



EUROGIRO

## News

Contents

2 / May 2003

## Agreement for a transatlantic gateway for credit payment signed between Eurogiro and Federal Reserve Bank (FRB) of the US

A limited production of the service will be implemented late in 2003 with a limited number of US banks and 5 Eurogiro members in Austria, Germany, Netherlands, Switzerland and the United Kingdom.



Henrik Parl,  
Eurogiro

Elizabeth McQuerry,  
Federal Reserve Bank

### Product features

- 3-day (OUR) credit transfer
- Low costs with 100% STP
- Access to all accounts in a country is secured by FRB in the US and by Eurogiro members in their countries
- Can be handled as domestic USD payment in the US system
- Full transparency and certainty of payment

The vision for the transatlantic service is that all European bank accounts can be reached from any US bank that is part of the ACH (Automated Clearing House) system. Also that any account connected to the US-ACH can be reached from Europe. A simple converter (implemented by Eurogiro) between the US format and the international Swift format ensures that these transatlantic payments can be exchanged at very low costs, i.e. at fees (excluding foreign exchange) of between 1 and 3 USD. This is very attractive compared to the present fees offered in the market. The product is mainly targeted at low value payments initiated by corporates and institutions. For these cost efficiency and 100% STP (Straight Through Processing) are key success factors. However, potentially all retail and corporate payments could be sent via the gateway. Of particular importance in ensuring low costs of the transatlantic gateway is the use of existing infrastructures. In the US the domestic ACH system can also be used to send/receive international payments, while the European counterparts use the existing Eurogiro system and the domestic clearing system to transmit through the transatlantic gateway.

The co-operation agreement was signed in mid March by the Federal Reserve Bank and Eurogiro Network A/S, and subsequently by all 5 pilots (Bawag/PSK, Deutsche Postbank, Postbank/ING, PostFinance/Swiss Post and UK Girobank). On 19 March Eurogiro signed with the software developer: Rambøll-Informatik, which is a leading Nordic IT development group. The development will be based on a central database to support message type conversion and the development will be carried out in parallel with the TMO (Tele Money Order) product development, which will use the same database.

### The key dates are:

April – August 2003:  
Design, development and initial testing

August - 30 October 2003:  
Member testing, training and take-over testing

1 November 2003:  
Pilot production start

Eurogiro made a joint presentation with FRB at the international NACHA payment confer-

2 Striving to meet the challenges

2 Deutsche Postbank wants to perform payment operations for other banks

3 Electronic bill presentment and payment

4 Important new money order product

4 Why is CTT - Correios de Portugal so eager to join the new TMO project?

5 10th Anniversary Board meeting with a focus on the future

5 Automation of counter network

6 Promotion campaign in France

7 Quality and Return of Payments

8 La Poste, Senegal at a glance

ence in Orlando early May 2003. Based on the feedback received, the interest of the US banking community seems very high.

It is the vision to expand the transatlantic gateway to other European countries as soon as sufficient experience has been gathered from the limited production, and the concept could potentially also be expanded to other countries outside Europe.

The strategic alliance between Eurogiro and FRB for the transatlantic gateway is fully in line with the gateway strategy of Eurogiro, whereby increased connectivity for members/partners is secured at low costs.

Eurogiro News is a magazine for the promotion of information, ideas and knowledge within the Eurogiro community.

Eurogiro News is published quarterly by:

Eurogiro Network A/S  
Carl Gustavs Gade 3, 1. tv  
DK- 2630 Taastrup  
Denmark  
Tel.: +45 43 71 27 72  
Fax: +45 43 71 26 62  
e-mail: eurogiro@eurogiro.com

Editor-in-Chief:  
Søren Rose

Subscription enquiries:  
Kai Thygesen, Editor  
Tel.: +45 43 31 12 47  
e-mail: kai@eurogiro.com  
www.eurogiro.com

No part of this publication may be photocopied or otherwise reproduced without the written consent of Eurogiro Network A/S

Printed by: Schultz Grafisk

Although Eurogiro Network A/S has made every effort to ensure the accuracy of this publication, neither it nor any contributor can accept any legal responsibility whatsoever for consequences that may arise from errors or omissions or any opinions or advice given.

