



## Professional Travel Agents of North America Bylaws

### Article I. Name

The name of the organization shall be Professional Travel Agents of North America. From here onward will be known and referred to as "PTANA."

### Article II. Purpose

- To provide an educational forum and networking opportunities for travel professionals
- Facilitate a strong relationship with our Travel Industry Partners
- Promote domestic and international travel
- To support and donate to local and worldwide charitable organizations and causes

### Article III. Organization

#### Section 1. Membership

PTANA will be made up of four (4) types of memberships listed below. When all membership requirements have been met and fees have been paid, then an applicant is deemed a member with all rights and privileges granted – see Bylaws Article XVI for Membership Requirements. (See P & P Manual for applicants who have not completed all membership requirements.) Prospective members can join any PTANA Chapter regardless of region. In-region is defined as having the main residence 100 miles or less from the prospective PTANA Chapter location (the mailing address for treasury documents). Out-of-Region is defined as having the main residence greater than 100 miles from the prospective PTANA Chapter location. Travel Industry Partners are only required to join one chapter to receive PTANA benefits. Members must pay the local membership fee for the chapter(s) they join.

- a. Travel Agent
  1. Any professional travel agent meeting the requirements set forth by PTANA and joining a local chapter.
- b. Student/intern
  1. Any college student taking a course in travel and meeting all requirements set forth by PTANA and joining a local chapter.
  2. Any college student must be sponsored and mentored by a travel agent member and/or travel agency.
- c. Travel Industry Partner
  1. Any professional not classified as travel agent, or student/intern who becomes a member with the intent of doing business with the travel agent members and meeting all requirements set forth by PTANA and joining a local chapter.
- d. National Affiliate Member - From here on referenced as NAL
  1. Any professional travel agent, industry partner or Industry Partner Company that meets all requirements set forth by PTANA and wishes to become a member at the national level without an affiliation to a chapter.

#### Section 2. National PTANA

PTANA is the forum for membership for all PTANA Chapters and PTANA Chapter reporting. PTANA shall be run by a board of directors known as the National PTANA Board of Directors (BOD); from here on referred to as National PTANA BOD.

- a. All PTANA Chapter Presidents – Each Chapter will have one (1) representative who will be the Chapter President.
- b. Two (2) Travel Industry Partners (OPTIONAL) – Industry partners may be appointed to the National Board at the discretion of the National Chairperson. Appointed Industry partners should have been a member of

PTANA for at least one year and have an active working relationship with members at the National and/or Chapter level.

- c. The MAL shall be elected by the membership at the PTANA Annual Convention and shall never exceed (50%) fifty percent of the total active chapters
- d. One (1) Student/Intern (non-voting) – This position will be filled by a drawing from the number of applications received to hold this position. In the case where there is only one (1) applicant, that applicant will automatically receive the position.
- e. The newly elected BOD will elect the National Officers.

### **Section 3. PTANA Chapters**

There will be three (3) levels of PTANA Chapters.

- a. PTANA Chapters-Active: PTANA Chapters are the official forum for membership of PTANA. Chapters are granted full membership status in PTANA with a minimum of 20 members meeting the requirements of PTANA. Out-of-region members do not count toward the 20-member requirement for chapters. Newly formed chapters shall be at least 40 miles apart, but the final decision for newly formed chapters starting up within 40 miles of a current chapter will rest with the National PTANA BOD. The Chapters will be run by a BOD elected by the chapter membership known as the Chapter Board of Directors (BOD). All Chapter BODs shall be required to read and sign the Code of Conduct Form following the installation of the BODs. Signing “The Code of Conduct” form will apply to all BOD positions held in PTANA.
- b. PTANA Chapters-Recruiting: New PTANA chapters not meeting the 20-membership requirement, will be called PTANA Recruiting Chapters until such time they meet the 20-member requirement. These chapters will have 24 months to meet the 20-member requirement. Out-of-region members do not count toward the 20-member requirement for PTANA Chapters. Recruiting chapters or PTANA Chapters that fall below the membership requirement for 24 months will be disbanded and members will be instructed to join another PTANA Chapter. Presidents of Start-up Recruiting chapters of PTANA Recruiting Chapters will not hold positions on the National PTANA BOD until they meet the membership requirements. These chapters will be allowed to attend all meetings of the National BOD, but without voting privileges.
- c. PTANA Chapters-Non Compliant: Any active chapter that does not meet the required 20 members for 24 months. These chapters will be disbanded and members may join another PTANA Chapter. PTANA Chapters- Non Compliant will have the same rights as PTANA Chapters-Active during the 24 months used to become compliant.

