

TITLE: IALLA RULES and REGULATIONS Manual

INTENT: This manual has been prepared to facilitate the activities of the Executive Board of Directors (Board) of the International Association of Lemon Law Administrators (IALLA). The Bylaws of IALLA designate that the Board shall have certain specific duties and powers. Additionally, the Board transacts all business affairs, not otherwise provided for in the Bylaws. The Board members must be knowledgeable of the various responsibilities, avenues of communication and organizational policies. Overall purposes of the Manual (adopted October 2010) are to:

1. Promote efficient and effective management of IALLA.
2. Acquaint present and future officers and directors with administrative structure and delegation of responsibility of IALLA.

AUTHORITY: Article VI, Section 3. “The Executive Board shall supervise and direct the affairs of this Association, shall determine its policy, shall actively promote its objectives, and shall supervise the disbursement of its funds. The Executive Board may adopt rules and regulations for the conduct of its business and may delegate its authority to appointed officers”.

INTRODUCTION: This manual has been developed to outline Rules and Regulations adopted by IALLA.

1. All Rules and Regulations adopted at Board meetings must be printed separately and attached to the minutes of that Board meeting.
2. The Board must approve any modifications of the Rules and Regulations. The list of Rules and Regulations will be evaluated and revised annually to reflect changes made by approved motions of the Board.

CONTENT:

1. Fiscal Year: The fiscal year of IALLA will be from January 1 through December 31 or such other period as is recommended and approved by the Board.
2. Dues: Annually, the Board will review and determine the amount of the annual dues payable by IALLA members. The amount of the annual dues will be announced at the annual business meeting and made part of the minutes of the meeting for the record.

The VP for Corporate Relations and Membership will contact members during the first three months of the renewal period for payment of dues.

3. Nonpayment: When any IALLA member shall be in default in the payment of dues for a period of three months from the beginning of the fiscal year, or the period for which such dues become payable, membership may be placed on inactive status.
4. Active Member Status: An active member, is an IALLA member who has paid his or her current annual membership dues.

5. Emeritus Attendance Rule: If any Emeritus member does not attend at least two of any of the following: Board or Committee or other meeting, or seminar or forum or webinar or conference in any one calendar year, he or she shall be deemed to have resigned from office.

a. A reminder letter will be sent to the Emeritus member on or about June 1st of the calendar year when the member has not attended at least one meeting. The letter will be sent requiring a response within two weeks. (*See attached letter [Attachment A: Future Emeritus Members Contact Letter]*).

(*Current Emeritus members who have not attended two Board, committee or other meetings or seminars, forums, webinars or conferences over this past calendar year will be contacted starting January 2011*).

6. Policy for Authorization of Travel:

a. Principles: All travel must be authorized in advance by the Executive Board as directed in the Travel Guidelines-Principles. (*See attached [Attachment B: International Association of Lemon Law Administrators (IALLA) Travel Guidelines] and [Attachment C: IALLA REQUEST FOR AUTHORIZATION TO INCUR REIMBURSABLE TRAVEL COSTS]*).

b. Application: IALLA officers, Executive Board members, employees, conference guests/speakers and conference attendance grants are subject to the travel guidelines.

c. Purpose: This document highlights the best practices for obtaining approval of travel engagements, making travel arrangements and obtaining reimbursement of travel expenditures. It provides guidance for the most common travel procedures to assure quality and consistency of travel processing.

d. Funding: Funding for approved business travel is authorized by a vote of the Executive Board pursuant to Article VI, Section 3, *IALLA Bylaws*. Each traveler is responsible for assuring that adequate funding is available and that the requested travel is appropriate for IALLA business.

e. Roles and Responsibilities: The three primary roles involved in the travel reimbursement process include:

- the Traveler requesting the reimbursement;
- the Approver(s) authorizing the travel engagement and travel expense; and
- the Treasurer who audits and processes the payment

1. Traveler: The traveler is responsible for requesting authorization for the travel and pursuing knowledge of any restrictions in handling funds for business travel. The traveler is also responsible for maintaining proper documentation and associated receipts of all travel related expenses.

2. Approver(s): The President, pursuant to Article V Section 1A of the *IALLA Bylaws*, will call for a vote of the Executive Board, which is responsible for ensuring that travel expenses incurred by travelers while on travel status for IALLA are pre-authorized and reasonable. The President will provide a signed IALLA Expense Reimbursement Voucher to the Treasurer. (*See attachment* [Attachment D: International Association of Lemon Law Administrators EXPENSE REIMBURSEMENT VOUCHER]).

