

ChemiPID



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Fall 2017

Director’s Message

By Rhonda Pelton



Hello ChemPID Members,

The ChemPID Board began this year with a business plan to engage membership, and provide programmed opportunities for the personal and professional development of our members. It has been a pleasure for this Board to serve and grow with our membership. Here’s a re-cap of the events that have made this year an exceptional year of growth and development.

- We celebrated E-Week with a Section-Division collaboration in our E-Week Challenge, which presented students the opportunity to explore engineering and control through hands-on activities. A special thank you to all our ISA Section partners who worked with youth in your local communities to spread the word. Get ready for 2018! The E-Week 2018 Challenge will be announced in Q4.
- ISA Division members and leaders supported the next generation of automation professionals at the FIRST® Robotics National Championships in Houston and St. Louis. I was particularly honored to represent ISA and the Automation Federation on the Women in STEM Panel in Houston.
- Our webinar series launched with an informative session by Dr. Yahya Nazer of Control Designer entitled Implementation of Procedural Control in the Chemical Industry. In case you missed it, or would like to replay the session, it is available on the ChemPID YouTube Channel.
- Our 2017 Division Membership Campaign was designed to ensure that all ISA Members were aware of the benefits afforded to them through their ISA Membership. An insert has been included in this volume of our newsletter to summarize some of those benefits.

An important benefit of ISA Membership, is the ability to choose not one, but TWO technical divisions. If you have not already done so, be sure to choose a second Division, in addition to ChemPID.

- ChemPID awarded five (5) Scholarships to students pursuing careers in our industry. Congratulations to these students. We look forward to networking with them, as they prepare to join us in this exciting, rewarding profession.

There is still more to come for our Division in 2017, including our Fall Leaders Meeting in Tampa, Florida and the PCS Symposium in Houston.

Your Society and its Leadership are passionate about our industry, our profession, and YOU—our members. We invite you to join us by becoming an active member of the community:

- Submit an article or paper to be published in the newsletter to: ISA.ChemPID@gmail.com
- Join the discussion on the LinkedIn ISA Chemical and Petroleum Industries Division group
- Present your work at an ISA symposium
- Recommend a student for a ChemPID ISA Technical Division Scholarship
- Serve on a ChemPID Committee (E-Week, Scholarships, YAPFest, Membership)

I look forward to meeting you soon at FLM, during an ISA symposium, in Section and Division meetings, or even virtually!!

Regards,
Rhonda Pelton, Director
 ISA Chemical and Petroleum Division

ISA CHEMPID Board Members



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*Process Automation Manager
The Dow Chemical Company*



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2018 ISA Division Symposia

ISA's unbiased technical conference programming provides access to worldwide experts and content on the latest technologies, trends, real-world challenges, and industry updates needed to remain competitive in today's marketplace.



Mark your calendars and make plans to attend an ISA technical conference program in 2018!

TENTATIVE **Leak Detection and Repair —Fugitive Emissions Symposium (LDAR)**
Training: 5 & 8 March • Conference: 6–7 March
Galveston, TX, USA

CONFIRMED **Analysis Division Symposium (AD)**
Training: 23 & 27 April • Conference: 24–26 April
Galveston, TX, USA

TENTATIVE **Food and Pharmaceutical Industries Symposium (FPID)**
Training: 21 May • Conference: 22–23 May
Toronto, Ontario, CA

TENTATIVE **International Instrumentation Symposium (IIS)**
Training: 14 May • Conference: 15–16 May
Montreal, Québec, CA

TENTATIVE **Power Industry Symposium (POWID)**
Training: 25 June • Conference: 26–28 June
Knoxville, TN, USA

CONFIRMED **Water/Wastewater and Automatic Controls Symposium (WWAC)**
Training: 6–7 August • Conference: 8–9 August
Bethesda, MD, USA

TENTATIVE **Process Control & Safety Symposium and Exhibition (PCS)**
Training: 5 November • Conference: 6–8 November
Houston, TX, USA

Great
locations!
Awesome
content!

Find developing program details at:
www.isa.org/events



Know Your Role: *How to Succeed in Your Position in the Process Automation Organization*

Introduction

Organizational hierarchy creates conflict in any workplace, but working in plants and factories with a high degree of automation presents unique challenges. Automation work is highly technical and complex, and several years of work experience are required to become a proficient automation professional. At the same time, automation technology is continuously evolving, creating challenges for both entry-level workers and their supervisors. Further complications arise because much automation work must be executed at customer sites, which lessens the opportunity for professional development through day-to-day interaction between managers and their team members.

