

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 1

Board Correspondence

Purpose:

The purpose of this policy is to ensure the uniformity by the Division Board of Directors in sending greeting cards to chapters and members of the Division.

Policy:

It shall be the policy of the California Division Board of Directors to send anniversary letters to the chapters the beginning of the month in which their anniversary falls. A letter will be sent each year.

A sympathy card may be sent to the chapter on the death of a member, provided the information has been sent to the Division liaison by the chapter.

Get well and sympathy cards may be sent to individual members provided the information has been sent to the Division liaison by the chapter.

Procedure:

1. The Division Secretary shall maintain a list of the chapter anniversaries, updating as new chapters are added.
2. The Division Secretary shall mail anniversary letters on the 25th of the month preceding the chapters' anniversary.
3. Costs associated with the purchase and mailing of cards and letters shall be covered in the Division annual budget.

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 2

Board Protocol

Purpose:

The purpose of this policy is to ensure the California Division Board is aware of Association protocol on various aspects of our organization. This shall relate to all phases of the Board's activities related to the Division Annual Meeting, correspondence among the officers and the parliamentary advisor, interaction with the International Board of Directors, files, review of our Association's parliamentary authority and all activities related to the conduct of the Division Board of Directors

Policy:

1. The president never produces the registration materials for the California Division Annual meeting—that is the job of the host committee
2. Whenever an International Officer is attending California's Annual Meeting, even if the officer is from California, the officer is to be given something to do, i.e., present a report or workshop, and the officer is to sit at the head table during the Business Sessions and have special seating at the banquet and the luncheon—generally at the Division President's table.
3. When the president sends a message to all board members and the parliamentary advisor, please respond to all when replying.
4. Board members always read the Division Bylaws & Standing Rules after taking office to become familiar with the parliamentary authority of the Division.
5. Board members always read the International Bylaws & Standing Rules after taking office to become familiar with the parliamentary authority of the Association.
6. Board members always read the Division's Policies & Procedures after taking office.

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 3

Debit Card/Credit Card

Purpose:

The purpose of this policy is to ensure the integrity of the uses of the debit card/credit card issued on behalf of the California Division.

Policy:

It shall be the policy of the California Division Board of Directors to use the debit card/credit card only for expenses incurred by the board as a group or when making deposits at an ATM machine.

Procedure:

1. Only the current president and treasurer will have a debit card/credit card. Each must have their own card because the bank requires the individual name on the card.
2. The president and/or treasurer may use the debit card/credit card to pay expenses incurred by the board as a group. Expenses included are:
 - a. Hotel room charges incurred by board members when attending board meetings, the annual meeting, or other instances where board members attend a meeting at a location other than their home town (two or more per room).
 - b. Meal expenses incurred by board members when attending board meetings or other instances on Division business.
 - c. Meal expense for the group dinner at the annual International EFAM for members of the California Division when prepaid by members individually to the Division. The debit card/credit card may be used to submit one payment to the restaurant instead of individual member or chapter checks.
3. The president and/or treasurer may use the debit card/credit card to make deposits to the division checking account at an ATM machine.
4. Charges incurred using the debit card/credit card must be submitted, using a voucher form, for authorization by another board officer and retained in the treasurer's records.
5. Charges incurred using the debit card/credit card must be submitted for authorization within 14 days of occurrence.

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 4

Division History

Purpose:

The purpose of this policy is to ensure the history of California Division is recorded in a timely manner and maintained on a permanent basis.

Policy:

It shall be the policy of the California Division Board of Directors to appoint the immediate past president of California Division to the position of Division Historian for the purposes of recording the history during the previous IAAP year.

A copy of this history will be posted to the California Division website.

Procedure:

1. The immediate past president shall be given the permanent Historian file at the Division Annual Meeting or upon completion of the previous year's history being written.
2. The immediate past president shall prepare a written history covering his/her term as president. It is recommended to make a file folder and collect all information pertinent from their year. It is recommended that International events also be included to ensure there are references of historic events for the sake of future Boards, i.e., new policies and procedures introduced at International level.

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 5

Incorporation

Purpose:

The purpose of this policy is to ensure the continued status of the California Division Incorporated of the International Association of Administrative Professions in good standing with the State of California.

