



# POLICIES AND PROCEDURES MANUAL

December, 2016



**PTANA**  
PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA  
*Promoting Domestic and International Travel*

## POLICIES AND PROCEDURES DOCUMENT ADVISORY

This is PTANA's first Policies and Procedures Manual, and is a working document. Procedures are still being developed for some Chapter and National Board of Directors duties.

As these procedures are received, this manual will be updated.

Policies and Procedures Committee



PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA

## **POLICIES AND PROCEDURES MANUAL**

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## **THE PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA, INC. POLICIES AND PROCEDURES PURPOSE**

THE PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA, INC shall be referred to as (PTANA) throughout the Policies and Procedures Manual. PTANA Inc., a "NON PROFIT", organization, shall establish policy and implement procedures to be practiced by its members to assure the organization retains it "NON PROFIT" status within the meaning of Section 501(C)(6) of the Internal Revenue Code. Any member whose action or performance reflects insensitivity, or disregard to the principles of this policy shall be reason for disciplinary action as defined in the Bylaws and Policies and Procedures of PTANA. PTANA recognizes the sensitive nature of each member's personal information and is committed to protecting each member's privacy. PTANA may collect information from a member such as their name, address, e-mail address, telephone number, and any other necessary data required for membership, but will only supply information found on a business card to affiliated parties identified in this document.

### **What are Policies and Procedures (Shall hereby be referred to as P&P:**

- a. Policy is the written set of rules and procedures used to run a company.
- b. Procedures are the "step by step" way that things are done within the organization.

### **Administration Guidelines for National Board of Directors, shall hereby be referred to as National BOD.**

1. The Chairperson and the Treasurer shall be applied to the PTANA bank account signature cards
2. The Chairperson, Co-chair and Treasurer decide on banking institution and address
3. Expenses for airfare, lodging will be paid for the National Chair, Parliamentarian and Secretary
4. The convention registration fees will be waived for the same

### **Administrative Guidelines for Chapter Board of Directors shall be hereby referred to as Chapter BOD:**

1. Each Chapter BOD will determine which, if any Chapter BOD positions will be sponsored for PTANA National Convention
2. Each Chapter BOD will determine how much, if any expenses will be allowed for those positions named.
3. The chapter has the right to make these determinations based on majority vote of the Chapter BOD based on chapter finances.

### **Amendments to P&P:**

The Bylaws Chair is automatically a member of the P&P committee and acts as liaison between both committees.

1. The P&P committee is a working committee and will receive all amendment request submitted
2. The request(s) for changes will be received via an email set up by the P&P chair to be maintained by the designated committee person(s), who is appointed by the P&P chair
3. Amendments to P&P can be submitted at any time.
4. Each request will get a reply within 5 days of receipt
5. The P&P chair will present each request to the PTANA chairperson as they are received
6. The National BOD will vote on each request. A majority vote of those present and voting is required to pass the amendment.

7. The vote will take place at one of the regular National BOD conference calls, a special call meeting, or at the National Convention (whichever comes first).
8. The National BOD Chair will email the P&P Chair the results of each request.
  - a. If the amendment does not pass, the BOD will give the reason in the response.
  - b. If the National BOD makes any changes or edits to the original amendment, comments must be included.
  - c. The maker of the amendment has the right to withdraw the amendment if changes or edits are not accepted.
  - d. The National BOD of directors has the right to use the amendment with their changes if the maker does not accept the changes, but must show the name of the maker as National PTANA BOD.
9. The P&P Chair will contact the submitter via email as to the results of the request and include any comments from the P&P committee or National BOD as needed.
10. If the National BOD approves the amendment(s) then the amendment(s) becomes effective on the first business day of the calendar month after the vote of approval has occurred. The P&P Chair will update the P&P Manual and email revised P&P Manual to the National BOD and Chapter Parliamentarians within 60 days of the change.
  - a. The email will include the guideline(s) and page(s) of the revision
  - b. The P&P committee chair will be the contact for any errors in the revision(s) and make changes as needed.

### **Approved PTANA Expenses:**

These are approved expenses for both National PTANA and PTANA chapters. Any expenses not included below, must be approved by the National BOD or the Chapter BOD.

- a. Robert's Rules of Order Book
- b. Membership Card Medium and Renewal Sticker Medium
- c. Conference call set-up cost
- d. Postage
- e. Cost of website
- f. Webinar costs
- g. PRP expenses
- h. Accountant
- i. Tax Preparer

### **Audits:**

An audit is a formal examination of an organization or individual's accounts or financial situation

### **What is Auditing?**

Auditing refers to a systematic and independent examination of books, accounts, documents and vouchers of an organization to ascertain how far the financial statements present a true and fair view of the concern. It also attempts to ensure that the books of accounts are properly maintained by the concern as required by law.

### **What is an audit committee?**

An audit committee is an operating committee of the board of directors charged with oversight of financial reporting and disclosure. Committee members are drawn from members of the company's board of directors, with a Chairperson selected from among the committee members.

The primary purpose of an audit committee is to provide oversight of the financial reporting process, the audit process, the system of internal controls and compliance with laws and regulations.

The audit committee can expect to review significant accounting and reporting issues and recent professional and regulatory pronouncements to understand the potential impact on financial statements. An

understanding of how management develops internal interim financial information is necessary to assess whether reports are complete and accurate.

The committee reviews the results of the audit with management and external auditors, including matters required to be communicated to the committee under generally accepted auditing standards.

Audit committees will consider internal controls and review their effectiveness. Reports on, and management responses to, observations and significant findings should be obtained and reviewed by the committee. Controls over financial reporting, information technology security and operational matters fall under the purview of the committee.

### **How does an audit committee work?**

The committee establishes procedures for accepting confidential, anonymous concerns relative to financial reporting and internal control matters. Often referred to as a “whistle-blower policy,” the procedures allow individuals to bring questions and issues to light without fear of retribution.

The audit committee is responsible for the appointment, compensation and oversight of the work of the auditor. As such, CPAs report directly to the audit committee, not management.

Audit committees should meet separately with external auditors to discuss matters that the committee or auditors believe should be discussed privately. The committee will also review the proposed audit approach and handle coordination of the audit effort with internal audit staff, if applicable.

When an internal audit function exists, the committee will review and approve the audit plan, review staffing and organization of the function, and meet with internal auditors and management on a periodic basis to discuss matters of concern that may arise.

### **What do audit committee members do?**

Committee members can expect to participate in an executive session at each meeting. These sessions can be used to meet with auditors, key members of management or financial reporting staff and provide the opportunity to glean candid information on potentially sensitive topics. Audit committees should re-examine focus, monitor effectiveness and set the course for future activities. Newly formed committees can benefit from the wealth of experience offered by those who have spent time in the trenches. All too frequently in the past, audit committees were stacked with cronies of the chairman and president. They tended to be rubber stamps of the chief executives that met the letter, but certainly not the spirit, of the rules. In such an environment, they tended to disguise control rather than contribute to it. But an audit committee established with the proper attitude and responsibility will accomplish exactly that. If you’re a skeptic, you naturally may wonder how more bureaucracy can contribute to profits.

### **Conducting an Audit**

1. **Give advance notice.** You will need to give the organization being audited plenty of time for them to get their records ready. Tell them the time period to be audited (the fiscal year, for example), and a list of documents that they need to have ready for review. These include:<sup>[4]</sup>

- Bank statements for the year being audited
- Bank account reconciliation reports. This is where bank statements were compared to cash receipts and disbursements.
- Check register for the time period being audited
- Canceled checks
- A list of transactions that were posted to the general ledger (a manual or online system that tracks a company's transactions, including income and expenditures).
- Check request and reimbursement forms, including receipts and invoices for all expenditures
- Deposit receipts

- The annual budget and monthly treasurer reports
2. **Verify that all outgoing checks were properly signed, accounted for and posted to the correct accounts.** If they can be substantiated, all the better. However, as an external auditor, that's not in your scope of influence. You just need to make sure everything was posted to the proper account.
    - For example, there may be two different Accounts Payable, one for raw materials and one for office supplies.
  3. **Ensure that all deposits were properly posted.** This means they were entered into the correct accounts and ledger line in the general ledger. Very basically, these would be accounts receivables, but they should be further broken down (or could be) into specific receivables, depending upon the complexity of the organization.
    - For example, revenue from the sale of a product would be entered into accounts receivable, while dividends issued might be entered into Retained Earnings.
  4. **Review all financial statements.** These include balance sheets and income statements for the time period being audited. Ensure that all transactions are properly recorded and accounted for in the general ledger. Any unusual deposits or withdrawals must be noted and ensured that they were properly accounted for and legitimate. Check that all these accounts were reconciled monthly.
  5. **Ensure compliance with all state and federal requirements.** If you are auditing a non-profit organization, verify their 501 tax-exempt status and that the proper forms have been filed. Ensure federal and state taxes returns, incorporation renewal and state sales tax forms, example, have been filed as necessary
  6. **Review all the treasurer's reports.** Make sure that what was reported was recorded and the totals from report to ledger books match accurately. Check to see that an annual treasurer's report was prepared and filed.
  7. **Complete the financial review worksheet.** This is a summary of all the activity for the period (usually annually, but could be quarterly as well). This includes:
    - The cash balance at the beginning of the period
    - All of the receipts during that time
    - Any and all of the payouts during that time
    - The cash at the end of the period
  8. **Suggest improvements to internal controls.** Make sure to especially note when improprieties exist.

If you are asked to do so, assess the organization's performance against their budget or other metrics.

    - For example, you may want to suggest that two people sign every check, not just one. There may be documents that are disposed of at the end of the year, when they should be saved for a longer time period for tax purposes. Point out that originals need to be saved, not copies.

Define the time period that all emails should be saved, usually for 7 years.
  9. **Determine your audit opinion.** At the conclusion of the audit, the auditor must draft an audit opinion. This document states whether or not the financial information provided by the company is free of error and reported correctly under generally accepted accounting principle (GAAP) standards. Whether or not the reports meet these criteria is up to the judgment of the auditor. If they are reported correctly and free of error, the auditor issues a clean opinion. If not, the auditor issues a

modified opinion. Modified opinions are also used if the auditor feels as though they were unable to issue a complete audit (for any reason).

10. Submit your signed document. This is a statement that you have completed the audit and you have found that either the ledgers are accurate or that there are issues. If you found any issues, such as missing checks or receipts (without explanation) or otherwise a math discrepancy, you should point those out in the report. It is also helpful to include any information you deem appropriate to assist in fixing those issues or preventing their recurrence for the next audit period.

