCR organization at all times.

Meanwhile, I was appointed to the Telecommunications Council of the Ministry of Posts and Telecommunications in 1985 to represent U.S.-owned firms operating in Japan. In June 1994, I received the Minister's citation for my contribution to the progress of Japanese data communications. Again, this could not have happened without the work I did at NCR with the assistance of many wonderful people.

Its merger with AT&T gave NCR access to networking expertise, an essential ingredient of future information systems. What is more, the R&D capabilities of Bell Labs, the world's premier research establishment, will be reflected in products for the Japanese market.

As a retiree, I am convinced that AT&T GIS Japan will be the nation's most promising excellent company.

Yoshinobu Mitomi
(1946-1991)

ROUNDING UP

I walked from the station to Lower Parliament Street and there I found the NCR offices. I went up the stairs and met this young girl with whom I fell madly in love, so I married her about two years later! ... I was sent to work with John Pernyes in the Lincoln office. It so happened that Louise (the girl!) had also gone to Lincoln.

... Whilst working for John Pernyes, I developed a Payroll for John Lysaghts Steelworks in Scunthorpe that was to become a standard.

The requirement was to prepare a Net Pay that was "rounded-up" to the nearest £1 above and thus eliminate the coinage in the pay packet.

It was actually installed and rounded up to the nearest 10/- (this was also a note) and the system was installed in NCR Dundee [Scotland] until the advent of computers. ...

Jonathan Cooper Page
(1952-1992)

LAUNCH INTO THE COMPUTER ERA

The Century 100, a 16K Machine, was to be released with the express purpose of implementing a Central Information Financial application for banks. There were 20 salespeople from the U.S. involved in the initial training.

The reception to this new computer offering

was incredible, as it was

the first attempt to

penetrate the world of

computers by NCR. ...

The Century went on to

be a very popular

machine, with over 5,000

units installed at the height

of its popularity. This launched NCR into the

Computer Era!

*Vern Johnson
(1956-1991)*

SECURING THE ORDER

One of my fondest recollections is obtaining a

\$62 million order in 1984 from the U.S. Air

Force Commissary Service (AFCOMS) for

commissary systems to be installed in more than

88 locations. In order to secure the order, Jerry

Van Riper, Federal Systems district manager,

and myself, executive

account manager, Federal

Systems, had to present

the strengths of the

NCR system. One of

the criteria that the Air

Force used in evaluating

potential vendors for the

commissary order was their ability to respond to

hardware or software problems worldwide in a

short time. NCR's reputation for outstanding

field engineering and systems engineering

support played a key role in obtaining the order.



NCR Century Series computers offered users upward compatibility.

Among those contributing their time and effort to securing this order were E.O. Bradshaw, Charles Allman, Robert Stein, Ann Gordon, Shirley Wolverton and Floyd Norman.

*Thomas S. Scimone
(1948-1984)*

The following remembrance is one of more than fifty stories composed by John Bangs, author of Before Computers [to be published]. John Bangs can be reached at (602) 984-3026.

One day Claire was with me when we entertained some prospects for lunch at Spengler's Restaurant in Berkeley. To be a good host I urged our guests to, "Have another drink. Have the filet, it's excellent." When the check

arrived, I reached for my wallet and didn't have it! I asked Claire quietly if she had any money. "Three or four dollars," she said. "Forget it," I said.

With no other reasonable alternative, I went to the maitre d', explained my predicament and presented my business card. He took it, attached

it to the check and asked me to come by at my convenience and redeem the check at the office.

The next morning I was there to pay my bill.

The office manager, a

middle-aged woman, was aware of the situation and shuffled through a small mountain of papers to retrieve the check. As I paid the bill, it was easy to suggest that she keep my business card, and that NCR specialized in systems to help with paper problems like hers.

"To have retired from NCR... one has bragging rights."

