



Welcome to PAYTECHonline for July 2009

## TOP STORY

# Help Redesign SSA's Wage Reporting Structure

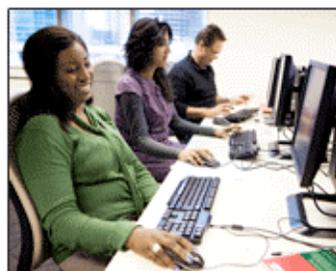
APA's Government Affairs Task Force has launched a subcommittee devoted exclusively to dealing with the Social Security Administration's wage reporting redesign. Learn more about this subcommittee, as well as how you can get involved. [MORE>>](#)



## WEBSITE NEWS

# Free Webinar to Build the Brand Called You

On September 2, APA will present "Building the Brand Called You," a free, members-only webinar designed to increase your marketability (or brand) to prospective and current employers. Learn more about this valuable--and free--resource. [MORE>>](#)



## PAYROLL RESOURCES

# Help Yourself (and Others), Become a Hotline Volunteer

Volunteering for APA's Hotline Referral Service keeps you in the know on the latest hot-button topics in payroll, and it can be a great way to get more involved with APA. It's also a great way to give back to your community. Learn how you can volunteer and start reaping the benefits. Plus, if you know of an accounts payable colleague who might be interested in providing a similar benefit, refer them to AAPA's AP Answers Service. [MORE>>](#)

## PAYROLL EVENTS

# Tackle Vital Compliance Issues in September and October

This fall will feature a pair of APA conferences designed to take your organization to the next level. The Fall Forum--held at the M Resort in Las Vegas--will equip current/prospective managers with key leadership skills, while the Educational Institutions Payroll Conference is tailored to payroll professionals in higher education. [MORE>>](#)



## WEBSITE NEWS

# New Resources for the Small Business

APA and Intuit have joined forces to develop online payroll resources for small businesses. The web pages feature a bevy of resources, including hiring information and industry research. [MORE>>](#)

## FEATURE

# Is International Outsourcing a Good Fit for Your Business?

Learn the many potential benefits of outsourcing international payroll compliance tasks, including convenience, the delivery of multilingual and multicurrency services, and more. [MORE>>](#)

## CHAPTER NETWORK

# APA Reaches Chapter Milestone

Welcome APA's 150th local chapter-- The Greater Madison (Wisc.) Area Chapter. Learn more about the hardworking payroll professionals who brought this chapter to fruition. [MORE>>](#)



#### VENDOR NEWS

## **ADP, Cornerstone OnDemand Join Forces**

The two companies are set to offer talent management solutions. Plus, First Data's FirstVision Solution is a hit with customers. [MORE>>](#)

#### BUYER'S GUIDES

## **The 2009 Outsourcing Options Buyer's Guide**

This month's buyer's guide is the 2009 Outsourcing Options Buyer's Guide. And that's not all. You can also find an extensive list of 2007, 2008, and 2009 Buyer's Guides. [MORE>>](#)

#### NEW MEMBERS

## **APA Welcomes 364 New Members!**

Our online, searchable state-by-state listing is very handy. Use it to contact payroll people in your area, including 364 new payroll peers. [MORE>>](#)



New APA Member  
Brianna McNall

## GOVERNMENT CORNER

# SSA to Revamp Systems, Possibly Require Quarterly Wage Reporting

*APA Members Lead New Government Affairs Subcommittee*

**By Scott Mezistrano, CPP**

The Social Security Administration is planning to redesign its wage reporting process over the next couple of years, and sees this as the perfect opportunity to solicit employer input as to the types of services they would like to see.

\*After you submit a wage file, would you like to get a receipt that includes the number of W-2s and total dollar amounts transmitted?

\*Would you like a follow-up notification of the W-2s and dollar amounts that were successfully processed and the number that could not be processed?

\*Would you like the option of submitting a "corrected" W-2 that would completely overwrite the W-2 already on file for an employee?

\*What if you could access wage records within SSA's earnings system and directly change W-2 data?

\*Would you be able to provide SSA with wage and tax information on a quarterly basis, as under consideration by the Obama administration, in order to support other proposed initiatives?