### **Bylaws Committee:**

This committee is chaired by the National Parliamentarian. The P&P chair is automatically a member of the Bylaws Committee and liaison between both committees. The National Registered Parliamentarian advises the Bylaws Committee and reviews the final Bylaws document and advises prior to the final Bylaws document going to the National BOD.

1. The Bylaws Chair sends a request from each Chapter President for the name of the chapter's Bylaws representative (The Chapter Parliamentarian is preferred, but not required).
2. The Bylaws Chair sends the current Bylaws and P&P documents to all committee members
3. The committee members will make themselves familiar with the Bylaws and P&P documents
4. The Bylaws Chair sets up a schedule for each process needed prior to November 1, deadline date.
5. The Bylaws Chair reviews and determines template for submitting amendments
6. Designs notice to members for submitting amendments
7. The Bylaws Chair contacts designated person to set up email to receive and respond to submitted amendments
8. The Bylaws Chair contacts designated person to have information included on website
9. Sends template to National Chair to distribute to Chapter Presidents at least 60 days prior to convention
10. The Bylaws Chair sets up at least 1 session for training chapter parliamentarians on submitting amendments
9. The Bylaws Chair sets up at least 2 sessions for training members on submitting amendments
10. The Bylaws Chair develops training documents
11. The Bylaws Chair contacts designated person to send email notice about training
12. Reviews and respond to all amendments received
13. The Bylaws Chair has the committee review and determines if there are any committee amendments that need to be submitted
14. The Bylaws Chair writes up committee amendments
15. The Bylaws Chair compiles the committee amendments with those received via email in 1 document
16. The Bylaws Chair sends the completed amendment document to the National Chair to distribute to the National BOD no later than 30 days prior to convention
17. The Bylaws Chair sets up electronic voting system for voting on Bylaws.
18. The Bylaws Chair contacts the National Membership chair for credentials process
19. The Bylaws Chair officiates the convention meeting for voting on amendments



20. The Bylaws Committee will coordinate the meeting until all voting is completed and tallied.
21. The Bylaws Chair prepares the report for voting results for National BOD meeting.
22. The Bylaws Chair receives and reviews the Bylaws amendments received via email monthly during the 2-year period between voting on amendments

## **Chapter BOD Duties**

### **a. Chapter Executive BOD**

#### **1. [Incoming] President**

Process currently being reviewed

#### **2. Vice President**

Process currently being reviewed

#### **3. Secretary**

Process currently being reviewed

#### **4. Financial Secretary**

Process currently being reviewed

#### **5. Treasurer**

Process currently being reviewed

#### **6. Membership**

Process currently being reviewed

#### **7. Parliamentarian**

Process currently being reviewed

### **b. Regular Board Members**

#### **1. Education (includes Familiarization Seminars “FAMS”)**

As a member of the Chapter Regular Board, the Education Chairperson is responsible for:

- Informing chapter members on educational opportunities in the travel industry using both online and live training resources.
- Identify and provide a variety of Familiarization Seminars (FAMS) for members.
- Maintain a close liaison with PTANA Industry Partners and other travel vendors to provide ongoing learning options for chapter members.

#### **Program Procedures:**

- Set up a schedule to provide professional development information to the members.
- Setting aside time during each week to research and document training options will avoid the last minute rush to send out a report to the members.
- The frequency of info delivery to members should be based on factors such as the chairperson’s work schedule, time sensitivity of the information provided or as directed by the chapter board leadership.
- Recommend providing updates to the membership at least once monthly, but weekly is preferable due to the ever changing schedules of available seminars, webinars, conferences and FAM trips.
- The content for the professional development summary comes from emails that are typically received from various travel vendors.

- The content is copied from the email and pasted into a Word document.
- When completing this process, attention needs to be paid to the correct formatting and alignment of the text in the document.
- Please note that some images will not paste directly into the document from the email source. You may have to save the image to the computer gallery and copy it from that source to the document.
- The length of the summary is determined by the preparer's preference and the availability of content.
- Develop a cover email, which allows the author to highlight current items and point to select content in the attached summary.
- Ensure the chapter member contact list is reviewed periodically for accuracy. In some cases, you will be contacted with email changes before the chapter Membership and Publicity Chairpersons are notified. This is especially the case if you opt to publish a summary on a weekly basis. Ensure you get a copy of the updated chapter membership lists.
- A monthly report to the Chapter Board in conjunction with the scheduled conference calls will allow you to summarize your efforts during the month in written form. The format is at your individual discretion unless otherwise directed by chapter leadership.
- Keep the communications lines open with our vendor partners to better facilitate training and FAM opportunities.

## 2. Programs

Process currently being reviewed

## 3. Publicity (includes Newsletter/Website)

Process currently being reviewed

## 4. Registration

Process currently being reviewed

## 5. Ways & Means

Process currently being reviewed

## 6. Community Outreach/Sunshine

Process currently being reviewed

## 7. Chapter Historian

Process currently being reviewed

# CODE OF DISCIPLINARY PROCEDURE

PTANA hereby establishes a policy on disciplinary procedure, to outline the process to be taken to determine the merits of allegations and/or policy violations, and describes the penalties that may be imposed. The purpose of this policy is to provide Members a process to address grievances, whether against the Local Chapter or a fellow PTANA Member, while preserving the rights of the Members and Chapters involved. The objective of the Code of Disciplinary Procedure is to establish a system that provides due process for processing of grievances and fairness for those accused of violating PTANA policy. When an allegation of a violation of PTANA policy occurs, the following process may be initiated to determine if disciplinary penalty may be imposed from a Local or National level.

## **Removals and Resignations**

- a. National BOD or Chapter BOD member may be removed when sufficient cause exists for such removal. 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. Counsel must be a PTANA member. The National 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 BOD. All removals must be approved by the National PTANA BOD only.
- b. All resignations must be in writing and received by the National 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 Chairperson or Chapter President.
- c. A BOD 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 BOD Member who does not renew his/her yearly membership in their respective Chapter by COB (Close of business) 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 BOD 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 BOD with concurrence from a Chapter Board for reactivation to the organization.

## **Disciplinary Procedures - National Level**

- a. The National BOD or any of its members may initiate disciplinary procedures against any member or chapter for violation of the Bylaws, Rules and Regulations, P&P of PTANA. The Executive Committee of the National BOD shall have exclusive jurisdiction to hear any complaint filed on a National Level.
- b. Actions on a National Level may be brought against any National Officer, National Chair, and/or National Committee Chairperson, who are accused of violating the Bylaws and Rules and Regulations of PTANA while holding National Office and serving in their official capacity.

c. PTANA or any PTANA member with a complaint against a member, officer or chapter, must file a notice in writing of the complaint with the Grievance Guidelines Committee.

1. A complaint that is against the Executive Secretary-Treasurer, it must be filed with the National Chairperson of the Professional Travel Agents of North America (PTANA).
2. A complaint by the President against the Executive Secretary-Treasurer, or by the Executive Secretary-Treasurer against the President, it must be filed with the Grievance guidelines committee of PTANA. The complaint must be in writing outlining the charges in detail. A copy of the complaint must be served upon the accused, by the complainant, by Registered Mail, Return Receipt Requested, within twenty (20) days of its filing. A copy of the complaint shall be sent to the Grievance Guidelines Committee Chairman.

d. The Grievance Guidelines Committee shall make reasonable efforts to establish a mutually agreeable time, place, and date, for a hearing. Notice of the hearing shall be mailed to all involved parties, via Registered Mail with Return Receipt Requested. The accused must receive notice at least twenty (20) days prior to the hearing.

e. Once a hearing has been scheduled, testimonies will be taken from those persons present, and a decision made, based on the information presented during the hearing.

f. The hearing will be conducted by a committee composed of the one member from each PTANA Chapter and the National Parliamentarian.

g. The National BOD has the authority to suspend or terminate membership in the organization (member or chapter) up to 4 years.

h. 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.

## **Professional Travel Agents of North America Chapter Election Procedures Election Guidelines and Instructions**

The following are the Election Guidelines to be used to hold PTANA Elections at the Chapter level:

### **Who needs to be available to help facilitate the vote?**

- Nominating Committee Chair – this individual shall head a committee to receive nominations for the Chapter (BOD) and determine the qualifications to serve on the BOD. Any member can serve in this capacity.
- Teller Committee – This committee needs a minimum of 3-6 people (preferred two teams) to collect ballots, tally the votes, and report the results to the Election Chair. Members of the Teller Committee cannot run for the BOD at the time of elections
- Election Chair – this individual shall head a committee and to facilitate the Caucus after the election – this can be same as the Nomination Chair. The Election Chair cannot run for the BOD at the time of elections.

### **The Election**

1. Each chapter must hold Elections by September 30, of the election year for individuals to serve on the Chapter BOD for the current term.
2. Advance written notice of the election meeting must be provided to the membership.
3. The President presides at the election meeting. The President conducts the election of the BOD, even if (he/she is) nominated for the BOD.
4. Per the PTANA bylaws, the membership nominates and elects members of the Board of Directors. Those wanting to serve on the BOD must have completed one (1) year of membership to be nominated (Article V, Sec1).
5. For Members, the privilege of voting shall be limited to members of the chapter who are present (\*see

note below), whose dues are paid, in good standing, and voting.

6. To verify a member's eligibility to vote, each member's name must be checked against the membership list before/as ballots are distributed.

7. Prepared Ballots (as well as written Voting instructions) may be distributed at a registration table as members arrive for the meeting and present their membership cards or personal identification for verification, if needed.

8. The President may call upon the parliamentarian to read the sections of the bylaws pertaining to nominations and elections.

9. The President calls upon the chairman of the nominating committee to read the report of the committee (read out the list of nominees). If a nominee has withdrawn prior to the election and another nominee has been selected, the chairman will read a revised report to inform the membership of the new nominee.

10. The President thanks the nominating committee for its report and using the Nominations Language below\*, the President restates the slate of nominees and asks each one to stand.

11. The privilege of nominating from the floor is extended to members of the chapter who are present, whose dues are paid, and in good standing. A qualified member may nominate his or her self. The membership chair should have provided a members list to the Nominating Chair to validate qualified voting members and potential nominees. Those wanting to serve on the BOD must have completed one (1) year of membership to be nominated (Article V, Sec1).

12. Nominations do not require a second, only the nominee's consent.

### **\*Nominations Scripted Language (during election):**

The Chapter President states: "The following persons have been nominated for the BOD (Name the slate in alphabetical order).