— Charles Nemoy (1962-1977)

In about a week, she called and asked me to stop by and see if we could provide a system that would meet their needs. By 10:00 a.m. that day, she had assisted in the design of an NCR Class 32 system. By noon that day, the machine was in place and programmed. By 3:00 p.m. we had processed several days work, and she asked for the exact total price of the machine which I provided. By 4:00 p.m. my car was headed back to the office, soft music playing, and Spengler's order and check tucked in my pocket.

*John L. Bangs
(1951-1980)*

A SELECT FEW

In 1946, when I applied for a job with NCR in Houston, Texas, as a serviceman, I was told by the service manager that there were only 350 qualified servicemen in the world. I didn't know if that was true or not, but it sure impressed me enough to want to be one of them. I spent 36 1/2 years

with the NCR family, and when I retired in 1982, I was still impressed by the way they treated their employees and customers. If I had it to do over again, I'd still do the same thing. ...

*Kenneth E. Duncan
(1946-1982)*

MY FIRST AND LAST

In 36 years there are a wealth of remembrances ... but perhaps the most vivid are my first and my last.

In 1954 I attended sales training at the old Sugar Camp. On graduation day, Mr. John M. Wilson, sales manager, addressed the group. That fiery old gentlemen closed his remarks with... "Don't let anyone drive you out of this business." He pounded the podium as he closed, and the podium tumbled forward into the front row where Mr. Stanley Allyn, Owen Gardner and others jumped for their lives! I never forgot that message!!

The last wonderful memory came on my 25th CPC in 1988 in Rome. I received my coveted maroon jacket, and my daughter, Susan Hutson Rourke, was introduced attending her first CPC. It was a unique and proud moment for both of us.

NCR will always be a cherished name for us and countless others, and now we are proud members of a larger family, AT&T Global Information Solutions.

*Robert L. Hutson
(1953-1989)*



NCR 304, the first computer for NCR and first all-solid-state computer for business use.

EXCITING TIMES

Looking back to the 1950s makes me appreciate how very fortunate I was to have worked on the development of early computer systems at NCR. During those exciting times, I worked with so many skilled and dedicated people whom I will always remember. I can only hope that the new

AT&T GIS will have its share of those same kind of people—people like Bob Mumma, Carl Rench, Herman Konrad and many, many others.

*Donald Morgan
(1952-1984)*

WHERE DID YOU WORK?

When people ask me where I spent my working years, I tell them, with great pride, that I spent 34 years with The National Cash Register Company, in Dayton, Ohio. ...

*Wilbur H. Whitford
(1941-1975)*

20,000 STRONG

To me, the complex was a city within a city, with its 20,000 employees. ...

*Barry A. Murray
(1959-1993)*

THE SMITHSONIAN

I remember preparing the cash register the Company was founded on for presentation to the Smithsonian, a very hectic and comical situation! ...

*E. David Zennie
(1942-1986)*

“SEMPER FIDELIS”

When first employed by NCR, I felt I was part of the family. This impression lasted throughout my career.

“Semper fidelis” is the Marine motto, but it could also be the family motto of NCR. The many wonderful people I have met and been

ONE REGRET

Looking back on so many happy years at Warwick Road Borehamwood, I have one regret — I was born too early! I would

have given an arm to be in electronics. I am crazy about modern computers and would have liked a PC—so intriguing to old chaps like myself. Meantime... I get as near as possible to the wizardry of electronics with my Golf by Sega!

*Arthur Cyril King
(1958-1973)*

“No matter what part of the country or world, the people you met in school were “NCR people” and as such, were always friendly and helpful.”

*— Delbert “Del” R. Caudill
(1965-1993)*

associated with will always burn bright in my memory.

Learning about the history of our company and the many wonderful leaders such as Wilson, Deeds, Patterson, Kettering,

Allyn, and hundreds more make one proud to be a part of such a family. The old NCR slogan, “We can not afford to have a single dissatisfied user” is as strong in my memory today as it was then.