## **Article IV. National PTANA BOD and Executive Committee**

### **Section 1. National PTANA-BOD and Executive Committee**

- a. The National PTANA BOD will consist of a Chairperson, Co-Chairperson, Secretary, Financial Secretary, Treasurer, Publicity Chairperson, Membership Chairperson, National Parliamentarian, Historian, Programs and Education. The PTANA National BOD will serve a (2) year term. All members of the PTANA National BOD must have completed one (1) year of membership. The PTANA National Board of Directors may serve for a maximum three (3) consecutive terms. To be eligible to serve again the member must sit out for one (1) full term
- b. The National PTANA Executive Committee will be selected by the PTANA BOD by the caucus method at the Annual Convention.
- c. The National PTANA Executive Committee will consist of the Chair, Co-Chair, Secretary, Treasurer, Programs, Membership, and Parliamentarian.
- d. The Chairperson of the National BOD must be a Travel Agent member
  - 1. Is the president or president-elect of a local chapter;
  - 2. Served on a local chapter BOD as an officer before qualifying for National BOD position;
  - 3. If there is no such person willing to run for Chairperson, subsequent nominees for Chairperson must currently hold an executive board position or have been elected to hold an executive board position in his local chapter in the coming year.
- e. The Co-Chairperson of the National BOD must be a Travel Agent member,
  - 1. Holds an executive board position, or been elected to hold an executive board position in their local chapter in the coming year.
  - 2. Served on a local chapter BOD as an officer before qualifying for National BOD position;

3. If no such person is willing to run for Co-Chairperson, subsequent nominees may include all willing members who have been elected to the National BOD.

See P&P Manual for authority level for PTANA Executive Committee and holding a caucus election.

## **Section 2. National PTANA BOD Duties**

- a. Attend the PTANA Annual National Convention
- b. Hold bi-monthly conference calls
- c. Plan the National Convention
- d. Review changes to Bylaws received from Chapters
- e. Propose changes to the Bylaws as needed
- f. Monitor overall progress of PTANA
- g. Make decisions on grievances received from PTANA Chapters. The grievance process shall be outlined in the PTANA Grievance guidelines and managed by the Grievance Guidelines Committee.
- h. Select National PTANA BOD Officers
- i. Abide by the National BOD Code of Conduct
- j. Additions to Code of Conduct list of additional duties:
  1. Perform their duties in good faith and demonstrate basic skill and interest in the business of the organization as an effective National BOD member by:
  2. Chair or participate on a committee,
  3. Attend and participate in National Conference Call meetings
  4. Engage in strategic planning with other BOD members and membership
  5. Assume responsibilities as assigned or requested by the Chairperson or designee.
- k. Special Meetings

Special meetings of the PTANA National Board of Directors may be called by the National Chairperson and shall be called upon written request of the majority of the members of the National Board. The purpose of the meeting shall be stated in the notice, which shall be sent to all members at least 3 calendar days before the meeting, or as required by the National Chairperson. The meeting may be held in-person or by conference call. See P&P Manual for special meetings

## **Section 3. National PTANA Executive Committee Duties**

- a. Chairperson
  1. Performs as Chief Executive Officer
  2. Preside over all meetings of the National PTANA BODs
  3. Appoint all committee Chairpersons
  4. Authorize all disbursements of PTANA funds
  5. Prepare and present an annual report at the Convention
  6. Ensure administrative and fiscal data is reported as required
  7. Verify and validate that all records and finances are in order at end of term
  8. Perform all other duties as required
- b. Co-Chairperson
  1. Perform all duties of the Chairperson in his/her absence
  2. Oversee all committees
  3. Authorized signee for checks, (one (1) of three (3) authorized)
  4. Perform other duties as required
- c. Secretary
  1. Record and maintain minutes for all meetings
  2. Have electronic minutes available on website (special security code will be available upon request)
  3. Email minutes to Chapter Presidents prior to quarterly conference calls
  4. Email information as needed to all PTANA chapter members on behalf of National (i.e., National Convention information)
  5. Maintain committee reports
  6. Turn over all minutes to incoming Secretary at end of term
  7. Authorized signee for checks (one (1) of three (3) authorized)
  8. Receive required documents from chapter secretaries prior to the National Convention