Because of these potential complications, managers and subordinates must strive to understand the inherent challenges of their positions and to develop the skills required to deal with them. Here are a few suggestions.

Management Takes the Lead

A “good” process automation or technical manager understands the work he asks his subordinates to execute and possesses the skills to do the subordinates’ jobs. This knowledge and capability allow the manager to monitor performance and progress and to avoid problems associated with the technical content of a project.

A good manager is usually an exceptional problem-solver, meaning that he rigorously applies the scientific method and can visualize the execution of the work as the project progresses. By knowing the specific requirements of the project as well as the strengths and weaknesses of his subordinates, the manager can assign optimal resource mixes to projects.

A good technical manager must also understand the strengths and weaknesses of his own personality. While a technical background is necessary and allows a manager to relate well to other engineers and technicians, the typical engineer is not particularly skilled at interpersonal interactions. Engineering managers are job-focused, not people-focused, meaning they tend to pay less attention to the non-job needs of their subordinates. They may ignore personality conflicts, friction between subordinates and clients, and problems associated with family situations. As a result, project performance may suffer even though the subordinates have all the skills and capabilities needed to successfully complete the work.

In order to overcome this weakness, a good manager must be proactive in maintaining his relationship with his workers. For example, he can schedule team meetings, contact individual subordinates in remote locations to keep the communication lines open, inform his team of pertinent company information, ask for feedback and demonstrate genuine interest in his subordinates’ work and career paths.

A good manager should also take steps to further develop his own management skills. For example, he might choose to become a project management professional (PMP) — both to prove his dedication to his employer and to foster his own career. Many other types of management seminars and workshops are available through career development organizations or colleges, allowing managers to enhance their leadership skills and to select specific areas for personal improvement.

Finally, a good manager should always reflect on his past experiences with his own supervisors. He should identify the good traits of previous supervisors and try to emulate them. At the same time, he should recognize bad managerial traits and determine how best to avoid them in himself.

Subordinates Lead Their Own Careers

Two of the most important traits of a “good” subordinate are adaptability and attention to detail. Adaptability is extremely important today because of the short time horizon of typical automation projects and the rapidly changing technology. An automation professional who trains himself to be adaptable and who can easily switch between different kinds of projects and assignments becomes recognized as a key employee within any organization. This status leads to promotions, raises and career advancement.

Attention to detail is THE essential ingredient of error-free project execution — especially on projects in operating process plants, where a minor mistake can mean the difference between a high-quality deliverable and a failed project that may jeopardize people’s safety, the client relationship and, ultimately, the bottom line. Attention to detail is not an inherent characteristic of many individuals, but it can be learned through rigorous application of standard quality control procedures that are part of an organization’s project execution methodology. Automation professionals who fail to develop this skill are relegated to less challenging work and fail to advance in the organization and in their careers.

A good subordinate must also maintain his skills and be motivated to further his education on his own without prompting from his supervisor. He should strive to work effectively with others and must also be able to work well independently.

Another extremely important trait of a good technical professional, especially one just beginning his career, is the ability to recognize when he doesn't know how to do something, and then asking for help. Individuals often think this is a sign of weakness, but it is a mark of maturity and is a key part of a career-long learning process. What's more, a good employee should learn from every mistake. No one expects a subordinate — or manager — to demonstrate perfection, but a good employee admits mistakes and learns from them.

And just as good managers must understand the strengths and weaknesses of their own personalities, so must subordinates. Many subordinates tend to be myopic, meaning that their short-term outlook causes needless frustration when working on a boring, unchallenging job. They may also tend to have tunnel vision, in that they generally focus only on the work at hand, losing sight of the bigger picture and often not noticing other problems or opportunities outside the scope of their specific work assignment. Subordinates should be aware of these negative personality traits and should strive to overcome them. Generally, myopia and tunnel vision fade with experience and maturity.