*William M. Ferrell
(1951-1982)*

TWO KINDS OF PEOPLE

No, not male or female, but those who worked with the 315 or those who did not. This sentence is familiar to the legions of people all over the world who have worked with or [have] just known the famous NCR 315 computer. Can you imagine I'm still carrying the NCR 315 code chart alongside my credit cards (same size, how foreseen!!) Is it nostalgia, a talisman, or my ID-card to those who also met the 315?

*Dick H.J. Gravesteyn
Associate*

SURPRISE!!

What a pleasure it was to be part of the NCR family. Back in the sixties when my husband had served 25 years with NCR, the office gave him a surprise party. What a nice affair that was. ...

Thank you for being a good friend.

*Written by Anna Kelly
for Frank T. Kelly
(1937-1968)*

STAYING ON TRACK

Of the "slogans" presented over the years, one that has helped me keep going on the same track frequently is, "Consistency Thou Art A Jewel." As I recall, this was the theme for my very first CPC in 1957 at The Greenbrier. Terrific theme, like all of NCR's "boosts."

*Carl F. Spear
(1946-1961)*

INSPIRED

In general, whether at the country, region or headquarters [level], it is always the people who make the companies and their names in the markets. During all the years of my association with NCR [in Syria], I was fortunate to work with great leaders who inspired confidence, ambition and respect.

*Hicham A. AlMalki
(1955-1986)*

WITH AFFECTION

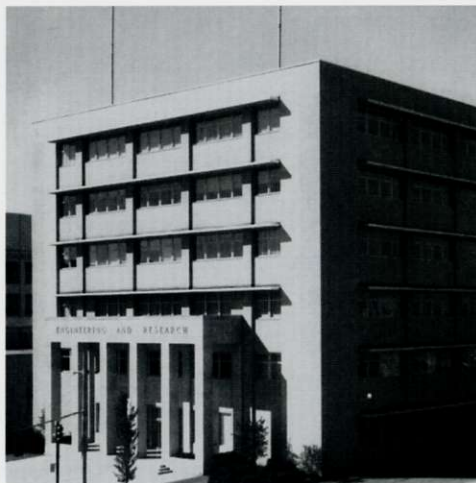
I regard my association with NCR with affection. I made many friends and acquaintances with colleagues and customers. I was allowed to operate on my own initiative, which suited me fine. It was my intention to do a good job for customers and this resulted in a great deal of satisfaction. ...

*Alan Sutcliffe
(1953-1986)*

A FISH STORY

When the “new” Engineering Building was built in the late 50s or early 60s, there was one minor flaw—the maintenance crew could not stop a leaky roof that caused a steady drop of water in the corridor near the east elevator. The standard

procedure at the first sign of rain was to “get the bucket.” One day, during a heavy storm, one of the designers deposited two goldfish in the “reservoir.” Shortly thereafter, someone else posted a “NO FISHING” sign on the wall. Every employee in the building, it seems, got their laughs that day, until the late



Commitment to state-of-the-art products emphasized with opening of Engineering and Research building.

Robert G. Chollar, then V.P. Engineering and Research, stepped off the elevator with two spit-and-polish Army generals, whom he was obviously trying to impress with our

new state-of-the-art Engineering facilities.

Needless to say, the fish and the “NO FISHING” sign soon disappeared, but the bucket may still be in use!! Especially on a rainy day!!

*Carl A. Hatton
(1941-1972)*

WORKING WITH SAM

The opportunity to work with Mr. Sam Walton over a period of thirty years was an experience very few could attain. This association started long before he started Wal*Mart which would eventually become the largest retail company in the world. ... It all started in 1956 when I

would meet him at the Camden, Arkansas, airport to take him to his Ben Franklin Store. He would "maybe" buy a couple of used "21" cash registers for one of his Ben Franklin

Stores. We would go to lunch, and he would "pick up the check." In those days he had a policy that vendors could not pay when Wal*Mart was involved. Years later, 1975, while [I was] Director of the Little Rock, Arkansas Branch, Wal*Mart became one of my accounts.

As the account grew, more people became involved until we were doing millions of dollars in business. NCR enjoyed a great relationship with this customer. I was always proud of NCR and with the people with whom I was associated.