Mary Jo Harling,  
CPP

These questions, and much more, are being discussed by APA's new [SSA Wage Reporting Redesign subcommittee of its Government Affairs Task Force](#). The first meeting was held at [APA's Annual Congress](#) in May, with 24 APA members and four SSA staffers. Since then, the subcommittee has grown to 35 members.

## We Want Your Input

To join this discussion, and to see the notes and full list of questions from the meeting, go to the [SSA Wage Reporting Redesign page](#) within the Government Relations section of the APA website.

## Subcommittee Leadership--More Than 50 years of Payroll Experience

Leading the charge on this new APA subcommittee are Mary Jo Harling, CPP, as subcommittee chair, and Nadine Hughes, CPP, as recorder.

Harling is a payroll consultant whose engagements include taxation, garnishments, process improvements, and technology assessment. Her previous experience includes leading a team responsible for processing over 10 million payroll, pension, and supplemental benefits payments annually. She has been very active in the Detroit Chapter of APA and on the national level. She was the Michigan Payroll Professional of the Year in 1991 and 2000, and was the APA Payroll Woman of the Year in 2006.

Hughes is the Vice President of Agency Services at CompuPay. Besides her service on APA committees including the Hotline Referral Service and GATF, she is a member of the National Payroll Reporting Consortium, a trade association of larger payroll service providers. She also served for three years on the IRS Information Reporting Program Advisory Committee, advising IRS on improvements to processes surrounding the reporting of wage and tax data.



Nadine Hughes,  
CPP

## IRS Offers Resources to Help Employees Adjust Withholding

*Post to Your Company Intranet, or Print and Distribute*

Are you receiving questions from your employees about how the Making Work Pay credit may affect their tax return next year and what they should do about it now? Regardless, you may want to share some vital resources with your employees to help them avoid owing money to the IRS, and to help yourself avoid questions and complaints next year.

This [one-page flyer from IRS](#) outlines the categories of taxpayer who may find themselves underwithheld and should perform a "withholding check-up," using the IRS Withholding Calculator. Since it's just one page, you could easily e-mail it to your employees, put it up in break rooms, post it to your Intranet, and make copies available in the payroll and human resources departments. This [one-minute video](#) may be the best way to reach certain employees.

APA has been putting the word out to employers and employees about how to adjust their withholding. See our [article on page 3 of the SSA/IRS Reporter](#). We've also talked to the IRS about how these problems may be avoided for tax year 2010. See the [June edition of Inside Washington](#) for more information.

## Vicki Turetsky Appointed OCSE Commissioner

Vicki Turetsky, most recently the Director of Family Policy at the Center for Law and Social Policy (CLASP), has been appointed Commissioner of the Office of Child Support Enforcement in the Administration for Children and Families at the U.S. Department of Health and Human Services (HHS).



Vicki Turetsky

In a release, HHS noted that "Turetsky brings 25 years of experience as a public administrator and advocate for low-income families. She is a nationally recognized expert in child support policy, and has been instrumental in efforts to establish realistic child support programs that encourage fathers to work and play an active parenting role."

For the past two years, [APA's Government Relations office](#) worked closely with Turetsky and CLASP, along with a number of other child support advocates, to convince the Congress to restore federal funding to state child support agencies.

"Vicki recognizes the importance of the employer community in child support collections and understands the concerns employers have," said Bill Dunn, CPP, APA's Manager of Government Relations. "APA has had an excellent relationship with OCSE for many years, and we have every reason to expect that to continue under her leadership."

## See What Else Is New in Washington, D.C.

For the latest on legislative initiatives and other happenings in our nation's capital, check out these resources:

\*Learn how you can take action to advance the latest bill in Congress that would reduce your burden with regard to multistate income tax withholding. See the [July edition of Inside Washington](#) Please note that this edition of Inside Washington will not be available online until July 17.

\*View the recommendations of the IRS Electronic Tax Administration Advisory Committee toward increasing electronic filing of tax returns.

See the [July edition of Inside Washington](#).

\*The portion of the FTC's Red Flags Rule requiring financial institutions and creditors to develop plans to mitigate and detect instances of identity theft

becomes effective August 1, 2009. See the [July edition of Inside Washington](#) to learn more.

\*Learn about the discussions and actions at the June meeting of APA's Immigration Subcommittee of the Government Affairs Task Force. See the [Government Relations section of the APA website](#).