According to our bylaws, nominations from the floor are now in order, are there further nominations?" (Pause to allow nominations from the floor).

"\_\_\_\_\_ has been nominated to the BOD, are there further nominations?" (Pause).

Continue this procedure until there are no other nominations. A member may move to close the floor for nominations after adequate time. The President then says, "Hearing none, I declare the nominations closed."

13. Once all nominees are announced, they each may be given an opportunity to give brief remarks before voting begins

14. Chapter Members then vote based on the voting instructions (all eligible members vote via secret ballot, including current Board Members)

15. The Teller committee collects votes from the membership and using the Teller Count sheets, counts the votes (supervised by the Election Chair)

16. The BODs are elected by a majority vote of those present and voting. The election is final when "the chair announces the result if the candidate is present and does not decline or is absent but has previously consented to serve. Otherwise, it becomes final when an absent candidate is notified and does not immediately decline."

17. Once the results are verified and finalized by the Teller Committee, the Election Chair gives the results the President who will announce the newly elected board to the membership.

18. The newly elected BOD members then go to a separate room or private area and caucus to determine individual BOD positions (see Caucus Instructions) 19. Once Caucus is completed, the Election Chair gives the results to the President.

20. The President will then announce all named individuals into the positions to the Chapter

21. All election results are reported to the PTANA National Secretary by the Election Chair and Chapter Secretary.

## **Important:**

In cases of a contested or combative process, it is suggested that all campaign activities not be allowed into the venue or designated room for the election so there is no confusion and to maintain fairness to all nominees. Those violating this rule may be warned or disqualified from the process – the election chair should address these situations as appropriate with counsel with the Parliamentarian, if required.

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\* Note: Per Robert's Rules of Order, 11th Edition, members must be present to vote (no absentee voting is permitted): See excerpt below:

*Section 45. Voting Procedures, p.423, ABSENTEE VOTING. - It is a fundamental principle of parliamentary law that the right to vote is limited to the members of an organization who are actually present at the time the vote is taken in a regular or properly called meeting, although it should be noted that a member need not be present when the question is put. Exceptions to this rule must be expressly stated in the bylaws. Such possible exceptions include: (a) voting by postal mail, e-mail, or fax and (b) proxy voting. An organization should never adopt a bylaw permitting a question to be decided by a voting procedure in which the votes of persons who attend a meeting are counted together with ballots mailed in by absentees. The votes of those present could be affected by debate, by amendments, and perhaps by the need for repeated balloting, while those absent would be unable to adjust their votes to reflect these factors. Consequently, the absentee ballots would in most cases be on a somewhat different question than that on which those present were voting, leading to confusion, unfairness, and inaccuracy in determining the result. If there is a possibility of any uncertainty about who will be entitled to vote, this should be spelled out unambiguously and strictly enforced to avoid unfairness in close votes.*

Sources: \_\_\_\_\_ Robert's Rules of Order Newly Revised 11th Edition Robert's Rules of Order New Revised in Brief (H Robert, W Evans, D Honemann, T Balch) Robert's Rules Guide Second Edition (Nancy Sylvester, PRP, CPP-T)



## **Professional Travel Agents of North America (PTANA) Chapter Election Procedures Voting Instructions**

The following instructions may be disseminated along with the Ballots to all members at the Chapter Elections meeting

- Ballots will be distributed at meeting registration (*Per Robert's Rules of order, 11<sup>th</sup> Edition, Section 45. Voting Procedures, p. 423, ABSENTEE VOTING* - members must be **present** to vote)
- To verify eligibility to vote, during registration, each member's name must be checked against the Chapter membership list in order to receive a ballot.
- All qualified members in good standing are allowed to vote via secret ballot
- Once all nominees have been announced by the Election Chair/President, voting may begin
- Each member may vote for no more than fourteen (14) people on the ballot (as there are fourteen Chapter board positions). A minimum of six is required (per the Bylaws)
- You may cast a write-in vote for a candidate whose name is not on the ballot by writing the name of the person on a blank line provided at the end of the list of candidates (this can be applied to those who are nominated from the floor)
- Designate your vote by writing an "X" in the column beside the person's name
- Ensure that your "X" is legible
- Please fold the ballots in half before placing in the ballot box OR providing your ballot to a teller
- No campaigning inside or outside of the voting area
- A candidate may submit a request to have an observer of the tally process

Regards,

\_\_\_\_\_, Chair Nominating  
and Elections Committee



## **Professional Travel Agents of North America (PTANA) Chapter Election Procedures Caucus Instructions**

The purpose of the Caucus: As the newly elected board (BOD) members have been chosen for the board, they will then adjourn to a separate room or areas and “Caucus” to determine who holds which position on the board. The following are the recommended instructions for the caucus:

1. All newly elected board members will adjourn to a separate room or private area
2. The Election Chair/Nomination Chair (or outgoing President that shall not be a BOD member for the next term and is not running for a position) shall facilitate the Caucus
3. Each individual will sign the Chapter Board Code of Conduct form
4. Each position will be determined one at a time (recommended to start with President, etc.)
5. The newly elected BOD will discuss qualifications/desire for each position
6. The Election Chair shall take nominations (one at a time) for each position
7. The Election Chair will then call a secret ballot vote for each position (one at a time) if more than one person would like to hold the position, or the position may be assigned by unanimous consents or acclamation based on the discussion of the newly elected board.
8. The process is repeated until all positions are filled
9. Final Chapter BOD positions results are announced to the membership by the President
10. All election results are reported to the PTANA National Secretary.





## **Professional Travel Agents of North America (PTANA)**

### **Chapter Election Procedures**

### **Ballot/Teller Instructions**

#### **Ballot/Teller Instructions**

- The BODs are elected by a majority vote of those present and voting (\*see reference to Robert's Rules of Order below).
  - The election is final when "the chair announces the result if the candidate is present and does not decline or is absent but has previously consented to serve. Otherwise, it becomes final when an absent candidate is notified and does not immediately decline."
1. To verify eligibility to vote, the membership list must be checked before ballots are distributed.
  2. Ballots (as well as written voting instructions) may be distributed at a registration table as members arrive for the meeting and present their membership cards or personal identification for verification, if needed. (It is recommended that ballots be numbered as they are passed out to have an accurate count of total ballots distributed.)
  3. The President appoints a Teller committee. The committee will facilitate the tellers' process, including a chairman and at least three to six tellers, whose duties are to distribute, collect, and count the ballots. (it is preferable to have two teams to count the ballots so the numbers can be verified)
  4. A nominee for the board cannot be involved in the election procedure as a teller who collects ballots and counts votes.
  5. Members can vote up to fourteen individuals (as there are 14 Chapter Board positions), but a minimum of six (6) members should be voted on for the Chapter Board (per they Bylaws to fill the Chapter Executive Positions)
  6. Ballots may be collected in a ballot box. Ballots should be folded in half by the member before collection
  7. Votes should be counted based on an "X" next each individual's name. The committee must be prepared for nominations from the floor as write-ins and for re-balloting.
  8. Using the Teller count sheet, tellers (preferably in two teams) count the ballots
  9. A non-vote (Blank Ballot) or abstention is not counted as a vote casted, i.e., meaning there is no effect on the count (neutral)).
  10. Blank ballots are not counted. (It is okay to have fewer ballots than number of eligible voters.)
  11. Illegal ballots are counted to determine the number of votes cast, but are not applied as a vote for or against any nominee. (Ballots are considered illegal if - They are unintelligible; - They contain the name of a nominee who is not a member; or - Two or more filled out ballots are folded together.) These are recorded as one illegal vote. (This issue is remediated by numbered ballots)

12. Using the Teller Sheets, the Teller Committee tallies and fills out the total votes received for each nominee (supervised by the Election Chair)
13. The Teller committees verifies the counts
14. Each individual must receive majority vote (majority of those present and voting) to be elected onto the board.
15. Once the tallies have been verified, the final Teller's report is completed and reported to the Election Chair. The results are given to the President to announce to the membership
16. In a contested election, each nominee may designate a person as an observer at the time the ballots are counted.
17. If another vote is necessary, the voting members must be recounted to establish the number of ballots to be tallied. If a member eligible to vote was not present when the original ballot was cast but arrives in time for another vote, the member is entitled to vote.
18. Once Tallying is complete and all elected nominees have accepted the nomination, the newly elected BOD members Caucus to determine individual BOD positions (see Caucus Instructions)
19. Once Caucus is completed, all positions are reported by the Election Chair to the President.
20. The President will then announce all named individuals into the positions to the Chapter
21. All election results are reported to the PTANA National Secretary by the Election Chair and Chapter Secretary.

\* Note: Per Robert's Rules of Order, 11th Edition, members must be present to vote (no absentee voting is permitted): See excerpt below:

*Section 45. Voting Procedures, p.423, ABSENTEE VOTING. - It is a fundamental principle of parliamentary law that the right to vote is limited to the members of an organization who are actually present at the time the vote is taken in a regular or properly called meeting, although it should be noted that a member need not be present when the question is put. Exceptions to this rule must be expressly stated in the bylaws. Such possible exceptions include: (a) voting by postal mail, e-mail, or fax and (b) proxy voting. An organization should never adopt a bylaw permitting a question to be decided by a voting procedure in which the votes of persons who attend a meeting are counted together with ballots mailed in by absentees. The votes of those present could be affected by debate, by amendments, and perhaps by the need for repeated balloting, while those absent would be unable to adjust their votes to reflect these factors. Consequently, the absentee ballots would in most cases be on a somewhat different question than that on which those present were voting, leading to confusion, unfairness, and inaccuracy in determining the result. If there is a possibility of any uncertainty about who will be entitled to vote, this should be spelled out unambiguously and strictly enforced to avoid unfairness in close votes. Sources: \_\_\_\_\_ Robert's Rules of Order Newly Revised 11th Edition Robert's Rules of Order New Revised in Brief (H Robert, W Evans, D Honemann, T Balch) Robert's Rules Guide Second Edition (Nancy Sylvester, PRP, CPP-T)*



## Professional Travel Agents of North America Teller's Report – Chapter Elections

**Instructions:** The Head teller puts the candidates in order from highest to lowest on the tellers report.

It won't be necessarily in the same order as on the ballot (RONR 11<sup>th</sup> page 417, lines 24-33 for form of the tellers report). The Head teller reads the report, and hands a copy to the Chapter President and Secretary. The Election Chair repeats the information and declares who received a majority vote (more than 50% of those present & voting) as elected to the board.