My son, Rich Robins, is associated with AT&T Global Information Solutions, in

Little Rock, at the present time, and is enjoying CPC as much as I did for so many years.

*"I will always think
of NCR as the best place
I ever worked."*

— Otha M. Dixon (1979-1991)

*Richie Robins
(1950-1988)*

TEA TIME

... For the days when the Canteen staff came 'round with the Tea Trolley with tea, coffee and new buttered rolls, also a jolly good morning and a happy smile. Those were things that I remember. ...

*A. Clark
(1955-1980)*

SATISFACTION

Never will forget all the times at NCR: the satisfaction of making a sale, whether large or small; the satisfaction of receiving praise from a customer on successful installations; the satisfaction of receiving calls from former customers after retiring.

*Harold L. Peterson
(1953-1990)*

BASEBALL ANYONE?

I will never forget being in the New York City office on an audit in 1958. It was a Saturday morning and Mr. Kirby, office manager, asked my associate and me if we would care to go to the World Series that p.m. This was my first opportunity to attend such an event. ... Being a sports buff, this was something I will never forget. ...

*Harvey W. Rempp
(1948-1979)*

HOME AWAY FROM HOME

NCR was not only a job to me, but also a home away from home. My father and uncle and a lot of friends worked for NCR. When I was growing up, I spent most of my time at Old River Park, or going to see a movie every Saturday morning. When I went to work at NCR, I played a lot of softball at Old River. Looking back at NCR is like looking back at my youth.

*Gary L. Campbell
(1954-1975)*

IT ALL COMES DOWN TO...

The wonderful memories of my 31 years with NCR are too many to list in this short space. They all come down to the people. The people in all areas of this company have made it what it is today. I thank you all for allowing me to be a part of it.

*Robert K. Irons
(1947-1978)*

TURNING POINT

I always remembered NCR from the time my aunt began working there during the war. She would take me to see the Christmas decorations in the main building on Main Street. It was decorated in the true Christmas spirit against a hallway of mirrors. ...

When I became employed by NCR, it was a big turning point in my life. The work experience was different from what I had known. The working conditions, the employees, and management never ceased to amaze me. I have heard the quote, "You're never too old to learn," and learn I did. The opportunity to learn was always there. It was always interesting to meet and work for people from other countries.

My life was good working at NCR. If it had not been for my being employed there, our family would have had much less. We were blessed.

Truly, NCR made a difference in our lives, and I thank you for it.

*Mary Jane Whittaker
(1969-1991)*

CARING

I was employed as the first Occupational Health Nurse with NCR in Hawthorne, California. ... During these 11 1/2 years, the employment count went from 800 to 4,000 employees. I really enjoyed being available to care for injuries and illnesses, counseling, and sharing in the happy experiences of the employees as they married and started families. In my career of nursing, being an NCR employee was my favorite period of employment.

*Gloria M. Cloonan
(1961-1972)*



Holiday lights at NCR in Dayton.

HAPPINESS AND PRIDE

I was very fortunate to be a part of NCR during the dramatic and exciting days of the evolution of the computer. It was one of the greatest periods of my life, in that NCR provided me with great challenges, great opportunities and great rewards.

These rewards, while financially excellent,

included many other experiences that could be described with two words, "happiness and pride." I can honestly state that, for me, NCR was always fair and sincerely interested in

the welfare of its people. Many people thought NCR should be the great compassionate "mother," who looked after everyone, but in reality, NCR was the constantly growing and learning child, who was attended by all of us, each in our own time.

*Fred C. Angelis
(1961-1979)*

BLESSED

I am a retired employee of the Security

Department. ... It was always a new challenge

each day to meet all the employees and outside

personnel. The most rewarding experience was

when all the foreign NCR dignitaries would

come to the World Headquarters building for

board meetings. I knew

most of them by their first

names and they likewise

knew me. The greatest

day of my employment

with NCR was when

Mr. Anderson presented

me with my 25-year pin in the main lobby of

World Headquarters in 1978. I can say my life

has been richly blessed having worked and met all

the fine people associated with NCR. ...