3. Accounting Services: The Treasurer is responsible for auditing and processing all approved IALLA Expense Reimbursement Vouchers for travelers. The Treasurer must receive a properly completed and approved Travel Expense Reimbursement Voucher substantiating the amount, dates, time, business purpose and proof of payment. The breakdown by meal for federal per diem amounts may be found at the following address:
<http://www.gsa.gov/mie>

7. Subscribers.

a. CORPORATE SUBSCRIBERS: Corporate subscribership shall be available to associations, businesses, or non-profit organizations whose professional activities involve the lemon law, the auto industry or consumer advocacy upon submission of a Corporate Subscriber Invoice, and payment of annual Corporate Subscriber dues as determined by the Executive Board.

b. ADDITIONAL CORPORATE SUBSCRIBER REPRESENTATIVE: A Corporate Subscriber may also request that other individuals within its organization become Additional Corporate Subscriber Representatives upon submission of a Corporate Subscriber Invoice and payment of annual Additional Corporate Subscriber Representative dues as determined by the Executive Board.

c. NON-PROFIT SUBSCRIBERS: A non-profit organization [limited to 501(c)(3)&(4) non-profits] whose professional activities involve the lemon law, the auto industry or consumer advocacy may join as a Non-profit Subscriber upon submission of a Corporate Subscriber Invoice, and payment of annual Non-profit Subscriber dues as determined by the Executive Board.

d. ADDITIONAL NON-PROFIT SUBSCRIBER REPRESENTATIVES: A Non-profit Subscriber may request that other individuals within its organization become Additional Non-profit Subscriber Representatives upon submission of a Corporate Subscriber Invoice, and payment of annual Additional Non-profit Subscriber Representative dues as determined by the Executive Board.

e. All Corporate Subscribers, Non-Profit Subscribers, Additional Corporate Subscriber Representatives, and Non-profit Subscriber Representatives shall be able to receive membership publications, attend annual conferences, and will be given a password that will allow access to protected portions of the IALLA website.

8. Individual Affiliates:

a. Individual affiliate subscribership shall be available to any person whose past professional activities involved the lemon law, the auto industry, or consumer advocacy. Individual affiliates are no longer employed by or associated with an industry organization, business, or non-profit that could become a corporate subscriber. A prospective individual affiliate may submit a written request for subscribership which describes the individual's past professional background and interest in IALLA. The Executive Board, by a majority vote, may approve the individual's request.

b. Individual affiliates shall be able to receive membership publications, have access to membership lists, and attend annual conferences.

c. Individual affiliates shall pay annual dues as determined by the Executive Board.

[Attachment A: Future Emeritus Members Contact Letter]

Dear [Emeritus Member]:

Our records indicate that you have been an Emeritus Member of the International Association of Lemon Law Administrators (IALLA) since [DATE]. Recently, the IALLA Board of Directors (Board) adopted Rules and Regulations concerning Emeritus Membership. "Emeritus Membership" is granted to encourage an individual to maintain involvement in the ongoing affairs of IALLA and to enable the Emeritus Members and the association to mutually benefit. When an individual is granted Emeritus Membership, the association recognizes that the individual may now take a less active role; however, the Board believes that a minimum level of participation and contact from its Emeritus Members is important. Therefore, the Board has determined that an Emeritus Member must attend at least two [*regularly scheduled meetings, seminars, forums, webinars or conferences*] in a twelve-month period in order to maintain Emeritus Membership in IALLA. This continued participation allows the Emeritus Members to keep abreast of progress in the field of Lemon Law administration, participate in association events and activities, and, importantly, contribute insights based on years of experience.

We are dedicated to maintaining contact with our Emeritus Members. To retain Emeritus Membership with IALLA, please contact the VP of Corporate Relations and Membership [NAME AND E-MAIL AND PHONE] within two weeks from the date of this letter. If a response is not received, Emeritus Membership will be revoked. Your past contribution enriched IALLA. We look forward to hearing from you soon.

Sincerely,

[NAME]

[TITLE, on behalf of the Board]

[ADDRESS]

[PHONE]

[E-MAIL]

[Attachment B: International Association of Lemon Law Administrators (IALLA) Travel Guidelines]

**International Association of Lemon Law Administrators (IALLA)
Travel Guidelines**

Application

IALLA officers, Executive Board members, employees, conference guests/speakers and conference attendance grants are subject to the travel guidelines.

Procedures

Except where the reimbursement is less than \$100.00 and can be combined with additional reimbursement items, **within 30 days of the completion of travel**, a request for reimbursement form or equivalent written description including copies of receipts, etc. should be submitted to the Treasurer. Requests for reimbursement of more than \$100.00 submitted beyond 30 days of the request may be approved by the President and Treasurer or be referred by the Executive Board for approval of payment.

The President and Treasurer must review and approve or disapprove the request within 10 days of receipt. Where the request is approved, the Treasurer will issue the reimbursement within five business days. Where the Treasurer and/or President disapprove part of the request, the person requesting reimbursement will be notified and provided the opportunity to provide additional information and documentation. Reimbursement will be issued for the approved portion of the request. The person requesting reimbursement must resubmit the supplemented request within 30 days to the Treasurer. The Treasurer and President will promptly review and notify the person of approval or disapproval of the supplemented request. The Treasurer, President or the person requesting reimbursement may ask the Executive Board to review any disapproved supplemented request.

The Board can amend or waive travel guidelines at any time.

Principles

All travel must be authorized in advance by the Executive Board. IALLA will reimburse travel expenses incurred in the course of official organization activities as identified below or as authorized by the Executive Board.

IALLA travel reimbursement guidelines require a traveler to apply the following principles:

1. Exercise the same care in incurring expenses and accomplishing the purposes of the travel that a prudent person would exercise if traveling on personal business.