The tellers' report is entered in full in the minutes, becoming a part of the official records of the organization. RONR 11<sup>th</sup> page 417 lines 26-31. \*Illegal votes cast by legal voters are taken into account in determining the number of votes cast for purposes of computing the majority necessary for elections. See RONR 11<sup>TH</sup> Edition - Page 2-9

Chair: \_\_\_\_\_ Date \_\_\_\_\_

Majority = : (A) + (B) x 51% = (C)

<p>1. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>	<p>2. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>
<p>3. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>	<p>4. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>

<p>5. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>	<p>6. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>
<p>7. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>	<p>8. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>
<p>9. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>	<p>10. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>
<p>11. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>	<p>12. Name _____</p> <p>Number Of Votes Cast (A) _____</p> <p>Number of Votes Received _____</p> <p>Necessary for Election (C) _____</p> <p>Illegal Ballots (B) _____</p> <p>(Unintelligible ballots, ballots cast for fictional characters, etc)</p>



## **Professional Travel Agents of North America National Election Procedures Guidelines and Instructions**

The following are the Election Guidelines to be used to hold PTANA Elections at the National level: *See Bylaws Article VIII, Sec 2, e.*

### **Who needs to be available to help facilitate the vote:**

- Nomination Chairperson— this member shall head a committee to receive nominations for the Members At Large, MAL which includes the Travel Industry Partners and Student Members. It is also the Nomination Chairperson's responsibility to facilitate the Caucus after the election. The Nomination Chair cannot run for the BOD at the time of elections.
- Nomination Committee – This committee requires a minimum of 5 members to collect nominations and help facilitate the election. Members of the Nomination Committee cannot run for the BOD at the time of elections

### **The Election**

1. The National Chair selects a Nomination Chairperson
2. The Nomination Chair selects a Nomination Committee
3. The Nomination Chair contacts the National Parliamentarian to prepare for the election
4. The Nomination chair meets with the Nomination Committee via conference call
5. The Committee determines how many MAL positions are available. *See Bylaws Article III, Sec 2c.:*
6. The committee determines the duties for each member to facilitate the election
  - a. Sign in for distributing Electronic voting devices
  - b. Assist on the floor
  - c. Prepare the ballots for the caucus election by the National BOD
  - d. Collect and verify the devices are returned
7. The Nomination Chair prepares an Election Notice and sends to the Chapter Presidents and Website manager, including the eligibility requirements.
8. The Parliamentarian contracts a vendor for the Electronic Voting System for use at the upcoming National Convention. It is the National Parliamentarian's responsibility to make sure the voting devices are at the convention and returned to the vendor.
9. The Nomination Committee completes the vetting for the MAL nominees.
10. The Nomination Chair contacts the National Parliamentarian with the names of the nominees for the Electronic Voting System preparation
11. The National Parliamentarian handles the operation of the Electronic Voting System
12. The Nomination Chair gives the names of the nominees and takes nominations from the floor.

### **Nomination script language:**

The Nomination Chair states: "The following persons have been nominated for the MAL (Name the slate in alphabetical order).

According to our bylaws, nominations from the floor are now in order, are there further nominations?" (Pause to allow nominations from the floor).

" \_\_\_\_\_ has been nominated to as a MAL, are there further nominations?" (Pause).

Continue this procedure until there are no other nominations. A member may move to close the floor for nominations after adequate time. The Nomination Chair then says, "Hearing none, I declare the nominations closed."

13. The new nominees are verified for eligibility.
14. The new nominee list is announced (if needed) and the name(s) are added to the Electronic Voting System
15. Once all nominees are announced, they each may be given an opportunity to give brief remarks before voting begins
16. The Nomination Chair announces the results of the election
17. The Nomination Chair calls for the new National BOD to the designated room to elect the National officers.
18. The Nomination Chair announces the new National BOD and installs them.
19. The Nomination Chair has all MAL sign the "Code of Conduct form" *See P&P, form 007*

### **The Oath of Office for Professional Travel Agents of North America "PTANA"**

I (STATE YOUR NAME) do solemnly pledge to uphold the goals, mission and objectives of PTANA. I pledge to perform my duties to the best of my abilities in the service of PTANA. I pledge to work in a concerted effort with other executive board members to implement PTANA achieving the goals and objectives set forth during my term. I do hereby pledge to abide by the PTANA National Board of Directors Code of Conduct.

### **Important- Applies to voting at the Chapter and National Level:**

In cases of a contested or combative process, it is suggested that all campaign activities not be allowed into the venue or designated room for the election so there is no confusion and to maintain fairness to all nominees. Those violating this rule may be warned or disqualified from the process – the Election/Nomination chair should address these situations as appropriate with counsel with the Parliamentarian, if required.

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\* Note: Per Robert's Rules of Order, 11th Edition, members must be present to vote (no absentee voting is permitted): See excerpt below:

*Section 45. Voting Procedures, p.423, ABSENTEE VOTING. - It is a fundamental principle of parliamentary law that the right to vote is limited to the members of an organization who are actually present at the time the vote is taken in a regular or properly called meeting, although it should be noted that a member need not be present when the question is put. Exceptions to this rule must be expressly stated in the bylaws. Such possible exceptions include: (a) voting by postal mail, e-mail, or fax and (b) proxy voting. An organization should never adopt a bylaw permitting a question to be decided by a voting procedure in which the votes of persons who attend a meeting are counted together with ballots mailed in by absentees. The votes of those present could be affected by debate, by amendments, and perhaps by the need for repeated balloting, while those absent would be unable to adjust their votes to reflect these factors. Consequently, the absentee ballots would in most cases be on a somewhat different question than that on which those present were voting, leading to confusion, unfairness, and inaccuracy in determining the result. If there is a possibility of any uncertainty about who will be entitled to vote, this should be spelled out unambiguously and strictly enforced to avoid unfairness in close votes.*

Sources: \_\_\_\_\_ Robert's Rules of Order Newly Revised 11th Edition Robert's Rules of Order New Revised in Brief (H Robert, W Evans, D Honemann, T Balch) Robert's Rules Guide Second Edition (Nancy Sylvester, PRP, CPP-T)

## **Fees**

### **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. These fees are used for operating expenses listed in the “Expenses” section as well as those listed below:

- a. Publicity expenses: Web site 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. Membership card expenses, as well as additional monies as noted below.
  - i. PTANA National Treasury will receive \$5.00 from members that request a re-issue of a Membership Card once their initial card has been issued, e.g. lost card.
  - ii. PTANA National Treasury will receive \$5.00 from chapters to re-issue a membership card to correct misspellings that originated from the membership list submitted with the incorrect information.

### **Section 2. Chapter Fees**

- a. Each chapter will pay \$27 per member to PTANA for operating cost. 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
- c. Standard returned check fee is \$35

## **Forms**

Forms will be available once a chapter is established.

PTANA will have limited official forms that will be used by PTANA Chapters. These forms will include the PTANA logo. Forms not listed may not show the PTANA logo. PTANA Chapters using the logo for letterhead must show the official name of the PTANA Chapter and not PTANA. The official PTANA forms that must be used for all PTANA business are: Forms are located on page 35 to 55 of this P&P document

### **Approved Forms**

- a. Chapter Election Ballot #001
- b. National Election Ballot #002

- c. Member Welcome Letter #003
- d. Chapter Welcome Letter #004
- e. Student/Intern National BOD application #005
- f. Travel Industry National BOD application #006
- g. Chapter BOD Principles and Code of Conduct #007A
- h. National PTANA BOD Principles and Code of Conduct #007B
- i. PTANA Member Principles and Code of Conduct #007C
- j. Check Request #008
- k. Agent FAM request #009
- l. Cash Receipts & Disbursement Summary-Six Month Report #010
- m. Amendment Proposal Form #011
- n. Policies & Procedures Amendment/Change Form #012
- o. Application to Form New PTANA Chapter Form #013

### **Grievance Procedure:**

**Purpose:** The purpose of this procedure is to provide a mutually acceptable method for the resolution of grievances

**Scope:** A grievance means any complaint by a PTANA member or Chapter relating to the operation of the P&P /or Bylaws.

Grievances excluded from the scope are:

- a. Violation of law
- b. Changes to Bylaws
- c. Non-selection to a position that is subject to the election process.

### **Submitting a Grievance**

- a. Grievances may be initiated by members covered by PTANA P&P and /or Bylaws.
- b. Grievances to be considered must be filed within 30 days of the triggering event.
- c. All parties included in the grievance are entitled to a representative of their own choosing or may elect to represent themselves.
- d. Grievances should be resolved at the lowest possible level in an orderly and expeditious manner.
- e. All grievances must be presented in writing and describe the alleged infractions including the date(s) of the infraction and the individuals involved.
- f. The written grievance must identify the parts of the P&P /or Bylaws violated and must state a relief sought.
- g. Only issues presented in the written grievance will be addressed by the deciding official.
- h. Issues involving grievances shall be considered first by the deciding official.

### **Handling the Grievance**

- a. All grievances are submitted to the National Parliamentarian
- b. The National Parliamentarian will set up meeting with Grievance Committee within 5 days of receiving grievance
- c. The committee will hold hearings with all parties needed to solve the grievance
- d. All party members are to be notified by email as to the date set for the hearing
- e. The hearings will be held by conference call, unless deemed necessary for additional meeting requirements
- f. The committee will acknowledge receipt of the grievance within 5 days of receipt
- g. The committee will contact all parties included in the grievance with the determination or status of the grievance no later than 20 days from the date the grievance was received.
- h. The National Parliamentarian will advise the National BOD of the results of the committee.
- i. The parties involved in the grievance will be notified in writing about the committee's decision
- j. The National Parliamentarian will notify the National BOD of the status of all grievances
- k. The National BOD will be notified if legal advice will be needed.



1. The National BOD should know when there is the possibility of legal responsibility to the organization and therefore will make the final decision on all grievances.

## **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 within 30 days of infraction.
- 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 or infractions 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.