## FEATURE

# Analyzing Most Common Reasons Companies Bypass Paycards

By Elisa Corridore

*Editor's Note: In November 2008, in partnership with the APA, MasterCard conducted a survey of APA membership to better understand the opportunities and challenges of implementing a payroll card program. This survey was a follow-up to surveys completed in 2003 and 2004, and was conducted to see what, if any, changes have occurred in the payroll card market.*



*For all the progress that has been made and the benefits associated with payroll cards for both the employer and the employee, they remain a niche product. In fact, almost 50% of those surveyed still have not considered payroll cards. So the question is, why have these companies not considered implementing payroll card programs?*

*To answer this question, the seven most-cited reasons given in the 2008 survey as to why payroll cards have not been considered will be discussed in a three-part series--beginning this month--in PAYTECHonline.*

*This series is intended to provide readers with additional information and insight into payroll cards so that more payroll professionals will further investigate their applicability within their organizations.*

*We will also be taking questions from our readers. To submit your question for consideration, please e-mail [elisa\\_corridore@mastercard.com](mailto:elisa_corridore@mastercard.com).*

## **Reason #1: Insufficient Number of Employees to Make Paycard Implementation Worthwhile**

When evaluating whether or not payroll cards make sense for your company, it's not the number of employees that matters, but the profile of your company and your employees. The following are guidelines that can help determine if a payroll card program makes sense for your organization.

### **Company Profile**

If you are sending checks to your employees, implementing payroll cards will eliminate the costs associated with check distribution. In addition, lost and or stolen checks will be a thing of the past, as will the costs associated with replacing them.

Do you have facilities located in areas more susceptible to inclement weather? Have there been times that check distribution/receipt has been delayed due to bad weather? Since payroll cards are really just another form of direct deposit, employees using payroll cards should not be affected, since they will have access to their pay the moment funds are deposited.

What about your business? Is your business seasonal? Do employees turn over with some level of frequency? Do you hire temporary or contract workers? If so, payroll cards can streamline and simplify your payment process when compared to issuing paper checks.

Do your employees earn bonuses or commissions? Are they given per diems or advances? What about incentives? Do you conduct business in a state that requires immediate payment to terminated employees? Rather than cutting these "one-off," often off-cycle (and thus, more expensive), checks, they can be deposited onto a payroll card as well, simplifying the process and reducing the costs associated with these types of payments.

### **Employee Demographics**

Do the employees who you pay by paper check have a checking account? If not, they likely are paying a variety of fees. First, more often than not, they will incur a fee to cash their check (which on average can run from 1%-3% of the face value of the check). Second, they will likely have to pay for money orders for those instances when payments need to be mailed. Third, they may also incur bill payment fees at establishments where payments for utility bills, etc. can be made. A payroll card could reduce their costs, save them time, and give them added convenience.

If none of these criteria cited above applies to your company or organization, and you have fewer than 25 employees receiving checks, then payroll cards are probably not right for you. But if any of these criteria do apply, your company may in fact benefit from a payroll card program.

## **Reason #2: Senior Management Not Sold on the Idea**

Senior management, now more than ever given current economic times, is always interested in finding ways to reduce costs and increase company profitability. To that end, the return on investment associated with the implementation of a payroll card program can be significant. According to studies conducted by Comdata, on average, most organizations can reduce their costs by 40%.

Where do these cost savings come from? Keeping in mind that payroll cards are really just another form of direct deposit, by eliminating paper checks, your company should see reductions in bank and payroll processing costs, incidences of fraud and non-compliance, and internal processing and administrative costs.

There are other benefits as well. Based on Comdata customer research, moving forward with an electronic pay campaign can yield on average a 45% immediate lift in direct deposit enrollees, while 30% of check recipients will opt for a payroll card. Comdata also reports that on average, through attrition and the new hire process, 65% of employees will participate in direct deposit, while 35% will use payroll cards.

While the return for the company can be significant, what about the employee? As mentioned previously, payroll cards can reduce costs for those employees without checking accounts while providing them with increased convenience and security.

It is important to remember that any reputable payroll card provider will work with you to calculate the cost reductions you can anticipate with the implementation of a program. They will also work with you to prepare whatever documentation is necessary to assist you in getting senior management approval to move forward.

