

TODAY AT A GLANCE

8:00 AM - 9:30 AM

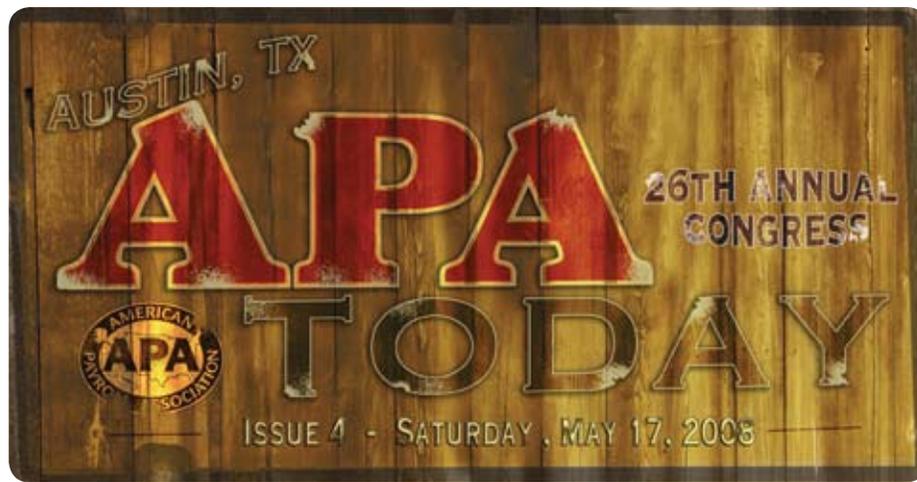
• **Workshop Session 9**

Please consult your workshop assignment sheet and room locator for your workshop location

9:50 AM - 12:00 NOON

• **Closing General Session**

with Keynote Speaker Dan Thurmon
Door Prizes and Closing Slide Show
Hall 4/Convention Center Level 1



INSIDE

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Greater Nashville Chapter wins Best Chapter Website Contest

Friday Chapter Winners

Gavel Awards

Innovator: Richmond Chapter

Mentor: Atlanta Chapter

Facilitator: West Michigan Chapter

Communicator: Greater Nashville Chapter

Chapter Pictorial Contest Winners

1st Place: Chicago Chapter

2nd Place: Heart of Oregon

3rd Place: South Bay Area Chapter

Honorable Mention: Metro Atlanta Payroll Association

Best Chapter Website Contest Winners

1st Place: Greater Nashville Chapter

2nd Place: Greater Milwaukee Chapter

3rd Place: Dallas Chapter

Honorable Mentions: Lehigh Valley Chapter, Washington Metropolitan Area Chapter

Dream Theme Contest Winners (with theme listed)

1st Place: Atlanta Chapter and Metro Atlanta Payroll Association (2007 Georgia Statewide Payroll Conference)—“Back to School . . . the ABCs of Payroll”

2nd Place: Lehigh Valley Chapter (2007 Pennsylvania Statewide Payroll Conference)—“Camp Payroll”

3rd Place: CenTex, Dallas, Fort Worth, Galveston Bay Area, Heart of Texas, Houston, The Alamo, and West Texas Chapters (2007 Texas Payroll Conference)—“Capitalizing on Payroll”

Honorable Mentions: Greater Cincinnati & Northern Kentucky, Greater Cleveland, Columbus Area, Hall of Fame, Miami Valley, and Toledo Chapters (2007 Ohio Conference for Payroll Professionals)—“Super Bowl of Payroll XXIII”

See more Chapter Exchange photos—pg. 5

Fraumeni, Isberg, Youngman Get Special Recognition

By Clint Hale

This year's Special Recognition Award winners are no strangers to being “recognized” by their peers.

Take, for example, **Barbara Youngman, CPP**, who didn't have to travel very far from her home base in Dallas to pick up her Special Recognition Award at this year's Congress. Youngman, who has been an active APA member since 1997 and a CPP since 1998, has received her share of awards, including Texas Payroll Woman of the Year and APA CHAMPS Mentor of the Year in 2005 and Meritorious Service and Education Grant Awards in 2007.

Youngman, Legal Compliance Manager for Brinker International, is the Past



Barbara Youngman, CPP, and Rosemarie Fraumeni, CPP, graciously accept their Special Recognition Awards.



President of the Dallas Chapter and the current President of the Texas Payroll Conference Board. She also currently serves on the Government Affairs Task Force, PayTrain®

Learning System Advisory Committee, Hotline Referral Service, and CHAMPS. Youngman was also a Chapter Leadership Seminar Speaker in 2005 and 2006.