Final editing: May 2003  
ISSN: 1727-7450

The Eurogiro network is an international electronic payment network for the postal financial institutions.

The Eurogiro network is the only electronic cross-border payment system which covers both postal and bank products.

Eurogiro has 39 member institutions. Although Western Europe is the core area, Eurogiro now spans five continents. The electronic payment system of Eurogiro is administered by Eurogiro Network A/S in Copenhagen which also provides the organisational framework for the further development of the co-operation. The company is owned by 15 European members.

Eurogiro Member institutions:

Austria: PSK/BAWAG • Belgium: Postcheque  
• Brazil: Empresa Brasileira de Correios e  
Telégrafos • Canada: National Bank of  
Canada • Cape Verde: Correios de Cabo Verde  
• China: China Post • Croatia: Hrvatska Post  
• Czech Republic: CSOB a.s. • Denmark:  
Danske Bank A/S • Estonia: Sampo Pank  
• Finland: Sampo Bank Plc • France: La Poste •  
Germany: Deutsche Postbank AG • Greece:  
Hellenic Post • Hungary: Magyar Posta  
• Iceland: Iceland Post • Ireland: AN-Post  
• Israel: Israel Postal Authority • Italy: Poste  
Italiane • Japan: Postal Savings Bureau  
• Latvia: Latvia Post • Luxembourg: P & T  
• Morocco: Barid Al Maghrib • Netherlands:  
ING Bank N.V./Postbank N.V. • Portugal:  
CTT Correios • Romania: Banc Post and  
Posta Romana • Senegal: La poste • Slovakia:  
Postova Banka • Slovenia: Postn banka  
Slovenije d.d. • Spain: BBVA and Correos y  
Telegrafos • Sweden: Postgirot Bank  
• Switzerland: Swiss Post Postfinance • Tunisia:  
La Poste • Turkey: General Directorate of  
Post • United Kingdom: Girobank PLC •  
USA: Deutsche Bank • Serbia & Montenegro:  
Postal Savings Bank of Yugoslavia.

## Striving to meet the challenges

**This issue of the Eurogiro News will provide you with updates on ongoing activities within member organisations.**

■ In Switzerland "Yellowbill" has paved the way for a breakthrough in the Electronic Bill Presentment and Payment (EBPP) area, and at the same time strengthened the role of PostFinance as a leading payment service provider in Switzerland.

Portugal informs us of the reasons behind their participation in the TMO project. In Romania, Posta Romana continues the computerisation of their post offices and in France, La Poste has launched a marketing campaign for international credit transfers.

You will also find an article from the most recent member, La Poste in Senegal, and I take the opportunity to welcome La Poste to Eurogiro.

In addition you will find information on the outcome of the recent Eurogiro Board Meeting, the co-operation with the Federal Reserve Bank in the U.S.A., the co-operation with the UPU on the TMO product and a report from the Eurogiro Quality Seminar, held in Copenhagen late March.

I hope you will find the topics interesting – and also that you will see the high level of activity reflected herein as a clear indication that all participants in the Eurogiro co-operation strives to meet the challenges in the "world of payments".

I wish you all an enjoyable read.



*Søren Rose,  
Editor-in-Chief and  
Deputy Managing  
Director*

## C O M M E N T A R Y

## Deutsche Postbank wants to perform payment operations for other banks

**Technical and organisational preparations pave way for third-party business of bank subsidiary.**



*Dirk Berensmann, member  
of the Board of Directors  
of Deutsche Postbank*

■ Deutsche Postbank AG is now making the technical and organisational changes that will allow it to perform payment and other back-office operations for other banks and savings institutions by the end of this year. Dirk Berensmann, the Postbank Board member responsible for IT and Operations on the Postbank Board, is confident that this will become an important new business area. "Because of our technological advances and our very large volumes, which allow us to achieve very favourable unit costs, we're certain that we will be a very interesting partner for other banks," he said. "We want to make the most of this opportunity."