*Elisa Corridore is Vice President of Commercial Prepaid Services for MasterCard Worldwide.*

## PAYROLL RESOURCES

# Open Professional Doors, Volunteer for Hotline Referral Service

By Clint Hale

One of the many wonderful benefits APA members enjoy is [the Hotline Referral Service](#), in which APA members provide answers to hot-button payroll topics via telephone or computer.



If you're ready to join a winning team, become a Hotline volunteer today. You'll get back even more than you're giving to our nation's hardworking payroll professionals.

"I volunteered for the Hotline committee to offer my payroll assistance and knowledge to fellow payroll colleagues," said Mary Brumm, CPP, a Hotline Referral Service volunteer. "The experience is very rewarding when you can assist others to resolve their payroll issues."

Volunteering not only benefits those members who receive answers to important questions, but also provides you with plenty of benefits.

Those benefits include:

- \*Becoming more active with APA.
- \*Sharing your payroll experience with others, thus opening up a nationwide networking stream.
- \*Committee volunteerism has traditionally been a springboard of sorts to such prestigious APA honors as Payroll Man and Payroll Woman of the Year, the APA Presidency, and others.
- \*Answering questions via Online Hotline keeps your mind sharp, and keeps you abreast of the latest hot-button topics in payroll.

"Being on the Hotline committee keeps my payroll skills current, and is a great way to get involved on the APA National level," Brumm said. "I encourage other members to sign up for the Online Hotline to assist and support payroll professionals."

To volunteer for this service, visit the [Hotline Referral Service home page](#) and click under "Become a Volunteer."

If you have an accounts payable colleague in need of similar benefits, let them know the American Accounts Payable Association recently launched [AP Answers](#), a similar service for accounts payable professionals.

## APA e-Books Offer Convenience, Computer Accessibility

Those who desire the information included in APA's valuable payroll texts, but prefer that information in a more web-friendly form, are in luck. APA now features three of its texts in e-book form, conveniently offered as an electronic PDF file for posting on your computer.

Those three texts are:

\*[APA's Guide to Federal and State Garnishments Laws e-Book](#)

\*[APA's Guide to Federal and State Wage & Hour Laws e-Book](#)

\*[Payroll Practice Fundamentals e-Book](#)

### PAYROLL EVENTS

## Fall Forum Offers World-Class Solutions for Leadership-Driven Organizations

APA's [Fall Forum: Road to World-Class Performance](#) was designed to fit the needs of current and aspiring executive managers and leaders, as well as those who are interested in improving their organization's bottom line. The Fall Forum, scheduled for September 16-18 at the lavish [M Resort in Las Vegas](#), will offer global strategies, innovative practices, and leadership techniques sure to help you maximize resources and control costs in your payroll operation. [Register today](#) to ensure your spot at this exclusive, leadership-driven APA conference.



The luxurious M Resort in Las Vegas, home to The Fall Forum: Road to World-Class Performance.

## EIPC Tackles Higher Education Compliance Issues

From nonresident alien payroll taxation to the student FICA exception, payroll departments in higher education face multi-level compliance issues.

[APA's Educational Institutions Payroll Conference \(EIPC\)](#) focuses on those compliance issues impacting payroll professionals in the higher education community. Scheduled for November 1-4 in Indianapolis, EIPC's 3 1/2-day curriculum addresses visas, employment eligibility, fringe benefits, FLSA issues, and much more.

This conference is ideal for those payroll/tax professionals who work for public/private colleges and universities. For more information, or to register, visit [the EIPC home page](#).

## **APA Education Calendar of Upcoming Events**

### **Payroll Learning Center Courses**

[Payroll 101: Foundations of Payroll Certificate Program](#)

[Payroll 201: The Payroll Administration Certificate Program](#)

[Payroll 250: Payroll Administration in Canada](#)

[Payroll 260: Payroll Administration in the United Kingdom](#)

[Payroll 270: Implementing Payroll Best Practices](#)

[Payroll 280: Payroll System Selection and Implementation](#)

### **Payroll Training**

[Intermediate Payroll Concepts](#)

[Payroll Practice Essentials](#)

[Strategic Payroll Practices](#)

[Advanced Payroll Concepts](#)

### **Specialty Seminars**

[Mergers & Acquisition Forum](#)

[Local Income Tax Compliance](#)

[Audio Seminar Series](#)

[Audio Seminars On Demand](#)

[Garnishments Forum](#)

[Payroll Issues for Multi-State Employers](#)

[Payroll Tax Forum](#)

### **Webinars**

[Accounts Payable Webinars](#)

[Calculating Paychecks Webinar](#)

[Garnishments Forum Webinar](#)

[Local Income Tax Compliance Webinar](#)

[Payroll Webinars](#)

[Wage and Hour Summit Webinar](#)

[APA Education Course Listing](#) -- Find a class near you, as well as information on all APA courses.