2. Pay any excess costs and any additional expenses incurred for personal preference or convenience.
3. Travel must be the most economical and advantageous for IALLA. Excess costs, circuitous routes, delays, or luxury accommodations unnecessary or unjustified in relation to official IALLA activities are not reimbursable.
4. Completion of official IALLA activities promptly, reducing the duration of travel when possible.
5. Securing prior authorization for travel.
6. IALLA complies with the Americans with Disabilities Act including reimbursements where the travel costs for disabled travelers exceed what would normally be most economical.
7. Preparing the Expense Voucher and providing appropriate receipts and documentation within 30 days of the conclusion of travel, except where the reimbursement is less than \$100.00 and can be combined with additional reimbursement items.

Air

Air fare is reimbursed for official business only. Air travel must be planned in advance as much as possible to obtain the most cost effective routes and flights. Reimbursement is only authorized for the cost of coach class or lesser cost ticketing. Reimbursement does not include costs for indirect routes, stopovers, upgrades etc. due to the personal choice of the traveler. An air travel reimbursement request must be accompanied by a copy of the ticket or eticket receipt.

Auto

- Rental: Use of a rental car must be approved in advance by the Executive Board. An auto rental reimbursement request must be accompanied by a copy of the rental contract and receipt.
- Personal owned vehicle: The maximum allowable reimbursement rate is the mileage rate established by the U. S. General Services Administration. Mileage exceeding 20 percent of that estimated by driving direction resources like MapQuest, Rand McNally, Yahoo, etc. must include a written explanation regarding the route traveled.
- For current fiscal year rates see GSA web site: www.gsa.gov

Lodging

The maximum allowable reimbursement is the maximum domestic per diem rate for lodging in a locality established by the U. S. General Services Administration. A lodging reimbursement request must be accompanied by a copy of the hotel bill.

Meals

The maximum allowable reimbursement is the maximum domestic per diem rate established by the U. S. General Services Administration. Reimbursement for meal expenses does not include meals when a traveler does not incur expenses for meals because they are furnished or included in the lodging rate or registration fee of a meeting, conference, convention, or formal training session.

Miscellaneous

Miscellaneous travel expenses essential to the transaction of the organization's business are reimbursable to the traveler. Reimbursable expenses include, but may not be limited to:

- Taxi, shuttle, or limousine fares (including a customary tip or gratuity), parking fees, and ferry and bridge tolls.
- Charges for facsimile (fax) services, mail, express mail and long distance phone charges when necessary to accomplish official business.

[Attachment C: IALLA REQUEST FOR AUTHORIZATION TO INCUR REIMBURSABLE TRAVEL COSTS]

**IALLA REQUEST FOR AUTHORIZATION TO INCUR
REIMBURSABLE TRAVEL COSTS**

Traveler Information

Traveler Name: _____

Address: _____

IALLA Position (Officer/Executive Board Member/Executive Director/Member/Associate Member/Conference Speaker/Presenter): _____

Trip Information

Travel Destination(s): _____

Total number of days: _____

Annual IALLA Conference? Yes; No

If "Yes," please describe conference duties/services to be performed: _____

If "No," please describe the purpose of the travel: _____

Please describe the alternative measures considered and chosen by the traveler to ensure that travel costs have been minimized: _____

Estimated Expenses	
Airfare:	
Per diem:	
Registration Fee:	
Rental Car:	
Meals:	
Ground Transportation:	
Parking:	
Other (ex., gas, tolls, luggage fees):	
Hotel Total:	
Grand Total:	

I hereby certify that I have read IALLA's travel policies and that, to the best of my knowledge and belief the expenses for which reimbursement is requested fully comply with both the letter and spirit of those policies.

Signature _____

Approvals

Approval by: _____	Position: _____
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[Attachment D: International Association of Lemon Law Administrators EXPENSE REIMBURSEMENT VOUCHER]

INSTRUCTIONS: Submit required receipts and reimbursable expenses with this voucher. See IALLA Travel and Expense Policies for additional information.	IALLA (Rev 12/2003)		International Association of Lemon Law Administrators				Month/Year:	Received Date:				
	EXPENSE REIMBURSEMENT VOUCHER											
	Name:			Address:			Phone:					
	City/State:			ZIP:								
DATE	Trip Information		Per Diem Reimbursement Log				Daily Total	Motor Vehicle Expenses			Daily Travel Total	
	From	To	B	L	D	Sub Total		Lodging Costs * Receipt Required	Miles Driven	GSA Rate		Mileage Allowance
Reason for Travel:												
Detail of Other Expenses												
Date	Paid To		For				Receipt * Y/N*	Amount				
Reimbursement Request Total												
I hereby certify that this is a true and correct claim for necessary expenses incurred by me and that no payment has been received by me on account thereof.												
Signature:						Date:						
Date:	Treasurer	Approval For Payment		<input type="checkbox"/>	Disapproved	<input type="checkbox"/>	Payment Date:	Check Amount				
Date:	President	Approval For Payment		<input type="checkbox"/>	Disapproved	<input type="checkbox"/>	Check No.					

* Please, provide an explanation on an additional page