Postbank, in co-operation with SAP, is now introducing a banking software system that will provide a platform for this new business initiative. The system has been developed so that it not only suits Postbank's own needs but can be adapted to serve the specific needs of outside customers.

Bonn-based Postbank is the only major bank so far to have brought all its back-office functions under central control, which puts it in a

position to offer similar services to other banks at very attractive rates. The vast majority of Postbank processes will have been converted to the new SAP banking software by autumn 2003.

The new business division will be entrusted to Postbank employees at Postbank's offices in Berlin and Frankfurt; Leipzig may be added if business conditions allow it. Postbank is now open to new legal arrangements in which

future partners can participate.



## Electronic bill presentment and payment

**yellowbill - The EBPP system from Swiss Post.**

The yellowbill system from Swiss Post enables billers in Switzerland to send electronic invoices via the Internet, which can be paid immediately by the customer. The recipient can pay the amount due with just three clicks of the mouse. It was developed in 2001 by PostFinance and yellowworld, the E-Fulfilment company of Swiss Post. Within only 6 months the system was designed and went live in November 2001. After a short pilot-run the official start took place on February 4, 2002.

### Functionality of yellowbill

The main idea of yellowbill is to transport the necessary data used for the payment to the customer via his internet banking application,

providers, as well as an enlargement to handle also B2B-bills.

yellowbill offers billers considerable savings potential, as they no longer have to print out and mail invoices and they are taking their accounts receivable management into a new era. As the due date and all reference numbers are entered automatically, they receive their money promptly and can profit from better data quality and lesser costs.

The customers benefit too, as they don't need to type in the payment data as they otherwise would with online banking programs. The bill can be paid with just three mouse clicks. This is convenient, saves time and - particularly important for the Internet - is secure.

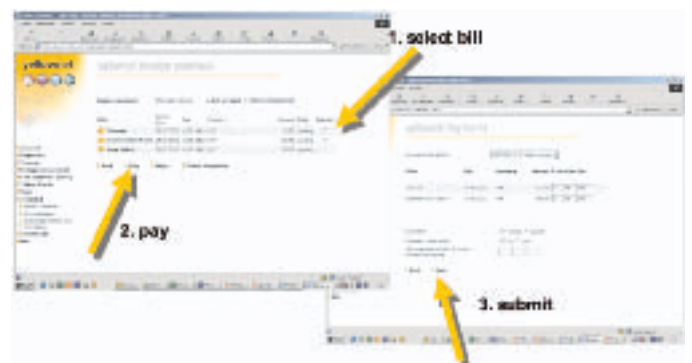
Services (operator of customer card systems for 15 Swiss companies), Swiss Federal Railways (for general rail passes) and several health insurances.

### Innovative Swiss Post

yellowbill is one way in which Swiss Post is countering the gradual substitution of physical mail. At the same time, the organisation is strengthening its role as a leading payment services provider in Switzerland. PostFinance is already the number one in Switzerland with its yellownet online banking service. Some 370,000 customers manage over half a million accounts electronically. The requirement for using yellowbill is a Yellow Account; this enables users to register free for yellownet.



*pay bills with just three clicks of the mouse!*



such as yellownet of PostFinance. On this platform the customer can use this virtual payment instruction to place a payment order. In addition to the payment data there is a link to the bill detail, which can be provided by yellowbill or by the biller himself in HTML or PDF. This means that paper invoices and in-payment slips can be replaced by electronic documents. The invoice is both sent and paid via the Internet.

yellowbill is built as an open system and can be linked to other EBPP systems and providers. It is for the moment only suitable for B2C-bills. There are plans to co-operate with other financial institutions and service

### Breakthrough in EBPP

Swisscom Fixnet has decided recently to use yellowbill and plans to roll out the system in June 2003. Electronic bill presentment and payment is especially suitable for companies that mail large quantities of invoices. Swisscom Fixnet's decision to use yellowbill brings the service a significant step closer to market breakthrough. With 40 million invoices mailed each year, there is considerable potential for yellowbill to become widely used. Several well-known companies in Switzerland already use the system or have decided to use it in future. They include Orange, Cornèr (Visa Card Center), Cablecom (TV-net provider), T-Systems Card