*Hervey W. Berry
(1953-1989)*

THE DISAPPEARANCE

In the 1960s, I was an accounting machine operator, based at the London Office where there was an elaborate showroom built with a surrounding balcony.

In the showroom was an attendant, usually a young man, learning the trade. A certain young man always disappeared about mid-day and [eventually] did not return. We wondered where the young man went, until we read [about him] in the paper. He was John Curry, Olympic Gold Champion. What a surprise!

*Emma Eileen Sara Cox
(1954-1970)*

A TRIBUTE TO THE PEOPLE

Having worked hard as a salesman in the territory surrounding Wausau, I looked forward to a promotion. When one finally came in 1961, I accepted with mixed emotion. Certainly,

I was pleased with the promotion, but I was happy with my job... and pleased with my life in Wausau.

Leaving [the people I worked with] was a problem, and I knew when I went to my new assignment I would have to start all over. But guess what I found in Racine—the same kind of friendliness and willingness to help, and quality as well, and it was as if I had never left Wausau.

The same thing happened when I went to Decatur, and later to Peoria, and in retrospect, all of it was a tribute to NCR, and to the atmosphere that prevailed wherever I was. The people were the same everywhere, and even though the geography was different, the men and women who were THE COMPANY made the work an easy transition. ...

*Clarence L. "Clare" Grap
(1946-1981)*

“IMMEASURABLE”

The people and bosses I met [at NCR] have become friends for life. “Immeasurable” is the only word I can think of to describe the feelings I have for those ten years working together and laughing together. We worked hard together and we played together. We danced together, we sang together (after work of course). We scraped snow and ice off of each others cars on bad days. ... Thank you Jack Luter and Charlie Barnard for hiring me that lovely spring day



Cabins at Sugar Camp sales training facility in Dayton.

in April of 1970 and giving me a chance to be a part of the Monroe-Middletown Distribution Center and enhancing my life forever with great friends.

*Joyce Moore
(1970-1980)*

SUGAR CAMP PRANKS

On a recent visit to the Smithsonian Institute, I was surprised to see some of the equipment I sold when I first started with NCR. This brought back many memories, especially the Class 2000 Proof Machine. The most enduring memories are the visits to Sugar Camp. My first visit was 1957 when we slept in cabins, ate in a cafeteria and attended classes all within a fenced-in camp. Some of us went into town one night and came back after 11 p.m.,

which was the curfew hour. One of the men in our group decided to climb the fence, with some complications, like a scratched arm, torn clothes and a sprained ankle. The rest of us decided to face the music, and much to our delight, found the gate still open at 11:45. Five minutes later it was closed.

It was the same night the gentlemen of the Cash Register Division decided to teach the boys of Accounting a lesson. They came to our cabins and grabbed the first person they found and threw him into the swimming pool fully dressed. The next morning, to our chagrin, we discovered he was a guest speaker, a vice president from a bank.

*Roy W. Thomas
(1955-1980)*

A WISE PREDICTION

Of many memories of NCR, the one that

comes to mind is the one when we were commissioning 405 computers at Elliot Brothers in Borhamwood.

These early computers were, of course, very large physically, if not in capacity. While I was

busy working on a machine, the chief designer, Mr. St. Johnson stopped by and remarked that it would not be many years before we could get all that, indicating this very large computer, into a suitcase.

I thought at the time, he was exaggerating. ...

*R.B. Lyle
(1947-1981)*

*"I remember the freedom
I was given, as an instructor,
to build new machines
(models)."*

— John William James (1956-1974)

SPECIAL DELIVERY

The owner of a mom and pop grocery in Bowman, North Dakota, called our

Bismark, North Dakota, office on Friday in 1960. He was frantic! This would be a busy weekend for him and he had run out of C-6000 receipt paper. Was there some way we could help him?