Policy:

It shall be the policy of the California Division Registered Agent (Treasurer) to register for incorporation annually and pay the appropriate fee.

It shall be the policy of the California Division Board of Directors to budget reimbursement fee.

A copy of the Expense Voucher should be completed and forwarded to the California Division Treasurer, along with the required receipt.

Procedure:

1. The Registered Agent MUST register the report by the due date in order to keep the Corporation in good standing with the State.
2. The Registered Agent can register the report via email or online with the State, along with registration fee.
3. Should the Registered Agent no longer be a member of the IAAP California Division Board, the Registered Agent MUST forward the State registration information to the California Division Secretary
4. The California Division Secretary will write a letter granting authorization to be listed as the new Corporation Registered Agent. This letter MUST be MAILED along with registration report and check for registration fee as directed to the Secretary of State by the due date noted on the Official Notice.

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 6

Monthly / Quarterly Reporting

Purpose:

To set forth expectations for the receipt of monthly Treasurer's report and quarterly Chapter Contact reports.

Policy:

The Treasurer is expected to provide a monthly financial report to the Board.

The Board members are expected to request quarterly chapter reports from their contact chapters.

Procedure:

The Treasurer will send to Board members a cash flow statement as of the close of each month. Report to be sent by email prior to monthly conference call or board meeting.

Board members will request from their contact chapters a quarterly chapter report. Once all chapter members have received chapter reports the reports are collected into one document. The one document is then distributed to Board members prior to conference call or board meeting.

**California Division
International Association of Administrative Professionals®
Policies and Procedures**

Policy No. 7

Travel and Other Expense Reimbursement Policy

Purpose:

The California Division of Board of Directors of the International Association of Administrative Professionals® (IAAP®) recognizes that board members (Board) and committee members (Committee) of IAAP may be required to travel ~~and to incur other~~ expenses from time to time to conduct Association business and to further the mission of this non-profit organization. As a non-profit organization, stewardship of our resources is essential. The purpose of this Policy is to ensure that (a) adequate cost controls are in place, (b) travel and other expenditures are appropriate, and (c) to provide a uniform and consistent approach for the timely reimbursement of authorized expenses incurred by the traveler. It is the policy of IAAP to reimburse only reasonable and necessary expenses actually incurred by Board and Committee.

Policy:

When incurring business expenses, IAAP expects Board and Committees to:

- Exercise discretion and good business judgment with respect to those expenses;
- Be cost conscious and spend IAAP's money as carefully and judiciously as the individual would spend his or her own funds; and
- Report expenses, supported by required documentation, as they were actually spent.

Procedure:

1. Expense Report

Expenses will not be reimbursed unless the individual requesting reimbursement submits a written Expense Report. The Expense Report, which shall be submitted at least monthly or within three weeks of the completion of travel if travel expense reimbursement is requested, must include:

- The individual's name
- If reimbursement for travel is requested, the date, origin, destination and purpose of the trip, including a description of each Association-related activity during the trip.
- The name and affiliation of all people for whom expenses are claimed (i.e., people on whom money is spent in order to conduct IAAP's business).
- An itemized list of all expenses for which reimbursement is requested.

2. Receipts

Detailed receipts are required for all expenditures billed directly to IAAP such as airfare and hotel charges. A copy of original receipts from each vendor (not a credit card receipt or statement) identifying

California Division
International Association of Administrative Professionals®
Policies and Procedures

the vendor's name, description of services provided, the date, and the total expenses including tips (if applicable) are required for expenses that exceed \$50.

3. General Travel Requirements

A. Advance Approval

All trips involving air travel or at least one overnight stay must be approved in advance by the President, however, any international travel must be approved by IAAP's President or his/her designee.

B. Necessity of Travel

In determining the reasonableness and necessity of travel expenses, the Board and the person authorizing the travel shall consider the ways in which IAAP will benefit from the travel and weigh those benefits against the anticipated costs of the travel. The same considerations shall be taken into account in deciding whether a particular individual's presence on a trip is necessary.

In determining whether the benefits to IAAP outweigh the costs, less expensive alternative, such as participation by telephone or video conferencing, or the availability of local programs or training opportunities, shall be considered.