For more information or a demo version of yellowbill:

[www.postfinance.ch](http://www.postfinance.ch)

[www.yellowbill.ch](http://www.yellowbill.ch)



# Important new money order product

**Eurogiro is developing a two-day Tele Money Order (TMO) in co-operation with the Universal Postal Union (UPU).**

■ Cash transactions are widely used in the postal world as well as within the Eurogiro network. Therefore it makes sense to develop the new enhanced money order - TMO together with UPU. It allows members from both networks to benefit from the combined geographical coverage and the unique branch network, as well as from the long-standing experience in payment handling and traditional joint agreements.

The TMO is a two-day cash payment product. The TMO is uniquely mixing modern Track & Trace techniques and well proven Eurogiro bulking principles, and further it is built within the Postal tradition of multilateral agreements. It is a fully electronic product with no paper required, once it has been keyed or scanned into the system. The new money order is built, owned and controlled by the members. Eurogiro and UPU facilitate the development and Eurogiro Network A/S administrates the central TMO database, where all transactions are logged and

processed. The product is handled by well known postal and banking networks and the extensive branch networks makes it easy for end customers to access the product.

The first wave of Eurogiro members have already signed as pilots on the new product and they are expected to test during the third quarter and go into live production in the fourth quarter of 2003. Other Eurogiro members have acted as a reference group in the development.

Organisations offering the new TMO will be able to offer their customers a medium speed product at a medium price. It is not as rapid as on-line urgent cash services, but faster than the existing money order. The transmitted currencies are set to both EUR and USD, but sending and receiving institutions can further accept in-payment/out-payment in a local currency and possibly gain further income on the foreign exchange.

As the product is fully member-owned, the set-up ensures that all revenue generated by this service is kept within the participating organisations, who set their terms and conditions towards partners and customers according to their own business considerations. The TMO lends itself well to higher base line revenue than existing slower and faster cash services. The TMO database is expected to be available for testing by Eurogiro members from 25 August 2003.

The TMO will be on the agenda at the Eurogiro General User Group Meeting held in Munich 21-23 May, where all Eurogiro members and representatives from UPU are invited. All Eurogiro members besides the existing pilots have already received an invitation to join the TMO product either as a "pilot" or at a later stage.

Product features	Member benefits
<ul style="list-style-type: none"> <li>• 2-day OUR product</li> <li>• Full price transparency – full amount paid out to receiver</li> <li>• Transmitted currencies: EUR, USD</li> <li>• Sending customer informs receiving customer</li> <li>• Responsibility of sending institution: provide necessary &amp; validated data, send payment to database as batch by end of day</li> <li>• Out-payment in any post office on-line, or with fax/e-mail/phone, subject to confirmation at database and presentation of proof of personal ID, transaction reference number/ID and password, if provided by sending customer</li> <li>• Payment can be tracked and traced</li> <li>• Validity of payment: 30 calendar days, after which period funds are returned</li> <li>• Settlement: Default to set funds at disposal of receiving institution on value date (value date settlement) on mutual accounts/ESSP, or billing as option</li> <li>• Remuneration: receiving institution should be remunerated with a flat fee to be agreed upon bilaterally</li> </ul>	<ul style="list-style-type: none"> <li>• Inquiries: not to be initiated before value date</li> <li>• MT103-66, the TMO is built on existing Eurogiro product codes</li> <li>• Offer a medium product – maximum 2 working-day flow</li> <li>• Transmitted Currencies: EUR, USD - cover most of the globe</li> <li>• Security - sending customer informs receiving customer</li> <li>• Very high STP ratio</li> <li>• Payment can be tracked and traced</li> <li>• Sending institution determine income from sending fee and perhaps foreign exchange (FX)</li> <li>• Receiving institution sets receipt fee with sending institution and perhaps foreign exchange (FX)</li> <li>• MT103-66 the TMO is built on existing Eurogiro product codes</li> <li>• Turn-key out-payment package</li> <li>• Service guarantee via sign-on to service level agreement</li> <li>• Electronic transmission, also of administrative messages</li> <li>• Expected connection to UPU/IFS for further coverage</li> <li>• Add-on business to already existing branch network</li> </ul>