## **Membership Guidelines:**

- A PTANA applicant is deemed a member (also known as fully credentialed or “Member in Good Standing”) once he/she has completed ALL membership requirements as listed in PTANA Bylaws - Article XVI- Membership Requirements.
  - a. Any applicant who does not meet the requirements for membership is not deemed a member of PTANA.
  - b. An individual who wishes to be a member of PTANA or is renewing and has paid chapter fees, but has only completed/turned in PARTIAL requirements to the Chapter Membership Chair, he/she is not deemed a Member.
    - These applicants may attend meetings and chapter events, but he/she must pay non-member fees (where applicable)
  - c. If an applicant is not fully credentialed (or not deemed “Member in Good Standing”), he/she may NOT participate in the following:
    - PTANA Convention
    - PTANA National or Chapter FAMs
    - PTANA National or Chapter give-aways or prizes
    - PTANA National or Chapter voting
    - Other PTANA Member benefits
  - d. Upon renewal, a member should complete ALL membership requirements by March 31<sup>st</sup> in a renewal year.
  - e. If a member does not follow certain rules (as outlined in the Bylaws), or breaks the PTANA Code of Conduct, he/she may be deemed as a Member “Not in Good Standing.” If a member is determined by the Chapter or National Board to NOT be in “Good Standing”, he/she may be subject to additional restrictions in membership, or even subject to removal. This is determined by the Chapter or National Board.

## **National PTANA BOD Duties**

These are in addition to duties listed in the Bylaws

- a. PTANA National Chairperson
  1. Set up Free Conference Call access for meetings
  2. Set up conference call meetings and send via email to the National PTANA

3. Send out the announcements for the Meetings in a timely manner [usually 2-3 wks before]
4. Create the Agenda for the Conference Meeting/Call.... [ sample format available]
5. Send out requests to all Committee Chairs requesting their Reports well before the call [due 1 wk before call]
6. Purchase a “current” copy of ROBERT’S RULES OF ORDER to have available at all times
7. Verify that a quorum is available for conference calls
8. Reschedule if a quorum is not available
9. Make sure the minutes and financial reports are accurate.
10. Work with the National Co-Chair and National Parliamentarian to prepare them for the agenda.
11. Work closely with the National Treasurer and National Financial Secretary to authorize and approve all disbursements of PTANA funds
12. Stay informed as to ALL financial matters of PTANA
13. Review Financial Reports to make sure that they coincide with the bank balance. This will also assist in preparing timely Tax Returns and the required Annual Financial Report at Convention.
14. Make sure that the National Treasurer has access to all chapter bank accounts
15. Stay in touch with the Chapter Presidents regularly
16. Have a Conference Call with your Chapter Presidents on the “alternate” month from the National BOD.
17. Develop relationships and work with Industry Partners and Vendors

All other positions processes are currently being reviewed

### **National PTANA Executive Committee**

This group will be able to meet quickly and make decisions on behalf of the National Board of Directors. The National PTANA Executive Committee will comprise of a smaller group of no more than 6 members of which 5 of the members are voting members. Membership will comprise of the National PTANA Chair, Co-Chair, Secretary, Treasurer, Membership and Parliamentarian. The Chair will not be a voting member unless a vote ends in a tie. A Quorum (4-members) is required in order to make a decision. All decisions by the National PTANA Executive Committee must be communicated to the National PTANA BOD immediately. **This Committee can make decisions on Legal, Legislative, Banking, Finances and Grievances when necessary.**

### **Oath of Office for Professional Travel Agents of North America “PTANA”**

I (STATE YOUR NAME) do solemnly pledge to uphold the goals, mission and objectives of PTANA. I pledge to perform my duties to the best of my abilities in the service of PTANA. I pledge to work in a concerted effort with other executive board members to implement PTANA achieving the goals and objectives set forth during my term. I do hereby pledge to abide by the PTANA National Board of Directors Code of Conduct.

### **PTANA Chapters**

A financial routing form will be secured at the time a member signs up to join. It will allow for the transfer of funds to the national PTANA Treasury when the chapter minimums are not met.

The member may join a different chapter.

## **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



## **FORMING A PTANA CHAPTER SOP (Standard Operating Procedure)**

1. If you are not familiar with the Professional Travel Agents of North America (PTANA), please visit [www.PTANA.org/Membership](http://www.PTANA.org/Membership) and click on the link to start a new chapter and to request an “Interest Meeting” via teleconference.
2. Gather likeminded Travel Agents, Travel Industry Partners and Travel Student Interns to form your PTANA Chapter. See Bylaws for status of chapters with less than 20 members.
  - a. Complete the APPLICATION TO FORM A NEW PTANA CHAPTER
  - b. Review document “Helpful Information Needed to Form A New PTANA Chapter” to assist in completing application.
3. Coordinate an organizational meeting in a central location for all perspective members
  - a. Review the highlights of the PTANA Bylaws below.
  - b. Elect your Chapter Board of Directors (BOD) listed below:
    - i. Executive officers are: President, Vice president, Secretary, Financial Secretary, Treasurer, Membership, Program Chair, and Parliamentarian.
    - ii. The elected president will need to appoint a chapter webmaster. The webmaster does not have to be a BOD member and is responsible for updating the chapter’s web page, once the page has been set up by the National Webmaster. Setting up the web page is the final step required for becoming a chapter.
4. Once your application is reviewed by the National Board, you will be contacted by the Publicity Chair or designee about your status. A Welcome letter from the National Chair will be sent when all required paperwork is received and your chapter has been approved.

**Welcome to the Professional Travel Agents of North America “PTANA”!**

### **ENCLOSURES:**

**Enclosure (1) Membership Application including Membership Sign-up Form**

**Enclosure (2) Procedure to sign up for an Employer Identification Number (EIN)**

**Enclosure (3) Professional Travel Agent of North America Bylaws**

**Enclosure (4) Professional Travel Agent of North America Policy and Procedure (P&P) Manual**

**Enclosure (5) “Information Needed to Form A New PTANA Chapter”**

**Enclosure (6) Welcome Letter**

## **PTANA Chapter BOD**

PLEASE NOTE\*\* The information in this document has been edited for the specific use of new forming chapters. A full version of the PTANA By-Laws which includes all BOD duties, will be sent to the president and must be given to each chapter member to familiarize themselves with the rules and regulations of PTANA.

### **Chapter BOD**

The Chapter BOD consisting of a minimum of six (6) members shall be elected at an open meeting of the Chapter members by September 30 of the election year. No more than 2 agents from the same agency can serve on the BOD at one time. This rule will not apply to recruiting chapters. The new 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 2 years. The Chapter BOD Members may serve for a maximum three (3) consecutive terms. To be eligible to serve again the member must sit out for 1 full term

For new chapters, all officers and BOD positions are interim until the first official PTANA election which must be held every 2 years. Officers and BOD may or may not be elected as permanent officers at this formal election.

### **Duties of the Chapter Executive 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 Membership Chairperson, Budget Chairperson, Publicity/newsletter/website Chairperson, Program Chairperson, Charity/Sunshine Chairperson, Education Chairperson, and Registration Chairperson. When there are fewer Chapter BOD than positions the president may appoint a non-BOD member to hold the position(s). One member, not a member of the Executive BOD will be the parliamentarian, and said person shall become familiar with Roberts's Rules of Order. See attached Bylaws for duties of all BOD members not listed below.

### **PTANA Executive BOD duties**

1. President
  - a. Chief executive officer
  - b. Presides over all meetings of the local Chapters and Chapter Executive BOD
  - c. Appoint all committee Chairpersons
  - d. Authorize all disbursements of chapter funds
  - e. Prepare and present an annual report for PTANA for the National Conference
  - 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
- g. Prepare and forward required documentation to the National Secretary prior to the National Convention
- h. Authorized signee for checks (one) (1) of (three) (3) authorized)
- i. Perform other duties as required

4. 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 Conference
- 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

5. National Parliamentarian

- a. Chair the Bylaws & Bylaws Committee
- b. Ensure that PTANA governs with the most current version of Robert's Rules of Order
- c. Assist in interpreting the Bylaws & Bylaws
- d. Advise the presiding National Chairperson and other officers, committees, and members on matters of parliamentary procedure
- e. Assist with planning and procedures during conventions, board meetings, and meeting business agendas
- f. Conduct parliamentary workshops for chapter presidents and members (if asked by a chapter)
- g. Identify professional parliamentary services as needed
- h. Validate credentials with membership chair at National Convention voting
- i. Preside over particularly contentious meetings and grievance hearings
- j. Provide formal parliamentary opinions
- k. Advise on parliamentary tactics and strategy
- l. Supervise the amendment and ratification process at the annual convention 13. Perform other duties as required

If you have any questions, please contact, the National Chair or Co-Chair via their contact information at [www.PTANA.org](http://www.PTANA.org).

## **Website**

There will be restrictions for the number of notices allowed per Travel Industry Partner/corporation. Members must contact the PTANA Chapter webmaster for rules concerning chapter web page usage. The PTANA Webmaster will receive approval from the PTANA Publicity Chairperson before changing the look of the website, website host or any other specific changes that may require a change in the overall website, function or cost. The PTANA Bylaws, and P&P document will be placed on the PTANA website and updated after each revision cycle. This document will be available for open viewing by all who view the website. It will be secured to prevent unauthorized modification. See P&P for website usage

## **Glossary of Terms**

**ABSENTEE VOTING.** Voting by mail or proxy for a member who is absent.

**ABSTAIN.** To publicly refrain from voting usually because of a conflict of interest.

**ACCEPT.** To approve or adopt a statement, report, or motion.

**ADDRESSING THE CHAIR.** Using the correct title (Mr. or Madam Chairman or President) when seeking recognition from the person who is presiding.

**ADJOURN.** A privileged motion to officially close a meeting. A second is required and a majority vote is required to adopt it. If a time is not set, it is an unqualified adjournment and debate is not allowed even if it is made while no question is pending. It is debatable and amendable if proposed when no motion is pending (as a main motion) with the time for adjournment (qualified). A speaker may not be interrupted to propose this motion.

**ADJOURNED MEETING.** A meeting which is a continuation of a preceding meeting. Sometimes called a "continued meeting."

**ADOPT.** Pass, accept, or agree to by a vote.

**AFFIRMATIVE VOTE.** The "yes" vote supporting a stated motion. It is always taken before the negative vote.

**AGENDA.** The sequence of items for a meeting based on the organization's Order of Business. A typical agenda would be: 1) Call to order and roll call; 2) Reading and approval of minutes; 3) Reports of officers, boards, and standing committees; 4) Reports of special committees; 5) Special orders; 6) Unfinished business and general orders; 7) New business; 8) Announcements; 9) Program; 10) Adjournment.

**AMENDABLE.** A motion that may be amended.

**AMENDMENT.** A change proposed in a motion by altering it. An amendment to a main motion is called a primary or first-degree amendment. An amendment to an amendment is called a secondary amendment or a second-degree amendment. An amendment to a secondary amendment is not allowed due to possible procedural complications. This subsidiary motion requires a second, is debatable if the motion to which it is applied is debatable, and requires a majority vote to be adopted. A speaker may not be interrupted to propose this motion.