C. Personal and Spousal Travel Expenses

Individuals traveling on behalf of IAAP may incorporate personal travel or business with their Association-related trips; however, individuals shall not arrange Association travel at a time that is less advantageous to IAAP or involving greater expense to IAAP in order to accommodate personal travel plans. Any additional expenses incurred because of personal travel, including but not limited to extra hotel nights, additional stopovers, meals or transportation, are the sole responsibility of the individual, and will not be reimbursed by IAAP. Expenses associated with travel of an individual's spouse, family or friends will not be reimbursed by IAAP.

4. Air Travel

A. General

Air travel reservations should be made as far in advance as possible in order to take advantage of reduced fares. All domestic flights should be purchased no later than 14-days in advance of the scheduled travel. All international flights should be purchased no later than 30-days in advance of the scheduled travel. IAAP will reimburse or pay only the cost of the lowest coach class fare actually available from the airport nearest the individual's home or office to the airport nearest the destination.

B. Saturday Stays

Board and Committee traveling on behalf of IAAP are not required to stay over Saturday nights in order to reduce the price of an airline ticket. An individual who chooses to stay over a Saturday night shall be reimbursed for reasonable lodging and meal expenses incurred over the

California Division
International Association of Administrative Professionals®
Policies and Procedures

weekend to the extent the expenses incurred do not exceed the difference between the price of the Saturday stay ticket and the price of the lowest price available ticket that would not include a Saturday night stay. To receive reimbursement for such lodging and meal expenses, the individual must supply, along with the Expense Report, documentation of the amount of the difference between the price of the Saturday stay and non-Saturday stay airline tickets.

C. Luggage Fees

Excess baggage charges will be reimbursed when Board and Committee are required to travel. A receipt from the airlines for the additional charge is required.

D. Frequent Flyer Miles and Compensation for Denied Boarding

Board and Committee traveling on behalf of IAAP may accept and retain frequent flyer miles and compensation for denied boarding for their personal use. Individuals may not deliberately patronize a single airline to accumulate frequent flyer miles if less expensive comparable tickets are available on another airline.

5. Lodging

Board and Committee traveling on behalf of IAAP may be reimbursed at the single room rate if double room rate is not feasible for the reasonable cost of hotel accommodations. Convenience, the cost of staying in the city in which the hotel is located, and proximity to other venues on the individual's itinerary shall be considered in determining reasonableness. Travelers shall make use of available corporate and discount rates for hotels. The "deluxe" or "luxury" hotel rates will not be reimbursed.

6. Meals

Board and Committee traveling on behalf of IAAP are reimbursed for the reasonable and actual cost of meals (including tips). Meal reimbursement includes breakfast, lunch and dinner. Excluded are alcoholic beverages, entertainment expenses and other types of personal expenses not relating to these specific meals.

7. Ground Transportation

Board and Committee are expected to use the most economical ground transportation appropriate. Receipts are required for all transportation expenses of \$50 or greater. The following is the order of desirability:

A. Courtesy Cars

Many hotels have courtesy cars, which will take you to and from the airport at no charge. The hotel will generally have a well-marked courtesy phoned at the airport if this service is available. Travelers should take advantage of this free service whenever possible.

B. Airport Shuttle or Bus

Airport shuttles or buses generally travel to and from all major hotels for a small fee. At major airports, such services are as quick as a taxi and considerably less expensive. Airport shuttle or bus services are generally located near the airport's baggage claim area.

California Division
International Association of Administrative Professionals®
Policies and Procedures

C. Taxis

When courtesy cars and airport shuttles are not available, a taxi is often the next most economical and convenient form of transportation when the trip is for a limited time and minimal mileage is involved. A taxi may also be the most economical mode of transportation between an individual's home and the airport.

D. Rental Cars

Car rentals should be considered as a primary means of transportation, if the cost of a rental is less than the total mileage paid, and/or the cost of air transportation.

8. Personal Cars and Committee are compensated for use of their personal cars when used for Association business. When individuals use their personal car for such travel, including travel to and from the airport, mileage will be allowed at 50% of the currently approved U.S. IRS rate per mile. In the case of individuals using their personal cars to take a trip that would normally be made by air, e.g., San Diego to San Francisco, mileage will be allowed at the currently approved rate; however, the total mileage reimbursement will not exceed the sum of the lowest available round trip coach airfare. *Note: car rentals should be considered as a primary means of transportation, if the cost of a rental is less than the total mileage paid.*

9. Parking/Tolls

Parking and toll expenses, including charges for hotel parking, incurred by Board and Committee traveling on Association business will be reimbursed. The costs of parking tickets, fines, car washes, valet service, etc., are the responsibility of the individual, and will not be reimbursed. On-airport parking is permitted for short business trips. For extended trips, individuals should use off-airport facilities.