## Why is CTT - Correios de Portugal so eager to join the new TMO project?

**There are essentially two reasons for this: one is commercial, and the other for technical / innovative reasons.**

■ Starting with the commercial one. For over 30 years, CTT - Correios de Portugal has been offering two international money transfer services or products to its clients; the postal money orders, one normal and one urgent. The urgent one, the telegraphic money order, was abandoned and substituted back in 1999 by the Western Union service. Since then we have offered a very fast 15-minute service / product and a much slower one, the money order, a five day product. But this is not the only differentiation in the services offered. We have also had a wide pricing gap between the two services / products. So from the commercial point of view it would be very interesting to be able to offer a product /

service which would offer a service in between those currently offered, one that is perhaps not as fast as the Western Union service but much less expensive.

Regarding the technical point of view, CTT is in the process of rolling out the new front-office system and the new international money transfer application. These two new systems now enable CTT not only to improve service quality regarding the existing products but, much more importantly, to implement new products / services with a high percentage of automation as well as decentralisation.

For the above reasons it is "understandable" why CTT immediately showed an enormous interest when it heard about a probable implementation of a two day product to be supported by Eurogiro, with a possible link to UPU.



## 10th Anniversary Board meeting with a focus on the future

**PostFinance/Swiss Post was an excellent host for the 10th Anniversary Board meeting which took place in the wonderful location of Interlaken.**

■ The meeting confirmed Eurogiro's emerging role as a gateway provider for its members and alliance partners. The aim is to provide increased volumes, product choice and geographical coverage to members and alliance partners, while reducing the costs of implementing these solutions. The meeting approved activities to continue discussions with key players in the new European payment infra-structure, card companies and new entrants into the payment market. The meeting also approved the roadmap for continued discussions with Swift aimed at reducing IT costs for Eurogiro members with SwiftNet. A key highlight from the meeting was the announcement that all parties have now signed the agreement for a transatlantic gateway between 5 Eurogiro members in Europe and the Federal Reserve ACH system in the USA.

Eurogiro is also currently having discussions with Western Union and alternative providers of Urgent cash services for a new 5-year contract period. An announcement on choice of partner will be given over the summer.

Finally, the meeting approved a new Governance structure. One of the implications is a new meeting structure, where all Board members, senior representatives of



*Eurogiro Board Meeting, Interlaken April 2003*

non-shareholder countries and senior representatives from alliance partners will be invited to a common strategic seminar concerning payment business.

The subsequent Board meetings will take place in Paris (October 2003), Italy (spring 2004) and Luxembourg (autumn 2004).

## Automation of counter network

**Posta Romana, the national postal operator of Romania, has great success in computerising the post office network.**

■ The Romanian Post Office has 35,000 employees covering 7,132 outlets with a total population served of nearly 23 million. Besides being with the market leader in the provision of postal services, the Romanian Post Office is also endowed with the right to provide value-added services, such as: foreign trade services, developing software, currency exchange services, cross border payments, consultancy services, transport services, etc. The Romanian Post has to ensure the conditions of integrating the Romanian postal services in the international postal services system and of keeping up with the technological and quality standards which are globally accepted.

Chairman & CEO, Mr Gabriel Mateescu defines the vision of the Romanian Post Office:

"To be recognised as an efficient commercial postal business operating to the highest European standards, offering affordable and value for money services to the business community and the people of Romania"

The accelerated use of information and communication technologies and the advent of the



*Gabriel Mateescu, Chairman and CEO, Posta Romana*

Internet have put very powerful tools within the reach of citizens and governments, as well as large and small businesses everywhere, and the Romanian Post Office is no exception. A major objective of Romanian Post Office is the computerisation of the post-office network. By the end of 2003, the number of fully IT equipped post-offices will be extended to 500.