9. Prepare and forward required documents to the National Chairperson prior to the National Convention
10. Perform other duties as required
- d. Financial Secretary
  1. Record and maintain a record of all funds received and deposited by the Treasurer
  2. Present a financial report of PTANA at the National Convention
  3. Assist the Treasurer in preparing all financial statements and reports
  4. Assist the Treasurer in required fiscal data for tax reporting purposes
  5. Serve on the Finance Committee
  6. Perform other duties as assigned
  7. Turn over all financial reports to the incoming Financial Secretary at end of term
- e. Treasurer
  1. Receive, deposit, and disburse all funds for National PTANA Treasury
  2. Ensure proper management of finances of National PTANA
  3. Prepare a financial report for the Financial Secretary prior to the National Convention
  4. Chair the Finance Committee
  5. Receive, deposit, and disburse all funds for PTANA and provide related documentation to the Financial Secretary at least monthly
  6. Authorized signee for checks (one (1) of three (3) authorized)
  7. Prepare fiscal data for tax reporting purposes
  8. Turn over all financial records to incoming Treasurer at end of term
  9. Perform other duties as assigned
- f. Publicity
  1. Promote an awareness of PTANA on a National and local level
  2. Arrange photographs and press releases covering the National organizational meetings
  3. Provide and prepare information for the newsletter and website
  4. Approves all media submissions and press releases from chapters prior to the submission/release
  5. Perform other duties as assigned
- g. Membership
  1. Receive membership information from chapters on a quarterly basis as follows: March 1; June 1, September 1, and December 1 (or immediately prior to commencement of PTANA National Convention as agreed upon by the National BOD)
  2. Maintain and keep accurate report on membership status of PTANA
  3. Provide the National Treasurer status of membership for each PTANA chapter upon receipt of quarterly spreadsheets from chapters.
  4. Follow up with chapters regarding their member dues owed to National following receipt of quarterly membership spreadsheets
  5. Maintain a central e-mail database to include names/e-mails of all PTANA chapter members noted by chapter
  6. Provide updated PTANA membership database to PTANA Industry Partners on request (as detailed under Article XV. Benefits. Section 2. Travel Industry Partners, subsection “d”)
  7. Supervise credentials for the National Convention voting
  8. Perform other duties as required
- h. National Parliamentarian
  1. Chair the Bylaws Committee
  2. Ensure that PTANA governs with the most current version of Robert’s Rules of Order
  3. Assist in interpreting the Bylaws
  4. Advise the presiding National Chairperson and other officers, committees, and members on matters of parliamentary procedure
  5. Assist with planning and procedures during conventions, board meetings, and meeting business agendas
  6. Conduct parliamentary workshops for chapter presidents and members (if asked by a chapter)
  7. Identify professional parliamentarian services as needed
  8. Validate credentials with membership chair at National Convention voting
  9. Preside over particularly contentious meetings and grievance hearings

10. Provide formal parliamentary opinions
11. Advise on parliamentary tactics and strategy
12. Supervise the amendment and ratification process at the annual convention
13. Perform other duties as required
- i. National Program Chair
  1. Assist in planning key National events during the year that will benefit the membership.
  2. Assist and Co-ordinate Chapter Program Chairs to provide leadership, business, and training opportunities that will benefit our membership.
  3. Maintain and provide a contact list of Travel Industry Partners and share with the Chapter Program Chairs.
  4. Turn over all records to incoming National Program Chair at end of term.
  5. Perform other duties as assigned.
- j. National Historian
  1. Preserve the history of PTANA in a central location or repository for future members and Chapters.
  2. Turn over all records to incoming National Historian at end of term.
  3. Perform other duties as assigned.

## **Article V. Chapter BOD**

The Chapter BOD is made up of an Executive Committee consisting of a minimum of six (6) members (refer to Article 5, Section 1) and other board members, AND shall be elected at an open meeting of the Chapter members by September 30 of the election year. The chapter may use the ballot or caucus method for elections. To participate as a board member, you must be an in-region member. The new Chapter BOD will officially take over the first of January following the election. The Chapter BOD will run the Chapters business within the guidelines of PTANA. The chapter BOD will serve for a two (2) year term or until their successor is elected. The Chapter BOD Members may serve for a maximum of three (3) consecutive terms unless an extension is approved by the PTANA National Board. To be eligible to serve again the member must sit out one (1) full term. All BOD members whether elected or appointed have equal voting rights. Candidates for the President and Vice President positions must have completed one (1) year of membership prior to chapter election. See P&P Manual on choosing election process.

### **Section 1. Chapter Positions BOD**

The Chapter Executive BOD will consist of the President, Vice President, Secretary, Financial Secretary, Treasurer, Membership, and Parliamentarian. The President and Vice President cannot be from the same agency. The Chapter regular BOD will consist of a Budget Chairperson, Publicity/newsletter/website Chairperson, Program Chairperson, Community Outreach/Sunshine Chairperson, Education Chairperson, and Registration Chairperson. When there are fewer Chapter BOD than positions the incoming president (i.e., term of office must be aligned) may appoint a non-BOD member to hold the position(s). All Chapter BOD must complete one (1) year of membership (except for the 2009 startup year).

### **Section 2. Duties of the Chapter BOD**

The Chapter BOD will hold at least nine (9) face-to-face board and chapter meetings a year and make regular reports to the membership.