[APA Compliance and Education Calendar](#) -- dates, locations

## WEBSITE NEWS

# Free Webinar Will Help Build Your Professional Brand

Companies like Starbucks and Apple have created a successful brand in our global marketplace; wouldn't you like to do the same? APA's free, members-only webinar, "Building the Brand Called You," will highlight the importance of representing yourself in all social and professional interactions, and offers strategic advice to successfully sell your image.



Employers today have access to numerous outlets relating directly to you, including social networks, Internet profiles, and more. Are these outlets ensuring you are represented in the best way possible? This free online workshop, scheduled for September 2, will highlight the importance of presenting your best self including:

- \*Marketing yourself to potential and current employers, just as products market themselves to consumers
- \*Positively affecting the way potential employers view you
- \*Building a positive brand, thereby taking your career to the next level.

The webinar is only open to the first 1,000 who register. Visit the [APA webinar page](#) to sign up.

## Join the Social Media Committee

Do you want to expand your circle of payroll friends and colleagues? Do you love social media sites like **Facebook**, **LinkedIn**, and **Twitter**? If so, you should join APA's new Social Media Committee. Committee members will help fine-tune and promote APA's new social media communities. For more information on this new committee, e-mail Mark Coindreau at [mcoindreau@americanpayroll.org](mailto:mcoindreau@americanpayroll.org).



## Learn Payroll Basics From Your Home or Office

Need to learn payroll basics, but can't travel to a program? Now you can take [APA's Payroll Practice Essentials course](#) virtually, from the convenience of your home or office. All you need is an Internet connection, and you are on your way to learning everything the traditional class has to offer.



Payroll Practice Essentials (PPE) is ideal for those in the early stages of their careers, along with accounting, benefits, bookkeeping, human resources administrators, and others who interface with payroll. You'll come away from this program with the payroll knowledge, skills, and abilities you need to produce accurate paychecks and ensure payroll compliance for your company.

"This class gave me an overview of the essential issues that affect payroll processing," said Sarah Phillips, Payroll Analyst for Cleco Corporation. "From this solid foundation and excellent reference materials I can begin to build my knowledge of the payroll process."

PPE teaches fundamental pay calculations through hands-on exercises and complex pay calculations and concepts. You'll learn how to:

- \*Withhold, deposit, and report federal income and employment taxes
- \*Prepare Forms 941 and W-2
- \*Implement new employee Forms W-4, W-5, and I-9
- \*Calculate regular rate of pay and overtime

Just like the traditional PPE class, the virtual class is facilitated by APA's experienced instructors who are Certified Payroll Professionals (CPPs) with decades of industry experience. The virtual PPE course also features a "Payroll Question Hour," where you can ask your pressing payroll questions.

While the traditional class is held over three six-hour days, the virtual class will be delivered in two-hour segments, two days a week, over a four-week period.

The schedule is as follows (session times are 3:00-5:00 PM, ET):

- \*Wednesday, September 30
- \*Friday, October 2
- \*Wednesday, October 7
- \*Friday, October 9
- \*Wednesday, October 14
- \*Friday, October 16
- \*Wednesday, October 21
- \*Friday, October 23

By taking this course, you'll not only learn how to protect your company's compliance, you'll earn up to:  
16 RCHs; or  
1.6 CEUs.

For more information and to register, visit the [PPE Webinar homepage](#).

## Small Business Payroll Resources Available Through APA Website

APA has partnered with [Intuit](#) to provide free payroll resources to small businesses via the [Intuit Small Business Payroll page](#), hosted on the APA website. The *Small Business Payroll* web page features tools and products from Intuit to help smaller enterprises manage their payrolls and grow their success. You'll find information on payroll processing, a guide to hiring the right employees, and updates on various employer aspects of the recent economic stimulus legislation. In addition, the industry research section offers free access to articles on small business innovation, marketing, and the future of the entrepreneurial economy.