The post offices' connection to the Romanian Post information network ensures the real-time provision of financial services. The services are based on the most modern data transmission protocols, which are using new methods of accessing remote databases. "Today 343 post offices are fully automated and provide the services of on-line money

orders, Eurogiro and Western Union. The Romanian Post's Eurogiro service is covering the countries of Austria, Denmark, Germany, Portugal, Switzerland and Turkey, while Slovenia is under consideration" says Gabriel Mateescu. "Some of the advantages of providing financial services is the reliable reputation, market coverage, working hours, progress and ongoing efforts in automation of the Romanian Post Office".

Taking into account that the liberalisation of the telecommunications market in Romania took effect as from January 2003, that introducing the competition for fixed telephony will generate important investments, create new jobs, promote business development; that there will be numerous opportunities in the sectors that will take advantage of the

larger and better telecommunication infrastructure; that the liberalisation of telecom market will have a positive effect on all the involved parties, customers as well as operators, following the international tendencies, the Romanian Post Office is committed to enter the liberalised telecommunication market as telephone operator.

"So there is a world of opportunity for the Romanian Post. It is for our managers to implement actions and ideas rapidly, become more innovative and more personal. There is a special role for us in e-commerce waiting to be grabbed. We do not see the future as an obstacle because we are going in the right direction" – concludes Gabriel Mateescu.

## Promotion campaign in France

**La Poste promotes its international credit transfers.**



*Guy-David Schneider*

■ In January this year, La Poste launched its first campaign to promote international credit transfers to its customers. Close to half a million individuals in the region of Lille were targeted. Lille is one of La Poste's largest branches, located in the North of France, and mainly chosen because of its situation close to other countries such as Belgium, Germany, Luxembourg and England.



This advertisement took the form of a leaflet, which systematically was attached to the chosen customers' account statements. In fact, our clients at La Poste may opt for monthly statements or, also free of charge, for statements to be sent to them on a weekly basis.

The first objective of this campaign was awareness. We believe our clients are not aware they can turn to La Poste when needing to instruct international credit transfers. In fact most of the previous studies we had conducted had shown that our own clients were asking other banks to provide a service they could now easily get from us.

The message in our leaflet was the following: La Poste has such a product, it is simple and it is cheap. We also specified that La Poste could reach all the banks in more than 50 countries in the world. And at a cheaper price for its customers than most of the other banks in France, with a high quality guarantee.

Our customers were also invited to send back the reverse of the leaflet with their name and address. Being La Poste, we could remind them no stamp was needed.

We received a few thousand responses. To all of them was sent in return a package with a brochure containing useful information on how to use the service.

Our second objective was to get to know better our potential customers. To the open question « what countries would you be interested in? » most of our customers not only mentioned one but a whole list of destinations. As we thought, our targeted clients were mainly interested in sending credit transfers to countries in European countries or to the United States.

The reply coupons' data of these flyers were also crossed with our own customer data. Parameters such as monthly credits on account, average account balance or total assets of the client were compared to those of the population targeted in this campaign.

It was evident that our potential international credit transfers users had more money on their different accounts and were receiving significantly more monthly credits than was average in our population.

When considered with other data, these elements are an important confirmation to us. The information tells us on which countries we should emphasise our efforts and how to develop our products according to our customers' needs, and also to better target a future national campaign and adapt our communication messages.

La Poste is working to build a full range of international services in order to respond to the needs of its customers.



# Quality and Return of Payments

A successful quality seminar was held to maintain and improve the high quality of the Eurogiro Network.