I took his number and told him we would call him back.

A field engineer, who was going to take a flying lesson in the morning, called his instructor who said Yes, they could fly that direction.

I called the store owner and asked him to be at the crossroads of Highways 12 and 67 at 9:30 a.m. and we would drop his receipt paper in the nearby field.

He was so impressed with our "special" service that a short time later, he purchased NCR's latest check-out system.

*Richard Marks
(1949-1989)*

"A HOT HARD SELL"

I received a call from a meat and fish smoke shop for repair of an old 210 ECR. As I worked on the register, I talked to the lady about the new NCR 2114. As we were talking, she gave me some beef jerky to eat. I started chewing on

a stick, at the same time trying to make the sale.

Within a minute, tears were running out of my

eyes. It was HOT beef jerky and I mean HOT.

But I kept on with my sales talk. Well, another

lady customer was watching this and said,

"Look, he's crying for a sale." Well, she bought

the register, and I still go back for some of that

hot beef jerky. It's great.

*Michael D.A. Hansen
(1967-1994)*

REMEMBER WHEN...

Remember "The days of THE NATIONAL CASH REGISTER COMPANY," when you shined your shoes and wore a suit and tie to work?

When you carried your tools — hammer, v-block, punches, pliers, and screwdrivers in a tool kit, strong enough to sit or stand on?

When your parts were tapered pins, clips, springs, screws, switch points, motor brushes and ribbons?

When you knew all your customers and would see them four times a year for maintenance inspections?

When there were real cash register salesmen who sold in all towns to 86% of the retailers?

When there were no computers or super glue and a broken part could be welded?

NOW, WERE
THOSE THE GOOD
OLD DAYS...OR NOT?

*Don Berry
(1961-1993)*

AN HONOR

I think it was sometime in the spring of 1963. I was office manager of the Niagara Falls branch. We had a great honor for a small branch: the president of NCR Japan stopped in Niagara to see the world-famous Falls. Our branch manager and accounting machine manager escorted him around. They

came back to the office and introduced him to the staff. The thing that impressed me about him was he spoke English very well, so we could converse with him personally.

*Adolph Becker
(1941-1973)*



Decimalization in the United Kingdom caused over a million NCR products to be changed to suit the new monetary system.

IN LONDON

I joined NCR as Installation Supervisor for Scottish Banks, covering the whole of Scotland and Scottish Banks in London.

... In 1969 we were faced

with decimalization. Every machine in the country had to be changed. ... I enjoyed this period very much. The challenge of meeting customer needs with only 60 or 100 steps of programming was very satisfying. ...

*Margaret Crooks
(1955-1979)*

REMINISCING

I am writing this for my mother who is now 81 years old. I remember when she got hired by NCR. She had worked for DELCO, and as a single parent was really happy to be changing employers. NCR meant better pay and benefits.

I learned to swim at Old River, and we spent many days there. Mom said to tell you that her mother, an aunt, and five uncles have also worked there. (After meeting my future husband, I found out that his father worked

there. He retired after 42 years.) NCR has meant a lot to my mother and me. We thank you for what you were and hope that what you will be in the future is equal to what we remember.

*Written by Sue Struve
for Anna Trichler
(1955-1971)*

GRATITUDE

What NCR did for a poor boy, age 19.

- Hired me with no college degree.
- Gave me the opportunity to obtain a college degree [and] helped me with the financing.
- Gave me the opportunity to make a living and rear a family.

*"I remember getting my
25-year certificate and pin
in October 1972. This was a
big day in my life."*

*— Robert D. Whittington
(1947-1973)*

- Gave me the opportunity to gain the financial well-being to afford a college education for my children.
- Gave me the opportunity to live comfortably.

-
- Afforded me the opportunity to retire at age 54 to do other things.
 - Affords me the opportunity to keep in touch with my co-workers over the years.

This is basic! Thank you NCR!

*John P. Hillenbrand
(1959-1993)*

CONSIDERATION

I remember the concern and consideration that Dayton always showed for people. For example, my request for a braille-keyed cash register for a blind customer. This was at no extra expense to the customer. ...