**ANNOUNCING THE VOTE.** Declaration by the chair of the vote results.

**ANNUAL MEETING.** A yearly meeting generally used to elect officers and to hear annual reports of committees and officers.

**APPROVAL OF MINUTES.** Acceptance of the secretary's record of a meeting either by unanimous (general) consent or a vote of the members.



**ARTICLES.** The parts of a constitution or bylaws. The usual nine articles include; Name, Object, Members, Officers, Meetings, Executive Board, Committees, Parliamentary Authority, and Amendment of Bylaws.

**ASSESSMENT.** An authorized fee imposed upon members.

**AUDIT.** Examination of an organization's financial records.

**AYE.** An affirmative vote. A voice vote meaning "yes." Pronounced as "I" or "Eye."

**BALLOT.** A piece of paper on which a member writes or marks a choice in an election or vote. A secret vote or method of voting.

**BOARD (OF TRUSTEES, DIRECTORS, MANAGERS).** A group of members of an organization created by, and authorized to act for, the organization which determines its duties and powers.

**BYLAWS.** Specific rules related to structure and administration that an organization makes for itself. Elaborations of the constitution.

**CALLED MEETING.** A special meeting.

**CARRIED.** Adopted, accepted.

**CAUCUS.** A meeting to decide action towards a motion or event.

**CHAIR.** Same as CHAIRMAN. Also refers to the station from which the presiding officer presides. The chair should always refer to herself or himself as "the Chair," not as "I."

**CHAIRMAN.** A generic title that refers to either a man or woman. The presiding officer who conducts a meeting; the CHAIR.

**CHAIRPERSON.** A title used by some organizations to refer to the presiding officer. It should only be used when specified in the bylaws.

**CHALLENGING A VOTE.** Objecting to a vote when the member who voted does not have the right to vote.

**CHARTER MEMBERS.** The members of an organization who signed the permanent record of organization.

**COMMITTEE.** One or more members appointed or elected to complete a specific task.

**CONVENTION.** An assembly of delegates usually chosen for one session.

**CREDENTIALS.** A document which shows that a person is authorized to be a delegate or representative.

**CREDENTIALS COMMITTEE.** The convention committee that registers and verifies the credentials of the delegates, and presents a list of the registered delegates to the convention

**DISCUSSION.** The debate that follows after the chair has stated a debatable motion.

**DOCUMENTS.** Association documents may include bylaws, articles of incorporation, covenants and restrictions, and others as state statutes specify.

**ELECTION.** The selection of a person or persons by vote.

**ENTERTAIN A MOTION.** A request by the presiding officer for a formal motion from the assembly on a topic which has been discussed.

**EXECUTIVE BOARD.** Elected or appointed members who do the work for the membership between its meetings and exercise routine management of the organization as defined in the bylaws.

**EXECUTIVE COMMITTEE.** A committee generally made up of an organization's officers as described in the bylaws.

**EX OFFICIO.** "From the office" or "by virtue of the office." Bylaws frequently provide that the president shall be an ex-officio member of all committees except the nominating committee. The treasurer is often an ex-officio member of the finance committee.

**FLOOR.** After a member is recognized by the presiding officer, he or she is "assigned the floor," and is the only member entitled to make a motion or to speak. When the member has finished speaking, the floor is yielded."

**HISTORIAN.** A member who prepares a narrative account of an organization's activities.

**ILLEGAL VOTE (BALLOT).** A vote which cannot be credited to any candidate or choice but which is counted in determining the number of votes cast for the purpose of computing the majority.

**MAJORITY VOTE.** More than half the votes cast by persons entitled to vote, not counting blanks or abstentions. If there are 60 votes cast, a majority is 31 votes.

**MAKING A MOTION.** The formal act of proposing a motion for the consideration of the group.

**MEETING.** A single gathering of persons or members of an organization, usually for the purpose of transacting business.

**MEMBER.** An individual who has joined an organization and has all the rights, duties, and responsibilities that membership requires.

**MINUTES.** The official record of what is done at a meeting; a **JOURNAL.** At each regular meeting, the secretary reads the minutes of the previous regular meeting and any special or adjourned meeting held in the meantime.

**MONITORS.** Persons who are assigned to count ballots or votes; **TELLERS.**

**MOTION.** A proposal at a meeting that certain action be taken or certain views about a subject be expressed by the assembly. The words "motion" and "question" are used interchangeably.

**NAY.** A negative vote.

**NEW BUSINESS.** New matters presented for consideration to the assembly.

**NOMINATION.** To choose a person as a candidate to fill an office or other elected position.

**NOMINEE.** A person who has been nominated.

**OBJECTION TO CONSIDERATION OF THE QUESTION.** A motion to immediately stop consideration of an original main motion. It must be made before there is any debate or any subsidiary motion has been stated by the chair. Also, may interrupt a speaker until debate has begun on the "objectionable" motion or a subsidiary motion has been stated by the chair. This motion does not require a second and is not debatable or amendable. A two-thirds vote is required to adopt it. It cannot be applied to incidental main motions.

**OBTAINING THE FLOOR.** The process of obtaining formal recognition from the presiding officer to speak or offer a motion. The member rises and addresses the chair by an official title and then waits until the chair recognizes the member by name, title, nodding, or some other sign. When this procedure is completed, the member "has the floor."

**OFFICER.** One who has been elected or appointed to hold an official position in an organization.

**OLD BUSINESS.** See UNFINISHED BUSINESS.

**OPPOSED.** Against the adoption of the pending question.

**ORDERED.** Directed by a vote of the assembly. Moved or resolved.

**PARLIAMENTARIAN.** A consultant who advises the officers, committees, and members on matters regarding parliamentary procedure.

**POLICY.** The opinions, philosophy, or practices that are adopted by an organization.

**PRESENT.** Those members who are physically in attendance at a meeting.

**PRESENT AND VOTING.** Those members who cast a legal vote, in contrast to those members who abstain from voting.

**PRESIDENT.** The presiding officer chosen by election or appointment; the CHAIR or CHAIRMAN.

**PRESIDING OFFICER.** The officer conducting the meeting; the CHAIR or CHAIRMAN.

**PROGRAM COMMITTEE.** The committee at a convention that plans and proposes the order of business for the convention.

**QUORUM.** The minimum number of members who must be present at a meeting to transact business legally. A quorum is a majority of all members unless the bylaws state otherwise. This requirement provides protection against unrepresentative action. The presiding officer is included in determining a quorum if the chair is a member.

**RESCIND (REPEAL, ANNUL).** To cancel an adopted action or vote. This motion can be proposed up until the time action is taken on the motion to be rescinded. This motion must be seconded, debate

is allowed, it is amendable, and it requires a two-thirds vote to be adopted. Debate can go into the merits of the motion to which it is applied. A speaker may not be interrupted when proposing this motion. If notice is given, a majority vote is required. Without notice, a majority of the entire membership is required for adoption. Can only be moved when no other motion is pending.

**RESIGNATION.** A formal notice, usually written, relinquishing an office, a position, or membership in an organization.

**RESOLUTION.** A formally phrased main motion; the recommendation for action (main motion) in a committee or board report.

**ROLL CALL.** Calling the names of members or delegates to verify their attendance.

**ROBERT'S RULES OF ORDER NEWLY REVISED (ABBREVIATED "RONR").** A manual dealing with parliamentary procedure.

**SECRETARY.** The clerk or recorder of the minutes; the CLERK.

**SPECIAL MEETING.** In contrast with a regular meeting, a meeting called for a particular purpose that is stated when the meeting is called.

**STANDING COMMITTEES.** Permanent committees which should all be named in the bylaws. Examples would be a Program Committee, a Finance Committee and a Membership Committee. At a meeting, standing committees are usually called on in the order listed in the bylaws. A motion arising out of a report is taken up immediately.

**TELLERS.** Persons who are assigned to count ballots or votes; **MONITORS.**

**TREASURER.** An elected officer who is the custodian of an organization's funds.

**TREASURER'S REPORT.** The financial report of an organization.

**TWO-THIRDS VOTE.** Two out of three of the votes cast. A two-thirds vote is achieved when there is at least twice as many votes on the prevailing (winning) side as on the losing side. For example, if there are 10 affirmative votes cast and 5 negative votes cast, there is a two-thirds affirmative vote.

**UNANIMOUS VOTE.** A vote when no one dissents.

**VOTE.** A formal expression of the will, opinion, or preference of the members of an assembly in regard to a matter submitted to it.

**WITHDRAW A MOTION.** A member who proposes a motion can withdraw it only before the motion has been stated by the chair. The chair does not need permission from the member who seconded the motion. Other members can also ask the maker of the motion to withdraw it before it is stated by the chair. After being stated by the chair, the assembly must approve of a withdrawal by general consent or a majority vote after a second. If the person who makes the withdrawal request is the maker of the original motion, the request to withdraw requires a second. A member may interrupt a speaker to propose the motion to withdraw.

**YEA OR NAY VOTE.** Yes, or no vote that is used in roll call voting



## PTANA - Chapter Board of Directors ELECTION BALLOT

TRAVEL INDUSTRY PARTNERS (Select 2):

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

**TRAVEL AGENT CANDIDATES:**

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

**WRITE-IN CANDIDATES:**

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

**Form 001**



## **PTANA NATIONAL ELECTION BALLOT**

### **MEMBERS AT LARGE (Select 5):**

	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
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	<input type="checkbox"/>

**Form 002**



## **PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA**

### **Promoting Domestic and International Travel**

Dear PTANA Member:

Thank you for joining the \_\_\_\_\_ Chapter. I wish to welcome you and emphasize that our mission is to provide both an educational forum and networking opportunity with Travel Professionals, such as you; facilitate a strong relationship with our Travel Industry Partners; and promote both domestic and international travel. Your membership card is enclosed and is valid until December 31, of each year, unless you fail to provide the required membership credentials (as indicated on the membership form).

I commend you on joining a diverse organization and welcome you to participate in our Chapter activities by frequently checking our web site, [www.ptana.org](http://www.ptana.org) and clicking on the \_\_\_\_\_ Chapter link. Educational classes and specialist workshop links are available via our web site as well as information on available FAMs. It is our commitment that every travel agent member is provided with the opportunity to participate in Educational FAMs.