## APA Congress Page Provides Photos, Retrospective, and Plenty More

[APA's Congress page](#) features all four issues of *Congress Today* (APA's on-site Congress newspaper), a link to the [Congress Facebook page](#), Congress pictorials, and information on the upcoming 28th Annual Congress in Washington, D.C.

## FEATURE STORY

# It Pays to Outsource International Compliance Tasks

By Laurie Eldridge

Managing employees across a region or around the world is no simple feat. It requires an underlying solution that addresses local, functional, and statutory requirements. Meanwhile, the solution should also deliver expert multilingual and multicurrency services, as well as match your company's global footprint.



With a shortage of global players in the human resources field, many employers resort to patching together solutions from different providers on several platforms, thereby sacrificing a consolidated view of their employee population.

## Realizing the Benefits of a Global Outsourcing Provider

Because it is necessary that an organization have local knowledge of compliance rules in each country, an outsourcing partner can help ease the burden and streamline payroll and HR processes. An outsourcing provider can offer a team of dedicated experts who understand the compliance requirements and customs within each country, and help companies navigate any special circumstances presented when assisting a workforce in multiple countries. Your chosen provider should be able to coordinate your local, regional, and global service objectives, and ensure compliance needs are being met across the globe.

When looking for a partner, you should consider a variety of factors, including a single database to ensure data integrity and facilitate consolidated reporting, and a unified process for HR administration and payroll. There are a number of benefits that can be realized by outsourcing your HR and payroll administration, including:

**\*Local Expertise:** An outsourcing provider can offer deep, functional, country-specific knowledge in order to assure the management of payroll and HR in multiple countries.

**\*Cost Predictability:** Organizations that partner with payroll and HR outsourcing experts gain cost predictability and the flexibility to adjust to business changes without compromising service quality.

**\*Multilingual/Multicurrency Capability:** Processes can be streamlined by utilizing payroll and HR services available in a country's local language, and

currency to ensure your organization stays up to date and to assist your organization's compliance with local customs and legislation.

**\*Strategic Partnership:** When selecting a partner, it is essential to define and implement the payroll and HR strategies that best suit your company's unique needs, and work with a provider to select the services and offerings best suited for your organization.

**\*Streamlined Service:** Having one contract and one service-level agreement enables your organization to swiftly implement a worldwide HR strategy, ensuring consistency worldwide.

**\*Integration:** Most outsourcing providers enable your organization to integrate with your HR and finance Enterprise Resource Planning (ERP) modules, thus allowing for consistent service and reporting.

## Examples: Eliminating Global Payroll Compliance Challenges

One company that was able to centralize data and reporting onto one platform was Abercrombie & Fitch. Prior to utilizing a global solution, Abercrombie & Fitch operated payroll using local best-in-country solutions to administer payroll to 7,000 employees in five countries outside of the United States, including Canada, Japan, Italy, Germany, and the United Kingdom.

As a result, Abercrombie & Fitch was able to maximize consolidation and efficiency across multiple jurisdictions. In addition, the company was able to realize accuracy of timeliness and issue resolution across multiple countries offering cost control, standardization, efficiencies, and single-platform reporting, regardless of where their employees work.

There are a lot of challenges for companies doing business globally today; coordinating HR and payroll administration efforts across borders doesn't need to be one of them. HR and payroll shouldn't be a burden or a challenge, but rather, an opportunity for your organization to find efficiencies and strength through strategic partnerships.

## More Outsourcing in July PAYTECH

[The July issue of PAYTECH](#) (member log-in required) devotes a special section to "The Impact of Outsourcing." Read the special section to learn about a bevy of outsourcing-related topics, including whether outsourcing is an ideal fit for your organization.

*Laurie Eldridge is General Manager of ADP GlobalView®, which is available in more than 30 countries in three regions around the world.*

## CHAPTER NETWORK

# APA Welcomes Its 150th Local Chapter

By Susan S. Garcia

To ensure a successful start-up, Jeannie Gross, CPP, and her colleagues took every precaution when forming their own local APA chapter. Gross and crew evaluated and addressed every detail, sent out letters of interest in the community, held meetings, and selected chapter officers.