Donald M. O'Rourke
(1954-1979)

special. It included a box of candy from Santa and a silver dollar. I still have about five of those silver dollars.

Old River was a special place for us all. I learned to swim there and then became a water safety instructor there myself, teaching others. ...

Judy Batin Taylor
(1960-1966)

WORLDWIDE FAMILY

Whenever and wherever I was traveling around the world, if I saw an NCR office, I would drop in and say hello. I was always warmly received and many times was entertained by a lunch or dinner engagement. We were a worldwide family.

As a child living and growing up in Dayton, I remember going to Saturday movies in the Auditorium. I had to take two buses to get there, but it was worth it because there was no charge to the children. The Christmas show was extra

A DREAM

In 1963 I had a dream, [about getting] into electronics. I took an aptitude test and failed, took the second test and passed, and that opened the door for me to be hired at NCR. My dream had come true. From then on, my entire world changed. I worked in electronics until 1987. I always felt, in a small way, I was contributing to the technology and progress of this modern world of ours. Thank you NCR. I owe it all to you.

Zoila Monarque
(1963-1976)

“WE DON’T USE CASH REGISTERS”

After my initial orientation training on how to make [accounting machine] sales calls, I was instructed to go to all banks around Mankato, Minnesota, [to sell] National Cash Window Posting machines and bank Central Proof Systems. Upon [my] making an approach at a small bank,

the elderly president asked me, “Son, don’t you know, we don’t use cash registers? You should go down the street to the town grocery store. They are the ones who use cash registers.”

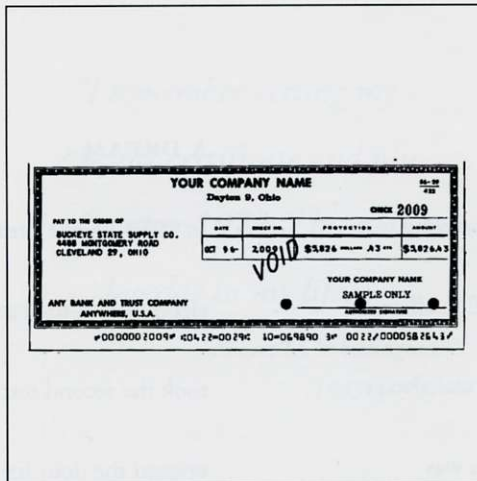
How the times changed during my NCR sales career!

*Allen C. Davis
(1952-1987)*

TREMENDOUS DIVERSITY

When I think of the tremendous diversity of manufacturing processes with which I became familiar, it makes me appreciate that few will get to see and experience that variety in one incredible complex. But that’s progress and “we progress through change” is more than a clever motto. ...

*Carroll L. Drummond
(1950-1978)*



NCR became a leader in machine-reading of checks through Magnetic Ink Character Recognition (MICR).

HELPFUL NEIGHBORS

Please give thanks to the good neighbors of NCR who opened their homes,

provided room and board,

and packed lunches for us while we were in service schools at Dayton. They are to be commended.

*Frank J. Rigelsky
(1948-1982)*

MY FIRST TWO WEEKS WITH NCR

It was the summer of 1961, and I was fresh out of Idaho State College at Pocatello, Idaho. My neighbor and fishing buddy, Mr. Paul Budge, talked me into applying for 315 computer training with NCR. While I was waiting for my training appointment in Dayton, Ohio, the

service manager, Mr. Bob Jones, brought out a 100 Class cash register and asked me to disassemble it down to the base plate. I meticulously laid out each part in order as it was

removed. When I was finished with the task, Mr. Jones said, "Well Jim, I see you have everything in order so you know where every part goes." Then he went to the back room and came back with a large cardboard box and to my dismay, began to dump all the parts into the box. He then handed me the box full of

mixed-up parts and asked me to reassemble the machine and make it functional. Two weeks later, when I finally got the 100 Class working, I knew exactly where every part belonged and what its function was. I respect Mr. Jones for this lesson, which proved to be very valuable throughout my years with NCR.