■ In Eurogiro quality has always been a high priority. Although Eurogiro has one of the highest Straight Through Process (STP) ratios in the industry, Eurogiro has on an on-going basis hosted several quality seminars for the members. On Friday 28th March 2003 the Eurogiro Quality Seminar took place in Copenhagen with participants from a wide range of members. The issues discussed were the main cost generators in relation to handling of Eurogiro payments and how these could be minimised or eliminated. Mr Roger Hens from La Poste, Belgium, focused his presentation on issues related to "return of payments (ROP)" seen from the point of view of the Belgium Post:

## ROP: Outgoing Payments

"With the implementation of a fully automated treatment of ROP's for outgoing ESSP-settled payments, we had to deal with a poor quality level of these payments, which often provokes a stop in the processing chain. A first step of improvement was to store all outgoing payments in a 'History File'. The payments from the post offices are online consultable for 6 months, and those from an account number for 3 months. The fully automated system is based on the fact that every out-payment from Belgium has a unique Transaction Reference Number (TRN). The ROP's by means of MT198#93, are fully automated for ESSP settled payments", said Roger Hens.

## How does the handling of 'ROP' work within the Belgium Post?

"The received MT198#93-payment (ROP) is stored in a file. By means of the 'Original TRN', information about the payment is picked up from the 'History File'. From the moment the Credit Advice MT910 of the

MT198#93 is received, an operator can 'liberate' this return of payment by reimbursement on an account number or by issuing a domestic cheque. Before giving back the money to the ordering customer, a consultation of the file 'Litige Out-payments' is done. There could meanwhile be a dispute on the payments itself. Queries about received 'ROP's' are always possible", Roger Hens continued.

## Frequent errors

Despite the above measures, a number of errors can occur. First, a ROP with wrong or non-existing TRN means that the original transaction cannot be found and a query is necessary. When getting the answer, mentioning the correct TRN, the system contains a tool to change the incorrect TRN so that the original payment can be found. Secondly, errors in Tags or Fields or thirdly, mixed-up formats in the message type occur. These errors cause non STP-processing and poor quality. Quality and STP also rely on MT198#93 payments and a correctly formatted MT198#93 is a must to create a fully automatic system for processing these return payments", concluded Roger Hens.

## ROP: Incoming Payments

"To effectuate a transfer (MT103#20) to an account or to issue a domestic payment (MT103#60), the system always debits the 1000006-account. So if there is, after a certain time, a 'Return of Payment', the bookkeeper sees a credit on his statement. By means of the TRN (on the statement) and the archives on CD-ROM, the original payment can be found. An operator will key in the relevant information. A special interactive program was developed for this purpose. All the mandatory fields of a MT198#93-message have to be filled in. At the end of the day, the MT198#93 envelopes per country are created and eventually, for ESSP, the corresponding

MT202's. There is also a FAX alternative" explains Roger Hens.

"A non-STP payment, rejected by the operator after a query and negative answer, is automatically injected in the relative MT198#93 Envelope. Likewise, an MT198#93 envelope can contain one or more returned items. ROP of an incoming payment also means a booking; either the money goes back to the LORO Account or the MIRROR ESSP Account."

According to Roger Hens: "To achieve a one-hundred percent automation of the ROP's, La Poste also needs the 'History File' for the in-payments. In this case, when a domestic cheque payment is not deliverable or expired after 3 months, or when a transfer to an account didn't work, the original payment can be picked up by means of its TRN. If not found, an incorrect TRN may be present and La Poste must find the correct one." In conclusion to his presentation Mr Roger Hens stated: "All Eurogiro members should create high quality MT198#93 payments so that the STP-rate is maximum on the receiver's side".

The overall experience from Eurogiro is that bilateral contact between members and sharing of "best practise" is a solid base for high quality.

## Help Desk (ENOC) moved

When HP acquired Compaq it decided to reduce the number of management centres. This resulted in the decision that the centre in the South of France should be closed by May 2003. Eurogiro has worked closely with HP to find a new centre and a solution that fulfils our service level requirements. In mid January it was decided to move the central systems (EIS and CA) to a hosting facility in Denmark and the Help Desk and monitoring services to Malmö in Sweden. With this solution we are able to build on the general activities to create a centre across the bridge between Denmark and Sweden.