“I would not be where I am today were it not for APA,” Youngman told those in attendance at the luncheon.

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Payroll Leaders Strive to Improve Payroll Image Worldwide

By Amy Logan

Jason Low, Managing Director of The Association for Payroll Specialists (TAPS) in Australia, was looking for a way to demonstrate the importance of payroll to his “mates” and struggling with just the right words when inspiration struck in the form of a newscast on his alarm clock radio.

“I was lying there when suddenly I heard the newscaster say 700 nurses at a Sydney hospital had decided not to come to work that day after a payroll mistake left them penniless,” Low said.

Low was discussing a conversation he'd had “Down Under” with friends at Friday's Awards Luncheon. He said he'd been telling friends about a speech he'd be making soon to promote National Payroll Week. They had laughed at him and the idea that there could be such a week dedicated to professionals in the payroll industry.

“They thought the idea of NPW was the funniest thing on earth,” Low said.

When he heard news of the hospital fiasco, he immediately jumped out of bed and went running for the newspaper. It turned out all the doctors and 700 nurses were waiting for a paycheck that was al-



Jason Low, TAPS' Managing Director, shares payroll challenges from “the land Down Under.”

ready three days late.

“Now the hospital had a substantial problem,” he said. “Not only did they have all those patients with no nurses to care for them, but for many of the nurses, the reason they couldn't come to work was because they couldn't afford to travel to work, they couldn't afford to pay their rent or mortgage, and some of them couldn't even afford to eat. The

hospital blamed the situation on human error.”

Low said he knew this was the perfect opportunity to express to his “mates,” both locally and abroad, the importance of payroll and payroll education.

“As I read the story, I really felt sorry for the nurses,” he said. “And I was so thrilled, because now I had a really good

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Meritorious Service Awards Go to Payroll Volunteers

By Clint Hale

APA Meritorious Service Award winners come from all walks of life and showcase a variety of distinct traits, personalities, and characteristics. One trait they all share, however, is the ability to represent the true mission of APA with their words, actions, dedication, and tireless work ethic.

At Friday's awards luncheon, eight winners were honored with a Meritorious Service Award for their outstanding volunteer efforts on behalf of APA.

Flora Kunze, CPP, is the Accounts Payable and Payroll Manager of Symmetri-com, Inc. Kunze, who works in San Jose, Calif., has been a CPP since 1998 and an active member of APA since 1992. She is the Immediate Past President of the South Bay Area Chapter and currently serves on the Hotline Referral Service, CHAMPS, Chapter Recognition Committee, and Certification Advisory Group.

"This is truly a great surprise," Kunze said. "I'm so honored."

Timothy Walstrum, CPP, is the Payroll Lead for



Ginger Whitehead, CPP, Timothy Walstrum, CPP, Flora Kunze, CPP, and Leslie Quinn, CPP, display their Meritorious Service Award certificates.

Millennium Chemical and works in Parkville, Md. He has been an active APA member since 2001 and became a CPP the very next year. Walstrum is now the President of the Baltimore Metropolitan Area Chapter and also

serves as the chapter's Study Group Coordinator and Chapter Government Liaison Officer. Nationally, Walstrum serves on the Automated Clearing House Committee, CHAMPS, and he is also a contributing writer for APA's Membership Publications.

"It's definitely a shock," said a rather surprised Walstrum. "I've always wanted to be a speaker at Congress, and I guess this is my chance."

Ginger Whitehead, CPP, is the Payroll Manager for Blount County Government in Maryville, Tenn. She became an active APA member in 1992 and earned her CPP in 2000. She is the Past President of the East Tennessee Payroll Association and currently serves on CHAMPS and the Hotline Referral Service. Whitehead also previously served on the Automated Clearing House Committee.

"The APA is a wonderful group to work with," Whitehead said. "They've chal-

lenged me to do all I can."

Scott Angel, CPP, FPC, is Payroll Operations Manager for Wal-Mart Stores, Inc. Angel, who works in Bentonville, Ark., has been a CPP since 2005 and an active APA member since 2003. He is the current President of The Natural State Chapter and also serves as the chapter's Study Group Coordinator. Angel serves as a member of the Fundamental Payroll Certification Committee and the Legislative Issues Subcommittee of the Strategic Payroll Leadership Task Force.

Doris Greenwell, CPP, is a Consultant Project Manager for Nationwide Mutual Insurance. Greenwell, who works in Columbus, Ohio, has been an active APA member and a CPP since 1994. She currently serves on the Hotline Referral Service and the Child Support Subcommittee of the Government Affairs Task Force. Greenwell previously served on the Certification Advisory Group and has also contributed to APA's Membership Publications.