APA is proud to introduce its 150th local chapter -- the Greater Madison Area Chapter.

Not only was the formation of the Greater Madison (Wisc.) Area Chapter a milestone for Gross and her colleagues, it was also a milestone of sorts for APA. After all, the formation of the Greater Madison Area Chapter officially marked APA's 150th local chapter.

"When I moved to Wisconsin in 2002, I thought it was odd that the Madison area didn't have a local APA chapter, and wondered why someone didn't start one," said Gross, the Chapter's first President. "About a year ago, I came to the conclusion that I'm that someone."

The Greater Madison Area Chapter has set high goals for itself, and fully intends to fulfill them and become an active successful APA chapter.

"I eagerly anticipate networking, educational opportunities, and forming new friendships, along with community involvement in local charities and education," Gross said. "I want our chapter to offer real-life and virtual study groups for CPP/FPC certification preparation. I'd love to see us become very active in National Payroll Week and establish ourselves as a strong payroll presence in the surrounding communities. Considering the amazing energy and enthusiasm of this small group, I am confident we'll be a successful and productive organization."

Interested in starting an APA local chapter in your area? Contact the Chapter Relations Department at [chapterrelations@americanpayroll.org](mailto:chapterrelations@americanpayroll.org).

## Missed the First-Ever NPW Kick-Off Webinar? Check Out the Free Archives

Chapter Relations hosted the NPW Kick-Off Webinar on Friday, June 12. Over 130 registrants joined in the excitement of participating and planning for [National Payroll Week 2009](#). The webinar provided valuable information and tips on [Money Matters National Education Day](#), possible community service activities, how to gain government acknowledgement and the media's attention, and ideas to help celebrate NPW as local chapters and companies.

Special thanks to Dee Nelson, CPP, Matanuska Susitna Valley Chapter President in Alaska; and Mark Coindreau, NPW Project Manager, for joining Chapter Relations for this educational event.

To access this archived FREE webinar, [visit the APA Webinar page](#).

## My Certification Success Story

By Janet Pate, CPP

When I began processing payroll in 1988, I never realized it would be the start of a 20-plus-year career. After joining APA in 1997, I often thought of studying for the [Certified Payroll Professional \(CPP\) exam](#). I purchased [PayTrain®](#) in 1999 and [The Payroll Source®](#) every year since.

In 2005, I made a new payroll friend--Sharon Fleming, CPP--who stressed the importance of certification and its impact on my career. I shrugged it off, and said I was too busy.

After the Carolinas Payroll Conference in November 2007, I approached Sharon about starting a chapter in the Greensboro, N.C. area, thinking it might help motivate me to take the CPP exam. By June 2008, [The North Carolina Triad Chapter of the American Payroll Association](#) had conducted its first meeting, and offered its first study group in February 2009. It was then I decided to attend the study group and schedule to take the CPP exam in April 2009.

Each of the study group members provided PowerPoint presentations, and a Payroll Jeopardy game. The experience of each class kept me on track until the next. My husband Jimmy supported me during this time, and took a new role in maintaining our home.



Janet Pate, CPP

The day before the CPP exam, I took off from work and relaxed at home with my *Payroll Source*. When I arrived at the test site, I was very nervous. I kept taking deep breaths, told myself to calm down, and prayed. I started the test and took my time. The exam lasted four hours, and when the time expired, I leaned back thinking that if I failed, I would have to take the exam again.

I passed! The tension and anticipation I was experiencing washed away! I walked out to my car and started crying as I dialed Sharon's number to give her the news.

One thing I learned is that preparing for this test takes months of studying, and there is no way anyone can be prepared if they only start a few weeks before the exam.

The Triad Chapter will hold another study group in February 2010, and I plan to be involved. I want to give back what I was given during my study group time in the hopes that we will have more CPP designations. This designation is vital in the payroll profession today due to ever-changing tax laws, DOL audits, etc.

*Janet Pate, CPP, is the Implementation Consultant for Labor Strategy in Sophia, North Carolina.*

## Chapter President Profile

### Lorie Douglas, CPP

By Caren Bennett

As President of the [Oklahoma City Chapter](#), Lorie Douglas, CPP, has furthered payroll education by encouraging members to tap into the most valuable resource they have--each other! Having worked as a one-person payroll department for 10 years, Lorie recognizes networking as one of the most powerful learning tools.