Even with the short timeframe, the move of the systems and services was a success thanks to the great support and co-operation of the staff at the old and the new management centres. The move of ENOC has actually been an advantage for Eurogiro:

- Closer contact (Help Desk is less than 1 hour from Eurogiro office)
- Project management and service delivery is now separated
- Enhanced security at the hosting facility
- Enhanced contingency procedures
- Extended opening hours



Quality Seminar, Copenhagen March 2003

## La Poste, Senegal at a glance

**La Poste of Senegal has changed its status to become a national company under the law n° 95-24 dated on August 29, 1995. This change of status offers La Poste a larger autonomy as far as management is concerned in an environment in which competition is fierce.**



*Mr Iba Joseph Basse,  
General Director*

■ La Poste is owned by the state of Senegal. The tasks allotted to La Poste are mainly to collect, forward and distribute mail, to transfer funds, to collect and mobilise public savings and finally to undertake giro account transactions.

La Poste appointed a new General Manager in 2000 and a new organisational structure was set in place to achieve the company's objectives. The different components of this structure are:

- the General Assembly
- the Board Meeting
- the General Direction, which is itself a structure with directions and departments:
  - 1 General Secretary
  - 11 Directions, of which 3 are operational (retail, EMS, financial service)
  - 6 regional delegations over Dakar, Thies, Kaolack, Saint-Louis, Tamba and Ziguinchor.
  - 5 specialist centres
  - 1 Web Site: [www.laposte.sn](http://www.laposte.sn)

The company La Poste employs 1800 people working in the network. The network offers to the public the following contact points: 135 post offices, a savings and giro centre, a financial centre, 480 postal correspondents, 50 Poste-chance and 90.000 postal boxes.

La Poste has signed conventions and bilateral agreements with many countries, administra-



tions and banks throughout the world. La Poste is a member of Universal Postal Union (UPU), Pan-African Postal Union (UPAP), de la Conférence Postale des Pays d'Afrique de l'Ouest (CPAO), de l'Institut Mondial des Caisses d'Epargne (IMCE), and last but not least, a member of the Eurogiro Network community since February 2003.

La Direction des Services Financiers Postaux is responsible for all financial activities. This department is recognised by the Central Bank of West African Countries (BCEAO) and its main activities are: Savings accounts, Giro accounts and Money orders.

234 billions FCFA were recorded in terms of financial transactions in 2001, and a total of 60 billions FCFA of deposits for 257.000 accounts. Despite the intense competition, La Poste achieves an overall market share of approximately 7%.

La Poste actively participates in the telecompensation of interbank operations and the interbank monetique. For the coming years, the strategic aims of La Poste are:

- to set in place procedures for settlement of SPU (service postal universal)
- to create affiliated links, in particular a postal bank and a link to EMS
- to be in a position to automatically perform current account operations in all postal offices, in sorting and distribution centres and in bank "guichets"
- to improve quality of service
- to develop commercial strategies
- to implement a policy of reinforcement of human resources capacities
- to expand its sub regional and international partnership

In this context, La Poste is happy to be a member of Eurogiro Network A/S and looks forward to a long-lasting and fruitful co-operation.



*Eurogiro Team, from left: Mr Doudou Gueye, Mr Serigne Gueye, Mrs Ramatoulaye Kane, Mr Alex Corenthin, and Mr Papa Demba Ndiaye*

## Eurogiro Activity Calendar Summer/Autumn 2003

**20 - 21 May**

*New Members' Seminar, Munich*

**21 - 23 May**

*General User Group Meeting, Munich*

**30 - 31 October**

*Board Meeting, Paris*

**Autumn 2003**

*Pension Seminar*

**Autumn 2003**

*Asian Seminar*

Subjects to be covered in the next issue:

- ◆ Update on urgent cash provider
- ◆ Asian seminar
- ◆ Eurogiro Technical User Group Meeting
- ◆ Eurogiro New Member's Seminar
- ◆ Eurogiro User Group Meeting

**Please forward ideas, comments, articles etc. to:**

**Eurogiro Network A/S  
Carl Gustavs Gade 3, 1. tv  
DK-2630 Taastrup  
Denmark  
Att.: Kai Thygesen  
e-mail: [kai@eurogiro.com](mailto:kai@eurogiro.com)**