- a. Chapter Executive BOD
  1. President
    - a. Chief Executive Officer
    - b. Presides over all meetings of the local Chapter and Chapter Executive BOD
    - c. Appoint all committee Chairpersons
    - d. Authorize all disbursements of chapter funds
    - e. Prepare and present an annual Chapter report for local PTANA Chapter for the National Convention
    - f. Ensure administrative and fiscal data is reported as required
    - g. Verify and validate that all records and finances are in order at end of term
    - h. Perform all other duties as required
  2. Vice President
    - a. Perform all duties of the Chapter President in his/her absence

- b. Oversee all committees
  - c. Authorized signee for checks (one (1) of three (3) authorized)
  - d. Perform other duties as required
- 3. Secretary
  - a. Record and maintain all minutes for all meetings
  - b. Have electronic minutes available on website (special security code will be available upon request)
  - c. Email minutes to board members prior to meetings
  - d. Maintain committee reports
  - e. Pass all minutes to the incoming Secretary at end of term
  - f. Maintain and keep accurate report on membership status as received from Membership
  - g. Submit minutes to the National Secretary quarterly for archival purposes and assistance to the Grievance Committee
  - h. Prepare and forward required documentation to the National Secretary prior to the National Convention
  - i. Authorized signee for checks (one (1) of (three) (3) authorized)
  - j. Perform other duties as required
- 4. Financial Secretary
  - a. Prepare and present a budget for the upcoming year as required
  - b. Record and maintain a record of all funds received and deposited by the Treasurer
  - c. Assist the Treasurer in preparing all financial statements and reports
  - d. Assist the Treasurer in required fiscal data for tax reporting purposes
  - e. Performs duties of the Treasurer in his/her absence
  - f. Perform other duties as assigned
  - g. Prepare or assist in presenting financial reports to National Treasurer
  - h. Serve on the Finance Committee
- 5. Treasurer
  - a. Receive, deposit, and disburse all funds for the chapter
  - b. Ensure proper management of finances of the chapter
  - c. Prepare a financial report for the Financial Secretary prior to the National Convention
  - d. Authorized signee for checks (one (1) of three (3) authorized)
  - e. Prepare fiscal data for tax reporting purposes
  - f. Turn all financial records over to incoming Treasurer at end of term
  - g. Prepare monthly report for board meetings
  - h. Prepare and report a six-month report for members
  - i. Chair Finance Committee
  - j. Perform other duties as assigned
- 6. Membership
  - a. Responsible for receiving and maintaining membership application and Member Code of Conduct
  - b. Responsible for preparing and submitting quarterly reports for membership to the Chapter's Secretary
  - c. Responsible for maintaining accurate data on chapter members
  - d. Responsible for sending the PTANA Bylaws and Policies and Procedures document to newly joining members in a timely manner
  - e. Responsible for providing Travel Industry Partner Information to the PTANA webmaster
  - f. Prepare and submit quarterly report of membership status for the National Membership Chairperson
- 7. Parliamentarian
  - a. Ensure the Chapter governs with the most current version of Robert's Rules of Order
  - b. Assist in interpreting the Bylaws
  - c. Advise the Chapter President and other officers, committees, and members on matters of parliamentary procedure



- d. Assist with planning and procedures during board meetings and meeting business agendas
  - e. Provide formal parliamentary opinions
  - f. Advise on parliamentary tactics and strategy
  - g. May serve as the chapter representative on the Grievance Committee
  - h. Perform duties as required
- b. Regular Board Members
  - 1. Education (includes Familiarization Seminars “FAMS”)
    - a. Responsible for informing and conducting educational programs for chapter members
    - b. Responsible for acquiring and conducting FAMS
  - 2. Programs
    - a. Responsible for acquiring sponsors for monthly meeting
    - b. Responsible for contracting venues for monthly meetings and board meetings
    - c. Responsible for preparing notices for monthly meetings and other events as needed
  - 3. Publicity (includes Newsletter/Website)
    - a. Responsible for promoting PTANA on a local level
    - b. Provide/ update information for the website and newsletter
    - c. Responsible for sending News Blast
  - 4. Registration
    - a. Responsible for keeping record of members attending meetings or special events
    - b. Responsible for preparing a monthly report for board meetings
    - c. Responsible for preparing the Quarterly Meeting Attendance Report to PTANA
    - d. Responsible for turning over all monies collected for sponsor meetings
  - 5. Ways & Means
    - a. Responsible for organizing fund raising events
    - b. Responsible for preparing and reporting financial outcome/success of events
  - 6. Community Outreach/Sunshine
    - a. Responsible for selection of charities at local level
    - b. Responsible for allocation of community outreach funds
    - c. Responsible for receiving and notifying Chapters/PTANA of news about members as required
    - d. Responsible for sending out cards/flowers as required for members of chapter/PTANA
  - 7. Chapter Historian
    - a. Preserve the history of PTANA Chapter in a central location or repository for future members and PTANA National BOD.
    - b. Turn over all records to incoming Chapter Historian at the end of term.
    - c. Perform other duties as assigned.
- c. Special Meetings
 

Special meetings of the Chapter Board of Directors may be called by the Chapter President and shall be called upon written request of the majority of the members of the Chapter BOD. See P&P for when/how to all special meetings.

## **Article VI. Governing**

The organization’s official meetings will be governed by the current version of Robert’s Rules of Order, unless PTANA has identified specific rules. Each chapter shall purchase a copy of the most current version of Robert’s Rules of Order which will be kept by the chapter Parliamentarian and passed on to subsequent chapter Parliamentarians.