Each December we will hold our PTANA Annual Convention sponsored by the Chapter designated for that year. The Convention is the PTANA's business forum for members to get updates on PTANA, take part in voting for changes and officers of PTANA as well as an opportunity for you to network with other Travel Professionals, across the country, and Travel Industry Partners who support us.

I invite you to check our web site frequently to get-to-know the Travel Industry Partners who support our mission and goals and want to help you, in any way, in growing your business.

We invite your participation and attendance at our monthly meetings. If you have any questions, please contact the Board Members, contact information is available on the local Chapter link from our web site.

Again, thank you for joining the \_\_\_\_\_ Chapter of the Professional Travel Agents of North America.

Sincerely,

\_\_\_\_\_  
Chapter President

\_\_\_\_\_  
Chapter  
Professional Travel Agents of North America

# PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA



## Promoting Domestic and International Travel

Dear PTANA Chapter:

Welcome to the PTANA family. I would like to take the time, on behalf of the National BOD, to say thank you for forming the \_\_\_\_\_ Chapter. PTANA is growing thanks to the many professional travel agents and Industry Partners who have decided to become a part of this organization.

Attached, please find a copy of the Bylaws for our organization. A copy should be distributed to each of your members.

Each of your Board of Director members should complete and sign the Code of Conduct which is provided.

I would like to emphasize that our mission is to provide both an educational forum and networking opportunity with Travel Professionals, facilitate a strong relationship with our Travel Industry Partners; and promote both domestic and international travel. Membership Cards for each of your members is also enclosed.

Information concerning all of the Chapters in PTANA along with their activities is listed on our website, [www.ptana.org](http://www.ptana.org).

We ask that you advise your membership to check the website frequently

Each December we will hold our PTANA Annual Convention sponsored by the Chapter designated for that year. The Convention is the PTANA's business forum for members to get updates on PTANA, take part in voting for changes and officers of PTANA as well as an opportunity for you to network with other Travel Professionals, across the country, and Travel Industry Partners who support us.

Please access our web site frequently to get-to-know the Travel Industry Partners who support our mission and goals and want to help you, in any way, in growing your business.

Again welcome and if we can be of assistance, do not hesitate to contact the National Office at \_\_\_\_\_.

Sincerely,

\_\_\_\_\_  
National President  
Professional Travel Agents of North America





**PTANA STUDENT/INTERN  
APPLICATION FOR NATIONAL BOARD OF DIRECTORS**

Student's Name: \_\_\_\_\_

Referring PTANA Agency: \_\_\_\_\_

Contact Phone (s): \_\_\_\_\_

Email: \_\_\_\_\_

Member of PTANA Chapter: \_\_\_\_\_

\_\_\_\_ I am submitting this application knowing that I will serve without voting privileges and I am aware of and able to commit to the required duties as stated in the PTANA and Bylaws.

\_\_\_\_ There is nothing in my background or actions [past or present] that would reflect badly on PTANA

**Article IV. PTANA BOD**

**Section 2. 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
- d. Suggest changes to the Bylaws as needed
- f. Monitor overall progress of PTANA
- g. Make decisions on grievances received from PTANA Chapters
- h. Select PTANA Executive BOD

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Email or fax by: Date (Last business day prior to convention)

Election Committee Chairperson

Fax (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_@\_\_\_\_\_



**PTANA TRAVEL INDUSTRY PARTNER**  
**APPLICATION FOR NATIONAL BOARD OF DIRECTORS**

Travel Industry Partner Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Phone (s): \_\_\_\_\_ / \_\_\_\_\_

Email: \_\_\_\_\_

Member of PTANA Chapter: \_\_\_\_\_

\_\_\_\_ I am submitting this application being aware of and able to commit to the required duties as stated in the PTANA Bylaws.

\_\_\_\_ There is nothing in my background or actions [past or present] that would reflect badly on PTANA

Article IV. PTANA BOD

Section 2. 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. Suggest changes to the Bylaws as needed
- f. Monitor overall progress of PTANA
- g. Make decisions on grievances received from PTANA Chapters
- h. Select PTANA Executive BOD

Signed: \_\_\_\_\_

Date \_\_\_\_\_

Email or fax by: Date (Last business day prior to convention)

Election Committee Chairperson

\_\_\_\_\_

\_\_\_\_\_ Fax

\_\_\_\_\_ Email



## **PTANA Chapter Board of Directors Principles and Code of Conduct**

I, \_\_\_\_\_ (position) \_\_\_\_\_ of the PTANA

\_\_\_\_\_ Chapter, having read the PTANA Chapters Bylaws, agree to preside over the activities of the \_\_\_\_\_ Chapter complying with the PTANA Chapter Bylaws. The Professional Travel Agents of North America is committed to educating professional travel agents in the travel industry business and providing the forum for networking with travel industry partners in all forms of travel. To always be professional and present PTANA as a professional organization.

Whenever engaged in PTANA activities, I agree to be bound by its principles and Code of Conduct as follows:

1. To become familiar with the PTANA Bylaws and abide by the rules as stated.
2. To utilize the forum of the Chapter to the benefit, the purpose of PTANA members without prejudice to any.
3. To recruit travel agents meeting the requirements of PTANA into the membership of the Chapter, and to keep members informed of the opportunities and related matters of PTANA and its operation.
4. To comply with the required reporting of the organization as shown in the PTANA Bylaws.
5. To seek assistance and guidance if needed from the PTANA National Board of Directors.
6. To be respectful of the opinions and differences of members of the Chapter, not use the Chapter for personal gain, or self-promotion, and seek to maintain a unity of purpose in accordance with the Bylaws.
7. To create an environment in which members feel welcome at any PTANA meeting, function or event.
8. To promote respect and dignity of the professional travel agent – always must demonstrate decorum in behaviors.
9. To be disciplined in personal and public conduct; which includes the use of language unbecoming to a professional travel agent.
10. To encourage PTANA members to participate in educational activities.
11. To ensure that election procedures and all other Chapter activities adhere strictly to the PTANA Bylaws.
12. I agree to comply with PTANA Code of Conduct and I understand that failure to do so will result in penalties stated in the PTANA Bylaws.
13. **There is nothing in my background or actions [past or present] that would reflect badly on PTANA**

Read and Agreed to: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

**Form 007 (Incorporated 2/4/13)- rev 10/10/19**



## **PTANA National Board of Directors Principles and Code of Conduct**

I, \_\_\_\_\_ (position) \_\_\_\_\_ of the PTANA

\_\_\_\_\_, Chapter, having read the PTANA Bylaws, agree to preside over the activities of the National PTANA Board of Directors (BOD) to comply with the PTANA Bylaws. The Professional Travel Agents of North America is committed to educating professional travel agents in the travel industry business and providing the forum for networking with travel industry partners in all forms of travel. To always be professional and present PTANA as a professional organization.

Whenever engaged in PTANA activities, I agree to be bound by its principles and Code of Conduct as follows:

1. To become familiar with the PTANA Bylaws and abide by the rules as stated.
2. To utilize the forum of the National PTANA BOD and Chapters to the benefit and the purpose of PTANA members without prejudice to any.
3. To recruit travel agents meeting the requirements of PTANA into membership, and to keep members informed of the opportunities and related matters of PTANA and its operation.
4. To comply with the required reporting of the organization as shown in the PTANA Bylaws.
5. To seek assistance and guidance if needed from fellow National PTANA BOD members.
6. To be respectful of the opinions and differences of members of all Chapters and National PTANA BOD, not use Chapters or National PTANA affiliation for personal gain, or self-promotion, and seek to maintain a unity of purpose in accordance with the Bylaws.
7. To create an environment in which members feel welcome at any PTANA meeting, function or event.
8. To promote respect and dignity of the professional travel agent – always must demonstrate decorum in behaviors.
9. To be disciplined in personal and public conduct; which includes the use of language unbecoming to a professional travel agent.
10. To encourage PTANA members to participate in educational activities.
11. To ensure that election procedures and all other Chapter and National BOD activities adhere strictly to the PTANA Bylaws.
12. To perform all duties in good faith and demonstrate basic skill and interest in the business of the organization as an effective board member by:
  - a. Chairing or participating on a committee,
  - b. Attending and participating in National Conference Call and Convention meetings,
  - c. Engaging in strategic planning with other board members and membership,
  - d. Assuming responsibilities as assigned or requested by the Chairperson or designee

I agree to comply with National PTANA Code of Conduct and I understand that failure to do so will result in penalties stated in the PTANA Bylaws. **There is nothing in my background or actions [past or present] that would reflect badly on PTANA.**

Read and Agreed to: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

**Form 007A (Incorporated 2/4/13) Rev 10/10/19**



### **PTANA Member Principles and Code of Conduct**

I, \_\_\_\_\_ of the PTANA \_\_\_\_\_ Chapter, having read the PTANA Bylaws, agree to comply and be governed by all aspects of it. The Professional Travel Agents of North America is committed to educating professional travel agents in the travel industry business and providing the forum for networking with travel industry partners in all forms of travel. To always be professional and present PTANA as a professional organization.

Whenever engaged in PTANA activities, I agree to be bound by its principles and Code of Conduct as follows:

1. To become familiar and demonstrate such with the PTANA Bylaws and abide by the rules as stated.
2. To utilize the forum of the Chapter/organization to the benefit, the purpose of PTANA members without prejudice to any.
3. To recruit travel agents meeting the requirements of PTANA into the membership of the Chapter, and to keep members informed of the opportunities and related matters of PTANA and its operation.
4. To comply with the required reporting of the organization as shown in the PTANA Bylaws.
5. To seek assistance and guidance if needed from my home chapter and the PTANA National Board of Directors, in the order listed.
6. To be respectful of the opinions and differences of members of the Chapter/organization, not use the Chapter/organization for personal gain, or self-promotion, and seek to maintain a unity of purpose in accordance with the Bylaws.
7. To seek creating an environment in which members feel welcome at any PTANA meeting, function or event.
8. To promote respect and dignity of the professional travel agent -- always must demonstrate decorum in behaviors.
9. To be disciplined in personal and public conduct; which includes the use of language unbecoming to a professional travel agent.
10. To participate and encourage other PTANA members to participate in educational activities.
11. To comply with election procedures and do my part to ensure that all other Chapter/organization activities adhere strictly to the PTANA Bylaws.