Raeann Hofkin, CPP, is the Payroll and Accounts Payable Manager of Telerx. Hofkin, who works in Horscham, Penn., has been a CPP since 1999 and became an active APA member in 1998. She is currently the President of the Southeastern Pennsylvania Chapter, and also serves on the Hotline Referral Service, CHAMPS, and the Data Privacy and Security Subcommittee of the Government Affairs Task Force. Hofkin previously served on the Certification Advisory Group and was the recipient of the APA Complete Education Grant in 2006.

Leslie Quinn, CPP, is a Consultant for Colorado Payroll Consulting, Inc. who works in Centennial, Colo. He earned his CPP in 1997, the same year he became an active member of APA. Quinn is also an active member of the Denver Chapter Payroll Association and currently serves on CHAMPS and the Nominating and Elections Committee. He previously served on the Board of Advisors and Chapter Recognition Committee and has also spoken at several APA Congress events, including this year's.

Tracie Sawade, CPP, is a Systems Consultant for Ultimate Software. She has been an active member of APA since 1996, the same year she became a CPP. Before relocating to work in Pingree, Ill., Tracie was the President of the Denver Chapter Payroll Association. She currently serves on the Hotline Referral Service, CHAMPS, and has contributed to APA's Membership Publications. Tracie was the recipient of the Kronos Payroll Education Grant in 2006 and the Payroll Source Education Grant in 2004.

IRS, Child Support Professionals Receive Government Partner Awards

By Clint Hale

Plenty of people help serve as liaisons between APA and the government. But as far as this year's Congress was concerned, three in particular stood out.

At Friday's awards luncheon, **Margot Bean**, **Shelley Dockstader**, and **Caryl Grant** were honored with APA Government Partner Awards for helping APA and payroll professionals in countless ways.

Bean, head of the Office of Child Support Enforcement for nearly three years, runs an office in which the mission is to serve children by ensuring their financial and medical support by locating parents, confirming paternity, and enforcing their parental obligations. A licensed attorney, Bean is the former President of the National Child Support Enforcement Association and previously served as Senior Policy Advisor in the New York State Division of Child Support Enforcement.

Dockstader, a Senior Tax Analyst for the Internal Revenue Service, has assisted APA in various capacities, including helping APA find speakers for Congress and Capital Summit, as well as helping regional chapters find IRS speakers for their meetings. Dockstader herself has also served as a Congress speaker in 2007 and again this year.

"I'm grateful for this opportunity and appreciate this award," she said. "Thank you."

Grant, IRPAC Program Manager and National Public Liaison for the IRS, helps keep the IRS section of the APA Directory updated, and also helps keep APA on IRS' radar. Grant verifies IRS-specific facts and statistics in many articles written for APA



Shelley Dockstader, Senior Tax Analyst, IRS

publications as well.

When events occur that require IRS information to be relayed to the public, Grant works with APA to find ways for the payroll community to make the connection. Such has been the case in the past with events like Hurricane Katrina or securing IRS videos regarding the economic stimulus tax rebate and placing them on APA's YouTube channel.

APA Honors Galligan With 'Special Friend' Award

By Clint Hale

Whereas last year's Congress featured three Special Friend Awards, 2008 was reserved for one special friend in particular.

Patrick Galligan, President of Advanced Computer Technology in the Washington, DC area, was honored with the 2008 APA Special Friend Award during Friday's awards luncheon. Over the past decade, Galligan has worked with APA in a variety of capacities, including as a technical consultant, programmer, and business analyst.

"I've been hornswoggled," Galligan joked of his surprising award. "I knew nothing about this."

Galligan said APA has been a pretty special client.

"Having worked with APA for the last 10 years, they make me feel like part of the family," Galligan said.

"Working with APA has been a very rewarding experience for me."

APA's relationship with Galligan came about by chance, as the APA actually came into contact with him while using a software vendor that was providing inadequate technical support for its membership services sys-

tem. When called upon, Galligan fixed and enhanced the system and has been maintaining it since that point. Among his many other feats and achievements are helping create APA's first web store, ensuring that APA was Y2K ready, and developing web portals to serve APA's local chapters and speakers.

Of course, Galligan's relationship with APA has bred more than a familial relationship. It has also enlightened Galligan about the payroll field.

"I used to think that payroll was like balancing a checkbook," Galligan said. "Then I read *The Payroll Source*[®], and I thought, 'Oh my God.'"