### **Section 1. Bylaws**

The PTANA Bylaws may be altered, amended, repealed or added to by an affirmative vote of not less than two-thirds (2/3) of the representatives present and voting at the annual National Convention.

Proposed changes to the bylaws in the form of amendments may be submitted to the Bylaws Committee at any time, but at least sixty (60) days before the annual PTANA National Convention on the year designated for voting on Bylaws (bi-annually). The committee must review and provide notice to all local Chapters of all proposed

amendments to all local Chapters at least thirty (30) days before the annual PTANA National Convention. All submissions for amendments must be provided by completing and submitting the Change of Amendment Form to the Bylaws Committee via the required template and source. See P&P Manual for processes

## **Section 2. Policies & Procedures**

- a. The PTANA Policies and Procedures Manual will provide administrative and detailed information on PTANA, PTANA BOD and chapter operations.
- b. Give the National Board the authority to adopt policies and procedures.
- c. The Policies and Procedures Committee will be the vehicle by which members, committees, and Travel Partners can submit proposed amendments. The Committee is also able to propose amendments.
- d. Policies and Procedures Committee receives, and forwards all amendments to the National BOD, who will vote to adopt or not adopt and has the right to further amend.
- e. Updated Policies & Procedure Information is sent back to Policies and Procedures for distribution to the members

## **Article VII. PTANA National Convention**

### **Section 1. Hosting the PTANA National Convention**

- a. PTANA will hold an annual Convention the last quarter of the year (October – December). The location of each convention will be determined and hosted by The National Board. Each year at the annual convention the National Board will present plans for the following year. The Advisory Committee will be responsible for the planning, negotiating and reporting for the Annual Convention. If the National Board cannot or does not choose to host the convention, it must notify the local chapter boards by January 1 in the year prior to the next convention. At such time, a local chapter that has had board representation at the two most recent conventions; currently has 30 or more members; and a minimum of \$5,000 in its treasury may bid to host the convention. All chapter bids to host the convention and approval by the National Board must be completed within 90 days of notification (deadline September 1).
- b. A convention progress report will be required by the Advisory Committee at each National PTANA BOD conference call for the upcoming year. Convention registration forms must be complete and ready for distribution to the membership by the April National PTANA BOD conference call.
- c. The National Treasury must receive \$10 per convention attendee from the convention budget within 30 days following the convention. The National Treasury will cover convention travel expenses of the National Chairperson, Secretary, and Parliamentarian whom convention registration fees will be waived. The National BOD will establish the per diems in advance of the convention, including and not limited to expenses for lodging (up to single occupancy for hotels or individual payment of double occupancy for a cruise), business center support, meals, registration fees and any transportation expenses that are not covered in the cost of the convention package. These expenses will be paid with original receipts only and excludes companion guest costs.

### **Section 2. Attendees**

- a. All PTANA members who are Travel Agents and Travel Industry Partners must be in good standing to attend the annual convention and vote on business matters. Student/Intern Members are allowed to attend but will not have a vote. Member attendees and guests are required to pay the convention registration fee and other related fees as designated by the host chapter.
- b. The Chapter President who also serves as a member of the National PTANA BOD will be required to attend the PTANA Annual Convention. In the case where the president cannot attend the Vice President may attend and have voting privileges on the PTANA BOD meeting. The PTANA Chapter will determine the amount if any they will contribute to the Chapter President or Vice President to attend the convention.

### **Section 3. PTANA Annual Convention Business Session**

- a. The only required non-conference call meeting of the National PTANA BOD will take place at the PTANA Annual Convention. Members will hear reports from the National PTANA BOD and committees, and vote on any changes to the Bylaws, the MAL, and any other business requiring a vote as deemed necessary by the National PTANA BOD.



- b. All Officers and committees must prepare and present in draft or in full, all reports for presentation at the annual convention to the National Board for review and approval at least 15 days (or a date set by the National Board) prior to the upcoming PTANA Annual Convention.

## **Article VIII. National Committees**

### **Section 1. Committee Appointments**

The required committees shall be appointed by the National Chairperson within thirty (30) days of the annual convention. Committee recommendations will be made to the Chairperson. The terms of all committees will equal the term of the PTANA Chairperson. Replacements can be made by the Chairperson if the position becomes vacant. The Chairperson and Co-Chairperson will serve on all committees as ex-officio. Additional Committees may be appointed by the PTANA Chairperson as deemed necessary by the National PTANA BOD and shall serve for the term as designated.

