

# ICCOS 2004

## International Commercial Cash Operations Seminar

### *“The Processing Forum”*



## Agenda \*

<b>Sunday, Oct. 17</b>	2:00pm - 5:00pm 6:00pm - 8:00pm	Registration at Room of the Dons Foyer Welcome Reception at the Sponsor Exhibit Hall (Room of the Dons) – <i>Co-sponsored by Currency Research and De La Rue Cash Systems</i>
<b>Monday, Oct. 18</b>	8:00am – 6:00pm	Sponsor Exhibit Viewing, Pre-Session Coffee & Juice, Morning & Afternoon Refreshment Breaks
		<b>Seminar Sessions – Peacock Court</b>
	8:30am - 8:45am	<u>Opening Remarks</u> by Geoff Young, ICCOS Chairman
		<b>Session I – Coordinated by Geoff Young, ICCOS Chairman</b>
	8:45am – 9:00am	<u>Welcome</u> , by John Moore, Federal Reserve Bank of San Francisco
	9:00am – 9:20am	<u>Meeting the Demands of the Cash Customer in the Public Sector</u> , by Robin Anderson, San Francisco Bay Area Rapid Transit District
	9:20am – 9:40am	<u>Cash Management at the Branch</u> , by Susan Pence, KeyBank
	9:40am – 10:00am	Questions & Answers
	10:00am – 10:30am	Refreshments at Sponsor Exhibit Hall
		<b>Session II – Coordinated by Martin Hobhouse, De La Rue Cash Systems</b>
	10:30am – 10:50am	<u>Using Technology to Enable Changes at the Federal Reserve Bank</u> , by Roland Costa, Federal Reserve Bank of Richmond
	10:50am – 11:10am	<u>Teller Cash Recycling – Impacts &amp; Opportunities</u> , by Rick Ingram, SouthTrust Bank
	11:10am – 11:30am	<u>Dialog Banking – Bringing Retail into Retail Banking</u> , by Steve Hughes, Bank One
	11:30am – 11:50am	Questions & Answers
	11:50am – 12:20pm	Delegate Photograph (Front steps of hotel)
	12:20pm – 1:30pm	Delegate Luncheon at the Top of the Mark – <i>Sponsored by Currency Research</i>
		<b>Session III – Coordinated by Hamlet Ambarsoom, Giesecke &amp; Devrient</b>
	1:30pm – 1:50pm	<u>Releasing a New Note Series in Canada’s Bank Note Distribution System</u> , by Richard Wall, Bank of Canada
	1:50pm – 2:10pm	<u>A Financial Institution’s View of the Cash Payment Process – Past, Current &amp; Future</u> , by Marie B. LaQuerre, Bank of America
	2:10pm – 2:30pm	<u>Transaction Transformation</u> , by Maureen Saygers, Bank One
	2:30pm – 2:50pm	Questions & Answers
	2:50pm – 3:20pm	Refreshments at Sponsor Exhibit Hall
		<b>Session IV – Coordinated by Richard G. Haycock, Currency Research Ltd.</b>
	3:20pm – 3:40pm	<u>Self Service Systems – The Competitive Advantage</u> , by Kevin Connelly, International Financial Services, Inc.
	3:40pm – 4:00pm	<u>Outsourcing Cash Processing to the Retailer</u> , by Barbara Myatt, Currency Technics & Metrics
	4:00pm – 4:45pm	<u>Panel Discussion: Outsourcing Challenges</u> , Panelists: William Aubrey Chapman, Aub Chapman Consulting Services Pty Ltd; David Pegley, Cash Services Australia; Phil White, Bank of England
	4:45pm – 5:05pm	Questions & Answers
	6:30pm - 10:30pm	Dinner Cruise (motorcoach boarding will begin at 6:30pm from the Hotel’s Front Entrance) – <i>Co-sponsored by Currency Research, Currency Technics &amp; Metrics, and De La Rue Cash Systems</i>

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- Tuesday, 8:00am – 12:00pm** Sponsor Exhibit Viewing, Pre-Session Coffee & Juice, Morning Refreshment Break
- Oct. 19 8:30am – 8:40am** Announcements, by Geoff Young, ICCOS Chairman
- Session V – Coordinated by Terry Glude, Productivity Systems International**
- 8:40am – 9:00am Currency Recirculation Policy, by Mark Mullinix, Federal Reserve Bank of San Francisco
- 9:00am – 9:20am Where Will Currency Changes Go From Here, by Thomas Ferguson, Bureau of Engraving and Printing
- 9:20am – 9:40am Vault Management Software – Reaching for the Future, by Steve Brunswick, De La Rue Cash Systems
- 9:40am – 10:00 am Questions & Answers
- 10:00am – 10:30am Refreshments at Sponsor Exhibit Hall
- Session VI – Coordinated by Carreker Corp.**
- 10:30am – 10:50am Recent Changes in UK Cash Distribution, by Andrew Wallace, APACS
- 10:50am – 11:10am Which Way for Deposit Processing?, by Paul Blond, Currency Consulting International
- 11:10am – 11:30am An Update on Currency Services Pricing, by Michael W. McFarland & C. Scott Winkler, Ernst & Young LLP
- 11:30am - 11:50am Questions & Answers
- 11:50am – 12:10pm Closing Remarks, by Geoff Young, ICCOS Chairman
- 12:10pm – 1:15pm Delegate Luncheon at the Top of the Mark – *Co-sponsored by Currency Research and De La Rue Cash Systems*
- 1:45pm – 4:45pm Major Sponsor Breakout Meetings: *(return completed Breakout Meeting Selection Form to ICCOS Administration by 3:00pm on Monday, October 18.)*

### Major Sponsor Breakout Meetings

Each meeting will be conducted three times: 1:45 – 2:30pm • 3:00 – 3:45pm • 4:00 – 4:45pm

<p><b>Key Issues Facing the Industry - Outsourcing, Serial Number Tracking, Benchmarking, Productivity, Standards,</b> by Currency Research Ltd. (Six Continents Room - Mezzanine Level)</p>	<p><b>Cash Cost Optimization – The Total Cash Cycle View,</b> by De La Rue Cash Systems (Willard Room – 2<sup>nd</sup> Floor)</p>	<p><b>Pay-in Standards – Central Banks and Currency Circulation,</b> by De La Rue Cash Systems (Barclay Room – 2<sup>nd</sup> Floor)</p>	<p><b>The Key to Unlocking the Next Phase of Cash Management,</b> by Currency Technics &amp; Metrics (George D. Smith Room – Mezzanine Level)</p>
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*The Asian Banker is a Supporting Publication for the 2004 ICCOS.*

*\* subject to change*