Patrick Galligan accepts his "Special Friend" Award from Dan Maddux.

Special Recognition

(continued from page 1)

Though **Rosemarie Fraumeni, CPP**, had to travel significantly farther than Youngman to attend Congress, she did so for the same reason—to pick up her very own Special Recognition Award. Fraumeni, Senior North American Payroll Manager for Nuance Communications, Inc. in Burlington, Massachusetts, is a CPP and active APA member on both the national and local levels. She is also a member of APA's National Speakers Bureau, the Nominating and Elections Committee, and Government Affairs Task Force.

Fraumeni has spoken at statewide, user group, and chapter meetings, and she has also spoken at the previous seven APA Congresses. She is the Past Treasurer and Past Assistant Education Chair of the New England Payroll Conference, as well as the Immediate Past Vice President of the Northern New England Chapter. Fraumeni now serves as an instructor for APA's Paytrain[®] College and University Program at Northeastern University, and she was awarded the Meritorious Service Award in 2005.

"(APA) has given me the love of my life," she said, "payroll."

Special Recognition Award winner **Peter Isberg, CPP**, has not only lobbied for APA on both the federal and state levels, but also worked with APA on the payroll impact of the tax cuts of 2001 and 2003. In doing so, he managed to represent not only the interests of payroll service providers, but of individual employers as well.

Isberg, who works in Malvern, Pennsylvania as the Vice President of Government Affairs for ADP, Inc., has spoken at several Congresses and was honored at the 1999 Congress with a Meritorious Service Award. He was previously a member of the IRS' Information Reporting Program Advisory Committee and is currently serving on the Paycard Subcommittee of the Government Affairs Task Force. Isberg, who was unable to attend the luncheon, earned his CPP and became an active APA member in 1992.



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Gow, Majors Honored As APA Ambassadors

By Clint Hale

If you find yourself overwhelmed this year by your first-ever Congress, or even if you're a seasoned Congress veteran in need of some assistance, don't hesitate to ask either **Vickie Majors, CPP**, or **Brent Gow, CPP**, for help.

After all, as APA Ambassadors, assisting members is part of their newfound job description.

"Congress is huge, and it's easy for a first-timer to be overwhelmed," said Vickie, Americas Payroll Operations Director for IBM. "It's my job to help them out."

But that's only part of an APA Ambassador's role.

The program is designed for those who have served APA as an officer, director, or Corporate Member Advisor. It is a voluntary program that recognizes one's contributions to APA in past roles, while also providing the opportunity to continue goodwill efforts on behalf of APA. This includes assisting members at Congress and speaking at statewide conferences.

"From what I see, it's about



Brent Gow, CPP, and Vickie Majors, CPP, joined the ranks of APA Ambassadors.

continuing to promote the payroll industry and promote the American Payroll Association as the premier educational solution," said Brent, Director of Payroll Consulting, Controlling, and Compensation for Starbucks Coffee Co. "It's about helping individuals from our perspective to understand how to network and utilize the services available to APA and its members."

It's also about allowing Brent and Vickie to continue serving APA in a different capacity than in their roles as national officers.

"There are a limited number of



roles (as a director or officer), and we didn't want anyone to feel like they were being put out to pasture," Vickie said of her years of service and how they translate into her role as an APA Ambassador. "There's a need for everyone . . . It definitely takes a lot of payroll professionals who love the profession but also love serving the APA. We want to continue to grow on the path we've set."

Added Brent: "(The Ambassador title) is not about having rewards or anything; it's just about enjoying what you do and sharing with others."

BNA's Question of the Day

How do you prefer to get your payroll information: web, CD, or print?



Jake Seymour
Tax Compliance Manager
i Systems LLC
Colchester, VT

"I prefer getting it over the web. It's easier for everybody to access . . . and you have the ability to export your data if you need to. It's just quicker to access that way."



Jennifer Middelkamp
Payroll Supervisor
Rummel Construction
Scottsdale, AZ

"Web, actually. That's the most comprehensive, and I can look at it at my leisure."



Steven Coffey
Payroll Manager
Mosaic Sales Solutions
Irving, TX

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Grant Winners Take Center Stage at Friday Luncheon

By Clint Hale

For **Taunya Fritzsching, CPP**, and **Jodi L. Parsons, CPP**, paying their own way to this year's Congress wasn't necessary. Instead, this particular trip was on the American Payroll Association and Kronos.