### **Section 2. Required Committees**

- a. The Finance Committee shall be composed of the Treasurer, Financial Secretary, and three other National PTANA BOD members. It shall be the duty of this committee to prepare a budget for the term of the PTANA Chairperson. The Finance Committee may submit supplements to the budget if needed to the National PTANA BOD for acceptance.
- b. The membership committee will consist of five (5) members. It shall be the duty of this committee to contact and enroll Chapters and members in PTANA.
- c. The Community Outreach/Sunshine Committee will consist of three (3) members. It shall be the duty of this committee to select charitable organizations that may receive donations from PTANA or PTANA Chapters (Chapters may select their own or use the PTANA list), and notify the PTANA webmaster about any member illnesses, deaths, marriages, births, and graduations.
- d. The Ways and Means Committee will consist of five (5) members. It shall be the duty of this committee to provide fundraising programs for PTANA as needed.
- e. The Nominating Committee shall consist of five members. It shall be the duty of this committee to notify the PTANA Chapter Members when the election of the MAL will take place, receive the nominations for the MAL, determine the qualifications, prepare the ballots and handle the election at the annual election. This committee will also receive the applications from the Travel Industry Partners and Student/Interns who want to serve on the PTANA BOD and handle the drawing if needed for the selection of these positions. It shall be the duty of the Nomination Chairperson to report the results of the election and drawing. The Nomination Chairperson will supervise the installation of the officers at the PTANA Annual Convention and to have all elected National PTANA BOD members who have not read and signed a Code of Conduct Form with the Chapter, do so following their Installation (This refers to MAL, Travel Industry Partners, and the Student/Intern since all other National PTANA BOD members are Chapter Presidents and were required to read and sign the form when elected.)
- f. The Bylaws Committee will screen, consolidate, edit, and propose resolutions that are presented to the membership. The committee shall be comprised of the National Parliamentarian and at least 3 other chapter parliamentarians or chapter appointees, who will be selected by the National Parliamentarian based on staffing needs. The Bylaws Committee will be responsible for:
  - 1. Maintaining up-to-date copies of the Bylaws
  - 2. Reviewing requests for amendments to the Bylaws and proposing the wording for such amendments to be presented at the annual national convention,
  - 3. Editing/approving the language of ratified amendments for style consistency relative to the document as a whole, particularly as a result of discussion at the annual national convention
  - 4. Forwarding an up-to-date version of the Bylaws to the National Board and the chapter presidents within 90 days following the annual convention
  - 5. The periodic review of the Bylaws and shall advise PTANA of changes that should be considered relative to style, grammar, and spelling, as well as content. The overall goal is to achieve a professional document with respect to readability and clarity.

- g. The Grievance Guidelines Committee will consist of one (1) representative from each chapter and the National Parliamentarian. The committee manages the grievance review process on behalf of the National BOD. The committee will maintain and update the grievance policy that is approved by the National BOD as appropriate. The chapter representative should be a non-National BOD member (to avoid any conflict of interest) and preferably someone with grievance experience (HR, Union, organizational or other conflict resolution training) when possible. Chapter representatives cannot serve on cases involving their local chapter. The National Parliamentarian will assure adherence to Robert's Rule of order and will only vote in the case of a tie. The National Chair and Co-Chair will not serve as ex-officio of this committee to protect and maintain the independent nature of the investigation process.
- h. The Advisory Committee shall be composed of all past National Chairpersons, the current Chairperson and Co-Chairperson, three (3) of the Founding Members, and three (3) high performing Chapter BOD members to be selected by the current National Chair. The Advisory Committee will be responsible for the operations of the Conventions, negotiating the Contracts for Convention Hotel/venue, directing the RFP process, directing the marketing efforts, and conduct ALL business and build ALL components of the National Convention. See P&P manual for detailed duties, authority, and selection process for Founding members, and Chapter BOD members. See P&P manual for detailed duties and selection process for Founding members, and Chapter BOD members.

## **Article IX. Voting**

### **Section 1. National and Chapter PTANA BODs**

A majority of any PTANA BOD must be present to vote on any issue. When holding a conference call an attendance list must be kept and all negatives/abstains must be documented. A simple majority vote of these members voting is required to pass a vote. Changes to the Bylaws cannot be made by any PTANA BOD.

## **Article X. Vacancies**

### **Section 1. National PTANA BOD**

Vacancies on the National PTANA BOD shall be filled by the newly elected/acting Chapter President of the chapter who caused the vacancy. If the vacated position is the PTANA Chairperson, the Co-Chairperson will assume the PTANA Chairperson position and the National PTANA BOD will select an interim Co-Chairperson. A MAL vacancy position must be filled by vote at the PTANA Annual Convention. Notification must be sent to PTANA members about the vacancy and the pending election to fill the position at the PTANA Annual Convention. The position will only be filled by election if the vacancy will last for more than one (1) year. Otherwise, the PTANA Chairperson may appoint a non-board member to complete a term less than one (1) year with approval by the BOD.

### **Section 2. Chapter BOD**

Vacancies on the Chapter BOD will be filled by appointment of the Chapter President with approval by the Chapter BOD.