Meeting in the Middle

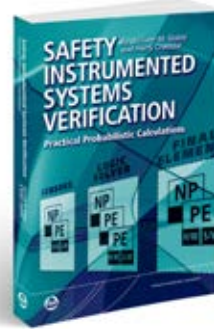
One of a manager's most important contributions to an organization is to successfully mentor an entry-level employee through the first few months of employment. During this period, the new employee needs to develop an effective approach to problem solving and automation job execution that he will then use throughout his career. In the absence of such mentoring, an employee can often flounder and become disenchanted with the work, leading to high organizational turnover.

Regardless of age or experience level, a healthy professional relationship depends on both parties. The keys to good workplace relationships include strong communication and mutual respect. Without these traits, none of the other attributes will matter.

Conclusion

Conflicts will almost certainly arise from time to time between managers and their subordinates. Recognition of the potential for conflicts, their root causes, how to avoid them and how to deal with them are all keys to successful project management and execution in the automation world.

Recommended Reading Material



Safety Instrumented Systems Verification: Practical Probabilistic Calculations
By William M. Goble and Harry Cheddie, PE, CFSE

This book clearly explains how to do probabilistic calculations to accomplish SIL verification for safety systems. Starting with a description of the safety life cycle, the authors show where and how SIL verification fits into the key activities from conceptual design through commissioning. [Learn more.](#)



Basic and Advanced Regulatory Control: System Design and Applications, Third Edition
By Harold L. Wade

This intermediate-level book explains the application of basic and advanced regulatory control strategies for the wet process industries. Rather than mathematical systems theory, the book builds upon the engineer or technician's own experience and knowledge of processes to demonstrate the application of successful control strategies. [Learn more.](#)

2017 Control Engineering Salary and Career Survey

Control Engineering salary and career survey research shows an average salary of \$96,045 in 2017, up slightly from the 2016 results; job satisfaction continues among respondents.



Life-long learning remains critically important. To get youth interested in engineering, more investments in science, technology, engineering, and math (STEM) education and high-profile projects need to be made, respondents said.

Read the full story [here.](#)

2017 ChemPID Scholarship Winners!

In 2017, the Chemical and Petroleum Industries Division (ChemPID) was pleased to award five scholarships to encourage students to pursue higher education and careers in the chemical and petroleum industries. Our winners are shown below.



Mary'beth Ramey
Chemical Engineering at Virginia Tech



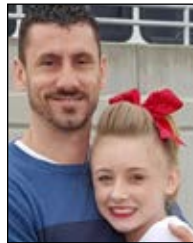
Karter Krokstrom
Chemical Engineering at Kansas State University



Devon Ronsse
Chemical Engineering at Kansas State University



Eric Gray
Chemical Engineering at Kansas State University



Grant Foster
Associate Science Engineering at Houston Community College

ChemPID will be releasing the 2018 scholarship application on our [website](#) soon! All ChemPID members are encouraged to communicate this opportunity to college students in your area! Keep checking back on the website for more details!

Winner of E-Week 2K17 Challenge

ChemPID held an Engineering Week (E-Week 2K17) activity to encourage elementary age students to create either a "Fluid Flow Control" device or an "It's Not Loop Powered" balloon car.

ChemPID selected a winner based on their creativity and execution of the design. **Urva Solanki** from Kansas was the ChemPID E-Week 2K17 Winner.

ChemPID will be hosting our E-Week 2K18 in February 2018. [Check out](#) our website for details on how you can get the young children in your life involved!