I agree to comply with PTANA Code of Conduct and I understand that failure to do so will result in penalties stated in the PTANA Bylaws. There is nothing in my background or actions [past or present] that would reflect badly on PTANA

Read and Agreed to: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

**Form 007B (Incorporated 2/4/13)-Rev 10/10/19**





## PROFESSIONAL TRAVEL AGENTS OF NORTH AMERICA

### Promoting Domestic and International Travel

#### FAM Request Form

Travel Agent: \_\_\_\_\_

Agency: \_\_\_\_\_

Travel Agent IATAN/CLIA/TRUE #: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Name of FAM: \_\_\_\_\_

FAM Date: \_\_\_\_\_

Roommate: \_\_\_\_\_

Amount Enclosed: \_\_\_\_\_

Agent(s) agrees to participate in all aspects of this FAM. Failure to participate may result in agent(s) not being considered for future FAMS. Incidentals of a personal nature are not included in the price. Cost is non-refundable.

Agent Signature:

Manager's Signature:

\_\_\_\_\_

\_\_\_\_\_



## SUMMARY OF CASH RECEIPTS AND DISBURSEMENTS

Six Month Report: FROM \_\_\_\_\_ TO \_\_\_\_\_

NAME OF ORGANIZATION/CHAPTER: \_\_\_\_\_

SUBMITTER: \_\_\_\_\_ PHONE: \_\_\_\_\_

BEGINNING CASH BALANCE AS OF: \$ \_\_\_\_\_

### **CASH RECEIPTS:**

Membership Mtg Income.....

\$ \_\_\_\_\_

Membership Dues Income.....

\$ \_\_\_\_\_

50/50

\$ \_\_\_\_\_

Travel Industry Partner Income.....

\$ \_\_\_\_\_

Ways & Means .....

\$ \_\_\_\_\_

### TOTAL CASH RECEIPTS

\$ \_\_\_\_\_

### **CASH DISBURSEMENTS:**

Printing.....

\$ \_\_\_\_\_

Postage/ Website Domain Registration.....

\$ \_\_\_\_\_

Mailing Service...P.O. Box rental.....

\$ \_\_\_\_\_

Clerical

\$ \_\_\_\_\_

Regional Dues .....

\$ \_\_\_\_\_



Room Rental...Membership Mtg./Board Mtg.....

\$ \_\_\_\_\_

Charity Event.....

\$ \_\_\_\_\_

Travel...

\$ \_\_\_\_\_

Table Gifts.....

\$ \_\_\_\_\_

Bank Charges.....

\$ \_\_\_\_\_

Other...LIST.....

\$ \_\_\_\_\_

**Total Cash Disbursements**

**\$ \_\_\_\_\_**

**CASH RECEIPTS/ (CASH DISBURSEMENTS)**

**\$ \_\_\_\_\_**

**ENDING CASH BALANCE AS OF**

**\$ \_\_\_\_\_**

This summary/report must be submitted on cash flow basis only (i.e. actual cash receipts and cash disbursements) along with copies of the following:

- (1) All six months' bank reconciliation statements
- (2) All six months' bank statements.
- (3) All Six months' cash receipts log
- (4) All six months' cash disbursements log
- (5) End of period schedule of unpaid invoices/vouchers- cash to be paid by chapter
- (6) End of period schedule of cash due to the chapter – cash to be collected-

We confirm the accuracy of this six months' report and schedules as at \_\_\_\_\_

Chapter President: \_\_\_\_\_

Date: \_\_\_\_\_

Chapter Treasurer: \_\_\_\_\_

Date: \_\_\_\_\_

**Form 010**



## PTANA BYLAWS AMENDMENT PROPOSALS

Proposed amendments to the Bylaws must be submitted to the chairperson of the Bylaws Committee 60 days prior to the annual convention

Proposed amendments to the Bylaws or standing rules must be submitted to the chairperson of the Bylaws Committee at least 60 days prior to the annual convention. Please use Form #011a to propose changes to the Bylaws. Duplicate the form so that every proposed change is on a separate form. Identify the specific article/rule and section of the proposed change). See example form #11b.

**Send proposals to:** Bylaws Committee Chairperson - National Parliamentarian  
Email: [ptanabylaws@aol.com](mailto:ptanabylaws@aol.com)  
Address: N/A  
Fax: N/A

**No amendments will be accepted if postmarked, or emailed after 60 days prior to annual convention**

**Form 011**



**BYLAWS AMENDMENT PROPOSAL FORM**

**Submission date: m/d/year**

**Submitter:**

**Submitter Chapter:**

**Submitter contact number:**

**These are all text boxes and can be expanded as needed.**

Article ?? Section ??

Current language

Proposed Amendments

If adopted would read

**Rationale:**



## EXAMPLE FOR SUBMITTING PTANA BYLAWS AMENDMENTS

REMINDER- All forms must be submitted using the example and email below by  
?????

Download the blank form that's available on the website. These are all text boxes and can be expanded as needed. [ptananationalbylaws@gmail.com](mailto:ptananationalbylaws@gmail.com)

**Submission date: m/d/year**

**Submitter Chapter: N/A if personal amendment**

**Submitter: John Doe**

**Submitter contact number:**

### Article III. Section 3

Current

Language

#### Section 3. PTANA Chapters

There will be two (2) levels of PTANA Chapters.

- a. 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 Recruiting Chapters

PTANA chapters not meeting the 20 membership requirement will be called PTANA Recruiting Chapters until such time they meet the 20-member requirement. Out-of-region members do not count toward the 20-member requirement

for chapters. Start-up chapters or active PTANA Chapters that fall below the membership requirement for 12 months will be disbanded and members will be instructed to join another PTANA Chapter. Presidents of Start-up Recruiting chapters will not hold positions on the National PTANA BOD until they meet the membership requirements.

Presidents of PTANA Chapters that default to PTANA Recruiting Chapters during their term will be allowed to complete their terms on the National PTANA BOD.

## Proposed Amendments

### Section 3. PTANA Chapters

Add “three (3) levels

Strike “two (2)

PTANA Chapters-**Active** are Remainder is unchanged and intact.

PTANA-~~Recruiting~~ Chapters-**Recruiting**

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-Active. ~~Start-up chapters or active PTANA Chapters that fall below the membership requirement for 12 months will be disbanded and members will be instructed to join another PTANA Chapter.~~ Presidents of ~~Start-up Recruiting chapters~~ of PTANA Chapters-Recruiting 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. PTANA Chapters-Non Compliant do not meet the required 20 members within the 24 months will be disbanded and members may join another PTANA Chapter. c. PTANA Chapters - Non Compliant

Active PTANA Chapters that fall below the membership requirement for ~~12~~ 24months will be disbanded and members will be instructed to join another PTANA Chapter. Out-of-region members do not count toward the 20-member requirement for chapters. PTANA Chapters- Non Compliant will have the same rights as PTANA Chapters-Active during the 24 months used to become compliant. PTANA Chapters-Non Compliant that do not meet the required 20 members within the 24 months will be disbanded and members may join another PTANA Chapter.

If adopted would read

### Section3. PTANA Chapters

There will be three (3) levels of PTANA Chapters. a. PTANA Chapters-Active are... remainder is unchanged and intact.

#### b. PTANA Chapters-Recruiting

PTANA Chapters not meeting the 20 membership requirement will be call 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-Active. Presidents of PTANA Chapters Recruiting 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. PTANA Chapters-Non Compliant do not meet the required 20 members within the 24 months will be disbanded and members may join another PTANA Chapter. c. PTANA Chapters-Non Compliant Active PTANA Chapters that fall below the membership requirement for 24 months will be disbanded and members will be instructed to join another PTANA Chapter. Out-of-region members do not count toward the 20-member requirement for chapters. PTANA Chapters-Non Compliant will have the same rights as PTANA Chapters-Active during the 24 months used to become compliant. PTANA Chapters-Non Compliant that do not meet the required 20 members within the 24 months will be disbanded and members may join another PTANA Chapter.

**Rationale:** There is reference to only 2 types of chapters, but reference Start –up and Active PTANA chapters as well as Active chapters not meeting requirements. There needs to be a name for each type of chapter along with the rights of each.

I added a year because it is my opinion that it may take a chapter 2 years to get 20 members whether recruiting or trying to replace lost members. Policy and procedures should give how to monitor these chapters.

Rationale, please consider changing the last sentence to read, Since meeting the membership requirements can be difficult for PTANA Chapter-Recruiting and PTANA Chapters-Non Compliant, the 24 months provides them a better timeframe to become PTANA Chapters-Active.



## **Policies & Procedures Amendment/Change Form**

**Submission date: m/d/year**

**Submitter:**

**Submitter Chapter:**

**Submitter contact number:**

**All adds or changes to the P&P must be submitted via this form and email to:**

**PTANAPNP@GMAIL.COM**

Each request other than grammar or punctuation will be presented to the National BOD for approval. You will be notified within a week of the result of the vote.

- For all changes you must include current heading and page number for the change
- For all changes other than grammar or punctuation highlight in RED and underline the change
- For new changes to P&P include the new heading.
- Add pages as needed

### **Change to P&P**



## APPLICATION TO FORM A NEW PTANA CHAPTER

**For help in completing this application refer to “Helpful Information Needed to Complete the New Chapter Application” and**

**Name of Applicant:**

**Name of Contact Person if different from applicant:**

**Contact Information:**

**Address:**

**Email:**

**Phone Number:** (Work) (Cell)

**Time Zone:** Choose an item.

**Date of application:** [Click here to enter a date.](#)

**Chapter Name Proposed:**

---

**Please attach a list of interested members with documentation that includes:**

- **First/Last Name**
- **Email Address**
- **Business Phone**
- **Cell Phone**
- **Number of years as a seller or supplier of travel**



## Chapter Board of Directors and Positions

**President:**  
**Vice President:**  
**Parliamentarian:**  
**Secretary:**  
**Treasurer:**  
**Membership Chair:**  
**Programs Chair:**  
**Educations Chair:**  
**Community Outreach:**

### Express Chapter Applications must include:

- Employer Identification Number (EIN):  
<https://irs.tax-filing-forms.com/non-profit-application/>
- PTANA Chapter bank account information:  
Authorized signees for account are: Vice President, Secretary and Treasurer
  - Bank Name:
  - Bank Address:

**Reminder:** Notify the bank that PTANA is a 501[C]6 non-profit education organization and ask for any special state requirements for non-profit business accounts.

- Submit all of the above with “***PTANA- NEW CHAPTER APPLICATION***” to the PTANA National Board.
- Make checks payable to PTANA and mail to:  
1330 Reisterstown Road Pikesville, Maryland 21208

Please contact the National Chair or Co-Chair via their contact information at [www.PTANA.org](http://www.PTANA.org) if there are questions

**Welcome to the Professional Travel Agents of North America “PTANA”!**