## **Article XI. Compliance**

### **Section 1. Removals and Resignations**

- a. National PTANA BOD or Chapter BOD member may be removed when sufficient cause exists for such removal (such as violations of the Code of Conduct). The BOD member in question shall be allowed an opportunity to defend themselves. A BOD member may be represented by counsel upon any removal hearing. The National PTANA BOD shall adopt such rules for this hearing as it may in its discretion consider necessary for the best interests of all parties involved. All removal requests must come before the National PTANA BOD. All removals must be approved by the National PTANA BOD only.
- b. All resignations must be in writing and received by the PTANA Chairperson or Chapter President (Next in line if either of these positions are the effected position). Written resignations must be non-email form, i.e., letter form. The resignation must be addressed and only sent to the National Chair or Chapter President.
- c. A board member may be terminated from a board due to excess absences, more than two unexcused absences, or for other reasons by a three-fourths vote of the remaining directors. For more than two

unexcused absences from board meetings in a year, the board member is deemed not in good standing as a board member and forfeits their position automatically - without a board vote.

- d. Any Board Member who does not renew his/her yearly membership in their respective Chapter by COB March 31, of that year, they will be removed from the Board.
- e. In the case of verbal resignations, if a written resignation is not received after two weeks from the date of the verbal indication to two or more National or Chapter board members, or the Grievance Committee Team, the BODs will proceed with a vote for removal unless there is a new grievance filed within the two-week period. The National Secretary or Chapter Secretary will send a letter to the member that the BOD will vote to remove the member at the next BOD meeting unless there is a pending grievance matter. Related grievances after the two-week timeframe must be appealed to and approved by the National BOD.
- f. If a member wishes to withdraw from a board position or from the organization and be in good standing, they must provide a written resignation within two weeks of the verbal indication to be deemed in good standing with the organization.
- g. A member that leaves or is terminated from the organization when not in good standing must apply in writing to the National Board with concurrence from a Chapter Board for reactivation to the organization.

## **Section 2. Infractions and Disciplinary Actions**

- a. Regular chapters that do not send a representative as required to the annual convention must pay a fine of \$250.
- b. In the case of an audit or discovery that a chapter is found not in compliance with the rules of the organization. The chapter must take immediate corrective action within a maximum of two weeks to rectify the situation and bring the chapter into compliance or be subject to a penalty as determined by the National BOD.
- c. The investigation and/or disposition of a grievance may result in a range of actions during review, including the protocol of administrative leave. There may be penalties at the conclusion of an investigation or hearing process, penalties including a warning, fines, and up to expulsion for 4 years as recommended to the National BOD by the grievance committee.
- d. The National BOD has the authority to suspend or terminate membership in the organization (member or chapter) up to 4 years.
- e. A member cannot be reactivated until all fines and penalties have been addressed. Additionally, the member or chapter must present a written request for reactivation.

## **Article XII. Chapter Dissolution**

The Chapter BOD must adopt a resolution recommending the organization be dissolved. The organization may be dissolved at any time by the written consent of not less than two thirds (2/3) of the members. In the event of the dissolution other than for purposes of reorganization of the chapter whether voluntary or involuntary or by operation of law, none of the property of the organization nor any proceeds thereof nor any assets of the organization shall be distributed to any members of the organization but after payment of the debts of the organization its property and assets shall be given to a charitable organization selected by the Chapter BOD. This must be done within three (3) months of the date of the vote to dissolve. Written notification to the National PTANA BOD is required within three (3) days of the vote to dissolve.

## **Article XIII. Fees**

### **Section 1. National Fees**

PTANA National Treasury will receive \$37 per individual member and the total fee of all National Affiliate members – travel agents, industry partners, and industry partner companies - \$40, \$50, and \$150, respectively for operating expenses, which include the following approved expenses:

- a. Publicity expenses which include, website cost; publications/media, and printing

- b. Mail & postal service
- c. Telecommunication/correspondence
- d. Travel expenses of approved National Officers for the annual National Convention
- e. Banking services
- f. Legal/Accounting/Audit services and professional services /Tax Preparation, Registered Parliamentarian and other professional services
- g. Charity

## **Section 2. Chapter Fees**

- a. Each chapter will pay \$27 per member to PTANA for operating cost, and \$10 per member for PTANA charity donations. Payment is due within sixty (60) days of receiving the membership fee(s) along with the updated membership list. Chapters may charge a local assessment fee to members, not to exceed \$15. These fees must be noted as local assessment on chapter's membership application. The use of these fees must be made available to the general membership and must be used for charity, community outreach, education, or the sole benefit of the general membership; (example: end of year event, FAM, free monthly meeting, etc.).
- b. Chapters will collect for each new/renewed membership.
  - \$79 per Travel Agent member
  - \$50 per Travel Industry Partner
  - \$20 per Student/Intern

## **Article XIV. Organizing a Chapter**

### **Section 1. Chapters**

Prospective chapters will contact the Membership Chairperson to receive instructions on what is needed to organize a PTANA Chapter. Chapter names must coincide with the chapter's location (i.e., PTANA MD, PTANA PHL, etc.). Once the EIN number and bank account have been established and verified, the National Webmaster will contact the chapter for website instructions. The date the chapter is established on the website is the official date of chapter membership. This is also the date used to determine the order for the chapter to host the annual convention. Chapters that are not in compliance with such requirements may be dissolved by the National Board.