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Welcome New ChemPID Members

Mark Weatherford	Oluwafemi Dagunduro	Sandeep Kumar Pendota	Joseph Thompson
Henry Dammeyer	Jeffrey Richards	Carl Edwards	Troy Wygrys
Steven Hills	Humaid Al Shueili	Patricia O'Brien	Patricia Horvath
David Webber	Casey Vidrine	Corey Harris	Francesco Tozzi
Charles Elkins	Ibrahim Al Meftah	Gabriel Grandi	John Savage
Ajay Prabhakar	Shervin Kermanshachi	Brandon Taylor	Shahizrul Bin Shahril
Ray Garcia	Benjamin Oser	Mohammed Rafi	Daniel Cho
Peter Skipp	Nasir Badal	Haja Nafraz	Alexander Calixto
Carol Schafer	EDUARDO SCHRAMM	Syed Abdul Thanzeel	Michael Reid
Stephen Zitin	Pushpendu Majumdar	Mohammed Adil	Khairul Nizam Khalid
Alliee Taylor	Travis Miller	Mohammed Shafeeq	Jouke Roessink
Norman Kilb	Julian Gomez	Mohamed Anees	Juan Munoz
Travis Poe	Joanne Randall	Meeran Fayaz	Cody Bennett
Herve Pays	Aldo Bonaddio	Yasmin Sibaqthullah Kahan	Daniel Wernau
Rodney Robins	Shane Eilenstine	Pritesh Sheth	Jonathon Dues
Richard Cecilione	Larry McDermott	Ron Case	Antonio Jorge Rabelo
Mark Davis	Pablo Antonio	Colin Simonson	Mahmoud Ahmed
Victor Loureiro Dias	Charles Porter	Seth Harris	Jesse J Cervantes
Brandon Lamp	Robert Spiewak	Clinton Weidner	Katrina Berges
George Gonzalez	Silvina Imbrogno	Robert McMican	Rebecca Corona
Turner Cress	Chris Heinrichs	Brian Brewer	Mohamed El-Sawah
Claudio Garcia	Brian Nixon	Luis Gomez Palacin	Chee-Wooi Ten
Austin Asuquo	Kathy Swartout	JOSUE USCATA	Scott Torres
William Knecht	Sergio Serpas	S Kamban	Carson Powers
Daniel McLin	Rafael Adrian Rodriguez	Michael Roecker	DEEPANKAR DAS
Shankar Ananthakrishna	Kristin Evans	Felix Corzo	Miguel Garcia
Benjamin Davis	Donald Brandon	Rick Jarvis	Bobomurod Kurbanov
Mirsad M	Junaid Arshad	Jaime Enrique Padilla De Dios	Edward Betancourt
Marcos Escobar	Dubian Yamid Jauregui Pacheco	Ryan Warrington	Dylan Weinand
John Watson	Ola Lawal	Victor Bach	Chris Taylor
Ali Al Junaibi	Maha Hosny	Martin Guth	Andrew Kantrowitz
Samir Abdel Rahman	Michael Butler	Andrew Edwards	Kyle Kohlberg
Gregory Rose	Ray Ralph	Emmanuel Idachaba	Julie Coulter
Gusyavo Guitera	Ian Brown	Justin Palermo	Diana Nolen
Arturo Trevino	Glen Rozak	Rodrigo Martins	Marissa Morales-Rodriguez
Henry Iwu	Willis Thimmesch	Priscila Guedes da Silva	Jacob Lawrence
John Nash	JAVIER MORALES RUESTA	BILL BASSETT	Melissa Semple
Gonzalo Josa Scorza	Afzal Middy	Gunasekaran Mookkan	Alexander Greco
Manzoor Shaikh	Scott Hollis	Robert Walls	Leisin Spence
Jodie LeJeune	Stephen Thompson	Tyler Yoerger	Sean Stubbe
Bob Thai	Pankaj Kumar	Scott Bednarek	Roland Stock
Tatoba Kamble	Mariano Paoli	Jeffrey Williams	Dave Hardin
Azeem Pasha	Santiago Alberto Thomassey Rambeaud	Anderson Tonel	Benjamin Walker
Blake McCaffery	Mike Meehan	Tim Thannum	Howen Lim
Anthony May	Wenyu Liu	Erin Parberry	Prasad Ramdasi
Clifton Summers	Sue Espinosa	Ramon Vilanoba Arbos	Timothy Prouty
Ahmed Said	Christian Gouin-Davis	Cristian Villanueva	Fred Czubba
Christoher Powell	Naveen Kumar	Victor Rivera Vazquez	Christopher Hickman
Jessamel Alnas	Vikramaditya Singh	Kimberly Williams	William Jones
Rohini Jagtap		Ramiro Sandoval Jr.	Tito Pérez
Thomas McGreevy		Jose Solis	Aaron Cole

