Certified Trading Card Association (CTCA) – Standard Operating Procedures (SOPs)

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1. Membership Management

1.1 Application Process

- Prospective members complete an online or paper application form.

- Staff/committee reviews applications within 10 business days.

- Approved applicants are notified by email and invoiced for dues.

- Membership becomes active upon receipt of payment.

1.2 Renewals

- Renewal notices sent 30 days prior to membership expiration.

- Members have a 30-day grace period after expiration to renew.

- Non-renewed members lose access to benefits after the grace period.

1.3 Termination

- Non-payment: Membership terminated 30 days after expiration.

- Code of Ethics violation: Investigation by Ethics Committee; Board votes on termination.

- Member notified in writing of termination and reason.

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2. Meetings

2.1 Annual General Meeting (AGM)

- Scheduled by the Board at least 60 days in advance.

- Notice sent to all members via email and posted on the website.

- Agenda, previous minutes, and relevant documents shared 14 days before the meeting.

- Quorum confirmed at the start; minutes recorded by the Secretary.

2.2 Board Meetings

- Held quarterly, scheduled at least 14 days in advance.

- Emergency meetings can be called with 48 hours' notice.

- Minutes distributed to Board within 7 days after meeting.

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3. Board and Officer Duties

3.1 Board of Directors

- Attend all scheduled meetings.

- Review and approve budgets, reports, and major initiatives.

- Disclose conflicts of interest.

3.2 Officers

- President: Sets agenda, chairs meetings, official spokesperson.

- Vice President: Supports President, acts in absence.

- Secretary: Maintains records, takes minutes, manages official correspondence.

- Treasurer: Manages finances, prepares reports, oversees dues collection.

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4. Financial Management

4.1 Dues Collection

- Treasurer issues invoices and tracks payments.

- All payments deposited in the association's bank account.

4.2 Expense Approval

- Expenses under $500 may be approved by Treasurer.

- Expenses over $500 require Board approval.

- Receipts and documentation required for all expenses.

4.3 Financial Reporting

- Monthly reports prepared by Treasurer and reviewed by Board.

- Annual financial summary presented to members at AGM.

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5. Communications

5.1 Member Communications

- Monthly e-newsletter with updates, events, and industry news.

- Urgent notices sent by email and posted on the website.

5.2 Public Relations

- Official statements issued only by President or designated spokesperson.

- Media inquiries directed to the President.

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6. Committees

6.1 Formation

- Committees (e.g., Membership, Ethics, Events) formed by Board as needed.

- Each committee has a Chair appointed by the President.

6.2 Reporting

- Committees meet as needed and report to the Board at quarterly meetings.

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7. Code of Ethics Enforcement

7.1 Complaints

- Complaints submitted in writing to the Ethics Committee.

- Committee investigates and makes a recommendation to the Board within 30 days.

7.2 Disciplinary Action

- Board votes on action (warning, suspension, termination).

- Member notified in writing of outcome.

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8. Document Management

8.1 Record Keeping

- All minutes, financial records, and official documents stored securely (digital and/or physical).

- Access restricted to authorized personnel.

8.2 Document Retention

- Retain meeting minutes, financial records, and membership records for at least 7 years.

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9. Amendments to SOPs

- SOPs reviewed annually by the Board.

- Amendments require Board approval and notification to members.

Quick Start Checklist

- Review and approve all applications within 10 business days.

- Send renewal notices 30 days before expiration.

- Hold quarterly Board meetings and annual AGM.

- Issue monthly newsletters.

- Maintain up-to-date financial and membership records.