## **Article XV. Benefits**

### **Section 1. Travel Agent Professionals (Chapter Level)-** Benefits apply to all PTANA Chapter meetings and events unless otherwise specified by the Travel Industry Partner

- a. Networking with other travel professionals and Travel Industry Partners
- b. Opportunities to participate in organized FAMS
- c. Discounted monthly meetings cost to participate in special events
- d. Discounted cost to the National Convention
- e. Free and/or discounted education forums

### **Section 2. Travel Industry Partners (Chapter Level or National Affiliate)**

- a. Access to travel professionals who have met specific requirements for PTANA membership
- b. Free monthly web-site alerts
- c. Will receive a free corporate ad link displayed on the PTANA web site (The same corporate ad must be used for multiple Travel Industry Partners from the same company /one (1) per year)
- d. Access to a current National PTANA and chapter membership list with information that would be included on a business card. This list will allow the Travel Industry Partner to send individual blast to PTANA members as needed.
- e. Discounts on local chapter level (As provided by each chapter)
- f. One membership for all Chapters

### **Section 3. Student Member (Chapter Level)**

- a. Ability to network with travel professionals and Travel Industry Partners
- b. Mentoring by a travel agent member and/or travel agency
- c. Opportunity to attend the National Convention as a non-voting member

- d. Enhancement of their knowledge of the travel industry

#### **Section 4. Industry Partner Company (National Affiliate)**

- a. Access to travel professionals who have met specific requirements for PTANA membership
- b. A free corporate weblink or listing on the PTANA website (The same corporate ad must be used for multiple Travel Industry Partners from the same company /one (1) per year)
- c. Access to a current National PTANA membership list with information that would be included on a business card. This list will allow the Industry Partner Company to send marketing blasts to PTANA members as needed.
- d. Membership rates and privileges granted to all Sales and Marketing employees of the member company who would like to attend PTANA membership meetings (proper ID/proof of job title is required).

#### **Section 5. Professional Travel Agent (National Affiliate)**

- a. Networking with other travel professionals and Travel Industry Partners
- b. Opportunities to participate in organized FAMS
- c. Access to all chapter meetings and special events at the member rate
- d. Discounted cost to the National Convention
- e. Free and/or discounted education forums
- f. Benefits apply to all PTANA Chapter meetings and events unless otherwise specified by the Travel Industry Partner

### **Article XVI. Membership Requirements**

#### **Section 1. Professional Travel Agents**

All members must be legitimate travel agents meeting PTANA requirements for membership. To be enrolled as a member each agent must submit:

- a. Completed PTANA Chapter application
- b. CLIA card, CLIA Travel Agent Membership Certificate, IATAN card/list, TRUE Member Photo ID (with passing CLIA exam) or ARC identification number. Agency owners may submit a certificate of agency from CLIA, IATA, TRUE or ARC in lieu of ID cards.
- c. Specialist certificate -New specialist certificate required each year - Certificate completed within one (1) year of new or renewal membership application
- d. Business card
- e. Check, money order or cash with a signed letter from the agency owner or manager verifying employment or contractor status
- f. Signed "Code of Conduct" agreement

#### **Section 2. Travel Industry Partners**

To be enrolled as a member each Travel Industry Partner must submit:

- a. Completed Application
- b. Business Card
- c. Check, money order or cash

#### **Section 3. Student/Interns**

PTANA in an effort to continue the professionalism of travel agents, welcome students/interns who are interested and involved in the travel industry. In order to enroll each student/intern must submit:

- a. Completed application
- b. College student ID
- c. Agency referral letter
- d. Check, money order or cash

#### **Section 4. National Affiliates**

National Affiliates will include travel agents, industry partners, and industry partner companies that choose to not have a local chapter affiliation.

### **Article XVII. Website**

The PTANA website is for the sole use of PTANA, PTANA Chapters and Travel Industry Partners. Access to use the website by PTANA Chapters will be granted once the chapter is granted Active Chapter status. A PTANA Chapter may not create or maintain a chapter website that is separate and apart from that of the National organization. The PTANA Webmaster will be the only source for updating information provided by the Travel Industry Partners for the PTANA website. See P&P Manual for website usage and guidelines

**Article XVIII. Forms**

PTANA will have official forms that will be used by PTANA & PTANA Chapters. These forms will include the PTANA logo. PTANA Chapters using the logo for letterhead must show the official name of the PTANA Chapter and not PTANA. See P&P Manual for the PTANA official forms list and procedure for using the PTANA logo

**Article XIX. PTANA Name and Logo**

The PTANA name and logo are registered and therefore illegal to use the name and logo without authorization. All active PTANA chapters and members are authorized to use the PTANA name and logo for the purpose of promoting PTANA. Use of the PTANA name must always include the official PTANA logo. No other picture may be used with the PTANA name. This includes all flyers, advertisements, clothing and banners. Misuse of the PTANA name and/or logo may result in legal action.

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