"I really enjoy reaching out to those who are in similar circumstances," she said. "It's great to talk with someone who speaks the same payroll language."

The monthly chapter meetings Lorie organizes are a great opportunity for members to network and discuss payroll education. Lorie instituted roundtable discussions, during which members help one another with professional and personal challenges. Members share their knowledge and what has or hasn't worked for them. Lorie also works with local companies to share information. In addition, education and CPP/FPC credits are now available at every chapter meeting.

When it comes to making decisions for the chapter, Lorie takes an approach similar to the one she takes for learning. She looks to the wisdom of the chapter's officers and members to make informed choices and move the chapter in the best direction.

"I'm proud that we function as a group, when it comes to decision making," she said.

Although it can be challenging, Lorie works hard to be available to every member. She regularly meets with chapter officers and members to gather their input. She encourages new volunteers and works with them to help realize their goals.

The aspect of the Oklahoma City Chapter of which Lorie is most proud is the work of the members and officers. Members actively and enthusiastically participate in chapter events, and Lorie notes that many of the most active members began by simply attending a meeting or doing a small job. Thanks to Lorie's enthusiasm and support, these same members have expanded their involvement by taking on larger jobs or speaking in front of groups at chapter meetings. Some members are even speaking in the statewide conference this year.

"The members who have dedicated their time and talent make me truly proud of the Oklahoma City Chapter of the APA," said Lorie, who recently retired from payroll. "It's great to be a part of APA, in addition to being part of an excellent payroll team."

## **2009 Study Groups and Statewide Meetings**

[Study Group list](#)

[Statewide list](#)

[Study Group Registration Form](#)

[Statewide Registration Form](#)

## **Contact Us**

For anything chapter-related, or for more information about the issues above, please contact the Chapter Relations Department at (210) 226-4600 or [chapterrelations@americanpayroll.org](mailto:chapterrelations@americanpayroll.org).

## VENDOR NEWS

# ADP Teams With CornerStone OnDemand to Offer Talent Management Solutions

ADP has announced the launch of a comprehensive suite of talent management solutions via its relationship with Cornerstone OnDemand. This marks the expansion of ADP's global talent management solutions by offering best in class performance, succession management, learning, compensation, and enterprise social networking. Cornerstone OnDemand's software-as-a-service-based platform offers a scalable, cost-effective, and easy-to-use talent management solution. Benefits of the new talent management solution include performance management, succession planning, learning management, compensation management, and social networking.



"Our clients' most valuable asset is their human capital," said Regina Lee, President, ADP National Account Services and Employer Services International. "This relationship with Cornerstone OnDemand helps us significantly improve the HR experience and workforce programs for our clients and their employees."

To learn more, visit [the ADP website](#).

# First Data's FirstVision Solution a Hit With Customers

First Data has announced significant customer wins and contract renewals for FirstVision, its full-service global issuing and customer finance processing solution. FirstVision is the new name for First Data's strategic processing service, and builds on the proven strengths of VisionPLUS. FirstVision incorporates the latest technology to simplify the user experience and provides easy access to data. It supports all major types of paycards, as well as loans, and encompasses a rich set of value-added services.



"FirstVision is a comprehensive, flexible, and functionality-rich global processing solution, differentiated by our investments in technology and product development," said Nadeem Shaikh, head of Financial Institutions Services for First Data's international business.

To learn more, visit [the FirstData website](#).

## BUYER'S GUIDES

Use these handy Adobe files to find the tools you need to accomplish your payroll goals. To access these Buyer's Guides, simply download the appropriate .pdf file to your computer and open it.

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## NEW MEMBERS

# APA Welcomes 364 New Members!

To use this [new member list](#): Download the file to your computer and open the file. You should see a listing of states and Canada in the left-hand frame (the "Bookmarks" window). Simply click on the state you want and you will go to the proper page. If you do not see the Bookmarks window, click F5. This list can be printed on any printer. To contact new members on this list: Use the APA's searchable online membership directory (for use by APA members only). The directory is really easy to use. Just log in to the Members Only page by using the login at the right. After you log in, click on Member Directory and you will be transported to the Member Search page.