Wednesday, May 24
All times are Eastern Time

10:00 a.m. — 6:00 p.m.

Virtual Congress & Expo Opens
Take some time to familiarize yourself with the environment before the event kicks-off.

Visit the Expo
In one convenient place you will find a wide array of world-class vendors with the latest products, technologies, and services you require to improve the efficiency and reduce the costs of your operations. We thank you for visiting and networking with our vendors so they can learn what you need and how to provide it.

Collect Badges
Engage in all areas of Virtual Congress and earn as many badges as you can. Follow the Badge Leader Board to see how you and your peers rank throughout the day. NEW for 2017 — join in the Badge Scavenger Hunt. Find all of the hidden badges and be entered to win a free registration to the 36th Annual Congress in National Harbor, MD.

Play Payroll Trivia
Visit our game center and test your payroll knowledge. You could win a free registration to the 36th Annual Congress in National Harbor, MD.

11:00 a.m. — 12:00 p.m.

Tricks to Implementing a Successful Paycard Program | 1.0 RCH
Sponsored by
Lisa Knisely, VP, Field Support, Global Cash Card
Tobi St John, Director, Field Support, Global Cash Card
Melanie Carter, Director, Field Support, Global Cash Card

Learn essential tips to implementing and achieving success with your paycard program. We’ll review choosing the best paycard partner, determining best practices during the roll out, the importance of the initial implementation, training, and educating cardholders, and continued development of the program. We will discuss benchmarking, setting goals and expectations, and how to measure what you manage with annual service quality reviews.

12:30 p.m. — 2:00 p.m.

State Unemployment Rates: How Did They Arrive at Our Rate? | 1.5 RCHs
Andy Garboden, CPP, Director, Payroll Training, American Payroll Association

We will discuss the methodology behind how the various states derive your state unemployment rate. We will look at a few actions you can take to try and keep your rate lower. We will help you determine if it makes sense for you to make a voluntary contribution if your state allows it. And we will also look at the reporting requirements to ensure we are in compliance.

12:30 p.m. — 2:00 p.m.

Is This Taxable? | 1.5 RCHs
Sponsored by CONDUENT

Sally Thomson, CPP, Director, Payroll Training, American Payroll Association

We’ll dig deep into certain items provided to employees to determine whether they are taxable. Cell phones, raffle drawings, and loans to name a few.
Thursday, May 25

10:00 a.m. — 6:00 p.m.

Virtual Congress & Expo Re-opens
Visit and interact in all areas of the environment throughout the day

11:00 a.m. — 12:30 p.m.

Finding a Global Payroll Partner and Building a Successful Partnership | 1.5 RCHs
Mary Brumm Holland, CPP, Global Director of Strategy, Development, and Training, Global Payroll Mgmt. Institute, American Payroll Association
Robyn Maslouski, CPP, Director, HR Services, Cardinal Health

In this session we will explore the different global payroll delivery models and your organization’s payroll service goals. We will review the data to collect along with the questions to ask vendors. The session will include a discussion on building vendor partnerships and service level agreements to meet the needs of your organization.

11:00 a.m. — 12:30 p.m.

The Multi-Generational Workplace | 1.5 RCHs
Steve Hodgson, CPP, Director, Payroll Training, American Payroll Association

For the first time in history, there are five generations in the workplace! Each generation is shaped by its unique experiences and diverse ideas about work lives and personal lives. These differences affect how we interact with each other and judge each other’s behavior and performance. In this session, we’ll consider and embrace the differences of each group – and identify the strengths of each – in order to work more effectively together.
1:00 p.m. — 2:00 p.m.

**General Session: The 5 Second Rule: Achieve Breakthrough Performance in Your Career and Life | 1.0 RCH**
Sponsored by Global Cash Card

**Mel Robbins, Keynote Speaker**

Imagine if you had a secret weapon that instantly turned you into your most powerful and productive self. What if you could spot opportunity in every moment and have the courage and the discipline to trust your instincts, take action without hesitation, and share your ideas with conviction? Mel Robbins will share the secret to HOW we change behavior, HOW to take smart risks, HOW you bring out the best in your team, and HOW to create the results that we covet at work and in life.

3:00 p.m. — 4:30 p.m.

**A 12-Step Program: You Too Can Calculate a Manual Check | 1.5 RCHs**

**Hope Williams, CPP, Director, Payroll Training, American Payroll Association**

Your payroll system is down, and the CFO just instructed you to get a manual check ready ASAP for an employee who didn't get paid this week. You can get A/P to cut a check – if you can give them an exact amount. How quickly could you produce a check that is accurate from start to finish? We’ll walk through 12 steps from calculating gross wages to determining taxable wages to computing deductions to arrive at the employee’s net pay.

3:00 p.m. — 4:30 p.m.

**Managing State Taxes | 1.5 RCHs**

**James Medlock, CPP, Education Advisor, American Payroll Association**

When you have an employee who works in multiple states, for which state do you withhold state income tax? To which state do you report wages for state unemployment tax? In this session we’ll examine the rule of thumb and three basic state income tax rules and four factors for state unemployment tax and more to ensure your organization’s compliance.

4:30 p.m. — 6:00 p.m.

**Visit All Areas of Virtual Congress & Expo**

**Recertification Credit Hours (RCHs)**

CPPs and FPCs: After meeting the viewing sessions time requirements (50 total minutes for a 60 minute session, and 80 total minutes for a 90 minute session), you will have an opportunity to print your certificate confirming your attendance and the award of 1 RCH or 1.5 RCH for each session. Place the certificate(s) in your Recertification File Folder to earn the RCH(s) for recertification.

NOTE: APA will not provide certificate(s) to attendees. Individually awarded RCH certificates can also be found in your Virtual Congress profile console after your participate.