10. Entertainment and Business Meetings

Reasonable expenses incurred for business meetings or other types of business-related entertainment will be reimbursed only if, the expenditures are approved in advance by the designated officer of IAAP and qualify as tax-deductible expenses. Detailed documentation for any such expense must be provided, including:

- Date and place of entertainment
- Nature of expense
- Names, titles and corporate affiliation of those entertained
- Complete description of the business purpose for the activity including the specific business matter discussed. Vendor receipts (not credit card receipts or statements) showing the vendor's name, a description of the services provided, the date and the total expense, including tips (if applicable).

11. Other Expenses

Reasonable IAAP-related telephone and fax charges due to absence of Board and Committee from the individual's place of business are reimbursable. In addition, reasonable and necessary gratuities that are

California Division
International Association of Administrative Professionals®
Policies and Procedures

not covered under meals may be reimbursed. Finally, business center and/or postal charges incurred are reimbursable for the purpose of work on behalf of IAAP.

12. Non-Reimbursable Expenditures

IAAP maintains a strict policy that expenses in any category that could be perceived as lavish or excessive will not be reimbursed, as such expenses are inappropriate for reimbursement by a non-profit organization. Expenses that are not reimbursable include, but are not limited to:

- Travel insurance
- First class tickets or upgrades
- Food costs not associated with meals, i.e., extra snacks, coffee drinks, etc.
- One-day membership fees for airline clubs, e.g., Admiral's Club, Crown Club, etc.
- When lodging accommodations have been arranged by IAAP and the individual elects to stay elsewhere, reimbursement is made at the amount no higher than the rate negotiated by IAAP. Reimbursement shall not be made for transportation between the alternate lodging and the meeting site.
- Lodging upgrades
- Limousine travel
- Movies, liquor or bar costs
- Spa or exercise charges
- Clothing purchases
- Valet service
- Toiletry articles
- Supplemental travel or car rental insurance
- Fines, penalties or legal fees
- Personal entertainment or recreational expenses
- Expenses for spouses, friends or relatives. If a spouse, friend or relative accompanies Association representatives and/or employees on a trip, it is the responsibility of the traveler to determine any added cost for double occupancy and related expenses and to make the appropriate adjustment in the reimbursement request.

California Division
International Association of Administrative Professionals®
Policies and Procedures

13. Expense Reporting

A. Receipt Requirements

Original receipts must substantiate all expenses incurred in excess of \$50. Electronic receipts are acceptable if the detail contained in an electronic receipt is equivalent to the level of detail contained in an acceptable paper record. For example, an electronic receipt must show the name of the payee, the amount of the charge, the transaction date, and the form of payment. When required to ensure adequate documentation of the costs incurred, the traveler is responsible for providing additional detail, e.g., a receipt with itemized hotel charges. E-mailed or faxed documentation provided by an airline or travel agency for electronic ticketing expenses for airfare is acceptable for substantiating such expenses. A copy of the faxed itinerary and receipt or a copy of the e-mail itinerary and receipt printed locally should be attached to the form requesting reimbursement. In the event that it is impractical to obtain a required receipt or if such receipt has been inadvertently destroyed, the traveler must include an explanation of the expenditure involved.

B. Timely Submission of Report

The suggested timeframe for expense report submission is within three weeks of travel. Travel and Expense Reports filed more than 60 days after expense are incurred will not be reimbursed without the approval of the President and/or Treasurer.

C. Submission of Expense Report Electronically

To expedite your reimbursement of expense, Board and Committee members may scan your receipts and send electronic copies along with your completed expense report to your approving official for authorization.

It shall be the responsibility of the Board or Committee member to retain all original receipts along with a copy of the Expense Report submitted electronically for a period through October, 31 of the following year, in which the expense incurred. For example, if the date of the receipt is July 1, 2009, the receipt and associated expense report is retained until October 31, 2010.