"Looking back, I met a lot of nice people. They soon became my friends. As time went on, they became like a family. My job became part of me. Together we all became a team."

— Jennie M. Rizak (1965-1992)

"Before you pick a problem apart, you better know how to fix it."

James C. "Jim" Hall
(1961-1980)

THE FIRST MILLION

One of my fondest memories happened when... we heard we had sold our first million dollars in service contracts. Within a few years, we had ten million dollars in service contracts. Proves we must have been doing something right. ...

Daniel R. Waldroop
(1946-1973)

**“JOIN THE DOOR KNOB
PULLERS CLUB”**

The first thing that comes to mind is my first day of employment, September 3, 1957, in the Saginaw, Michigan, branch. I was introduced to the cash register and accounting machine sales force at a sales meeting. Our branch manager, R.V. Jackson, then played a “required listening” sales tape from Dayton. It was Mr. John Wilson singing, “Join the Door Knob Pullers Club,” and it was awful. At that point, I was certain I had made an employment mistake. For years after, the sales force everywhere joked about the recording.

For 17 years, I was proud to be a National Cash Register Company representative. In Northern Michigan we had the market “locked.” My training and Sugar Camp experience will be a part of me always. I am 67, still working and selling and using the five-part sales track in my business. Thanks, NCR.

James W. Rau
(1957-1974)

SELLING IS A PROFESSION

A favorite memory of mine was attending Sugar Camp in the summer of 1953, being elected class president, and getting to be one of the graduating class speakers. The concept that selling is a profession and “nothing happens until somebody sells something” stayed with me during my years with NCR. Enlightened by the education received from Ralph Negri and other instructors, I was proud to display the word “salesman” on my business card and happy I chose NCR for my career.

Arthur V. White
(1952-1980)

NEVER SAY NEVER

When first joining NCR, [I remember] walking into HD, and seeing the 25-year member plaques and thinking, “I’ll never be here that long.”

Colin Franklin
(1955-1992)

THANKS TO ART

We had very good bosses, especially our supervisor, Art Wodley. He would come before work and visit with us. I still have very good friends from NCR. Thank you for giving me this opportunity.

*Opal Lackey
(1961-1971)*

AUSTRALIA'S FIRST SALESWOMAN

I was very lucky to be able to work in London for 3 years—a wonderful time. However, the pinnacle of my long career was the appointment to the sales team in Perth—the first female in Australia!!

*Shirley Ross
(1949-1981)*

PROUD MEMORIES

Looking back over forty-eight years of service with NCR, my most intense memory is one of pride in a fine company which always provided fine equipment and unparalleled service to its customers. Coupled with this is a strong feeling of friendship, camaraderie and co-operation between a majority of fellow workers. This bond often resulted in a dedication to customer service which went above and beyond the call of duty.

*Neville Stuart Barber
(1942-1990)*

Ki Hon,

A few words before I hit the sack — don't know if I can mail it though. The above address is good enough to reach me.

I had a good ride to Cleveland, but the coach from there down was old and rough, also late.

It seems to be much warmer here, but what a place. Very nice cabins, two rooms with two men in each room. Individual chests, chairs, closets, fold desks, etc. The first meal was wonderful, cafeteria style and several choices. More pounds!!!

I understand we have to give the Class 6000 demonstration in the morning, and if we don't know it, back to the branch. If this is true, I will probably beat the letter home. Just hope they give me a chance to learn it here.

Will write more later in the week, if we have time for letter writing. I guess they keep us busy but at least the camp is a wonderful place.

Say hello to Terry, Danny, Karen and Diane and tell them to be good.

*Love to all,
Gay*

The above remembrance is taken from
an original letter written by a Sugar Camp
attende, Gaylord Barnes, while attending
Sugar Camp Sales Camp #264. Gaylord
Barnes worked at NCR from 1952-1987.