Fritzsching and Parsons, deserving winners of the 2008 Complete APA Payroll Education Grant and Kronos Payroll Education Grant, respectively, accepted their awards during Friday's luncheon. In claiming their awards, the two also received a free trip to this year's Congress.

Thirty-six people applied for the grants, a slight increase from 35 applicants in 2007.

"I joined APA to develop personally and professionally and to increase my payroll knowledge and skills," Fritzsching told those in attendance. "I look forward to having the opportunity to further develop that knowledge."

Parsons echoed that sentiment.

"The skills I've acquired have been gratifying, and (APA) has been personally meaningful," she said. "I've made a great many friends along the way, and it's been very rewarding."

In addition to free trips to Congress, both women also received free payroll libraries, which include The Payroll Source®, PayTrain®, and several other APA publications. In winning the APA Payroll Education Grant, Fritzsching also receives free registration to all APA seminars for the next year.

APA and Kronos presented eight total awards this year. Recipients include:

- 2008 Complete APA Payroll Education Grant Winner: Taunya Fritzsching, CPP, Account Executive for



Dan Maddux and APA President Emily Rook, CPP, present the APA Payroll Education Grant to Taunya Fritzsching, CPP.



Jodi Parsons, CPP, receives the Kronos Payroll Education Grant Award from Kronos' Joyce Maroney.

Ceridian in Houston, Texas.

- 2008 Kronos Payroll Education Grant Winner: Jodi L. Parsons, CPP, Manager, Payroll & A/P for the Iowa Foundation for Medical Care in West Des Moines, Iowa.
- 2008 APA Course/Conference Grant Winners (two total): Susan Judah, CPP, Kronos Project Manager for the City & County of Denver in Centennial, Colorado; and Flora Kunze, CPP, Accounts Payable & Payroll Manager for Symmetricom, Inc. in San Jose, California. These women receive free registration for an APA course of their choosing for up to one year.
- 2008 Kronos Payroll Publication Grant Winner: David Scorza, CPP, Payroll Support for ADP in Elk Grove Village, Illinois. Scorza won a complete library

of current APA books and publications, as well as PayTrain®.

- 2008 APA Payroll Source Grant Winners (three total): David Pena, CPP, Payroll Lead/Accountant for The Warranty Group in Denver, Colorado; Rebecca Mather, CPP, Owner of R S Mather HR and Payroll Consulting in Allen, Texas; and Janis Zipkin, CPP, Payroll Accountant for NYS United Teachers in Latham, New York. All three winners received a complimentary copy of the 2008 edition of The Payroll Source®.

Any APA member is eligible to apply for the payroll education grants. The deadline for submissions is in early March, and more information may be found by logging on to www.americanpayroll.org/edgrant.html.

International Payroll Leaders

(continued from page 1)

story for my National Payroll Week speech."

His story further illustrated the point Elaine Gill, PCP, Chairman of the Canadian Payroll Association (CPA), had made earlier in the luncheon.

"It doesn't matter where we practice payroll," she'd said, "so long as it's accurate and on time while complying with ever-changing legislation."

Gill showed a video clip of Dan Maddux receiving a special award from the CPA for his outstanding leadership and 25 years of service to APA. Gill said the award was a token of the Canadian Payroll Association's appreciation for Maddux's contribution to the payroll profession as a whole, and for his mentorship.

Mentorship was something **Gordon Cresswell, FIPP, BA**, Non-Executive Director for The Institute of Payroll Professionals (IPP), said he was excitedly anticipating with the coming visit of APA's new President, Emily Rook, CPP.

Rook will be visiting Brighton, England, in September. Gordon is sure his association members will find her experiences at APA inspiring and surprising.

"I can't wait to see their reaction when they discover that not all the states have the same regulations," Cresswell said. "Imagine England, which is not even the size of Texas, and we always operate on one type of system with one set of rules."

Cresswell said the IPP was continuing to make further advancements in the U.K. payroll industry. In fact, he proudly announced that Alison Ward, MSc, FIPP (Dip), FPII (Dip), IPP Director, will be the first to receive a doctorate in payroll.

"We have successfully upgraded our image and are even getting ready to echo APA (which now has added AAPA to its repertoire) with a new educational thrust into other areas," he said.

With such dynamic world payroll leaders, the image of the payroll industry will no doubt continue to improve in the minds and hearts of people everywhere, even Low's friends Down Under.

Chapter Awards







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Remember, when you get back to the office:

- Go to www.bna.com/payroll/apa2008 for BNA's coverage of the APA Congress!
- Visit the *Payroll Decision Support Network* demo site for product samples and more—www.bna.com/samples/pydsn/



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