Daniel Tiegs	Roberto Silva	Horacio Arturo Mosquera Panduro	Gregory Clement
Alejandro Trejo	Florin Alexandru Ragea	Elizabeth Gutierrez	Jorge Armando Magaña García
Tony Sullivan	Daniel Jacob Cangalaya Guevara	Sam Polise	GUDAPATI FRANCIS RAJU
Almudena Diez	Marco Alonzo Rodríguez Mallqui	Kelvin Grubbs	Derek Liggett
CARLO TESTA	Luis Alvaro Rojas Machado	Joel Kelly	Frederick Foote
Tom Knight	Sandro Carvalho	Isaac Karmon	Kevin Jarol Sulca Vargas
Kail Pawson	Ernesto Efraín Guevara Ventura	Will Keitt	Paul S Tierney
Anthony Billy	Manuel Ricardo Garcia Del Aguila	Kenneth Witt	Sachin Koulgi
Tanner Awbrey	Helen Mireya Izquierdo Mendoza	Jeremiah Schmedt	Juan Salazar
Eric Ringgold	David Mares	Luis De Hoyos Pagan	Brian States
Brian Dooley	Joe Quintanilla	Jason Agnew	Carmen Cabrera Martinez
Dakota Jones	Paul Burns	Marc Groulx	Frank Maddie
Gerardo Palermo	PATRICIA CELINDA Cárdenas MIGUEL	Alexis Ham	Greg Bettger
Kevin Wilkens	Ronnie Reyes	Michael Chavana	Jayarajan Jayaraman
Muhammad Yasir	Curtis Stange	Juan Meneses Burbano	Satish Salankimatt
Aaron Buck	Natividad Maseda	Esteban Perez Ariza	Mat Sohani
Chase Fondren	Frank Rivera	Yoniver Hoyos Muñoz	Daniel Macedo De Azevedo
Miguel Rivera	London Hayes	Stiven Rios Caicedo	Bruno Gentile
Blake Carpenter	Barry Cavinaw	Angy Muñoz Bolaños	Christopher Van Egmond
Lucas Wurtz	Michael Rierson	Fabian Molano Pino	Luis Barajas
Michael Makedonski	Thomas Hoffman	Diana Mopan	Norman Harrell
Thomas Plank	Court Sullivan	Erych Muñoz Cultid	Donald Wright
William Kauachi	Juan Hernandez	Anibal Velasco Cruz	Cristian Oses
Rebecca Andrews	Andrey Guajardo	Esteban Ortega	Krunal Desai
Hallie Dugas	Morris Ham	Jeremy Schlosser	Arghyadeep Pradhan
Amber Freeney	Deepak Gokhale	Daniel Smith	Vijayan Raju
Daniel Fournier	Kelly Eddleman	Christopher Gunter	Mohammed Fawzi Kharoosa
Matt Eskandar	Shawn Rainosek	Ken Andrews	Aaron Colby
Kevin Smith	Horace Pouncey	Joe Acosta	Jose Mixon
Russell Adams	Albert Minjares	Daniel Morales	Jared Hudson
Cliff Adams	Robert Cardenas	Elias Keedy	Jesse McNeely
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Marlon Houston	Nichole Banda	Todd Wainwright	Elaine Cristina Macedo
Samuel Bannister	Jerico Ponce Salanga	Glen Lee	Ashish Arora
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Chris Kanto	Lesly Rubi Mamani Fuentes Rivera	Stephanie Catchings	Mike Arceneaux
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	Jack Chow	Jose Manuel Pozo	Derek Pokrzywinski
	Chase Silchenstedt	Leena Rajurkar	Kayode Ogunwale
	Greg Moore	Simon Sheehan	Ivan Shaw
	David Vanderveen	Miguel Ramirez	Kenneth Reed
	Landon Sekulich	Shannon Vasseur	
	Suresh Ramasamy		

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Raymundo Balleza
Regino Teller, Jr
Larry Alston
Daniel Granados
Osei Kuffour
James Lihg
John Thompson
Elizabeth Rivas
John Ogeto
Bobby Williams
Derick Lindsey
Kaleb McWhorter
Logan Gusman
Alfred Lopez
Anthony Lopez
Tiffany Gay
William Thompson
Jimmy Adams
Steven Robertson
Radu Pitica
Kevin Nooney
Gabor Horvath
Chase Rainosek
Kyle Otto
Justin Shaw
Devon Noonan
James Huckabee
Brice Daniel
Robert Bronstein
Matthew Frentzen
Dustin Phillips
Eric Fiedeldej
Wesley Sims
Douglas Lindsay
Armando Moncivais
Lauren Weidner
Kingba Lawson-Jack
Aaron Osland
Andre Perales
Michael Jones

Tajinderpal Singh Bajwa
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Ramprasad Gunasekaran
Nelson Chambers
Kevin Connolly
Dan Bui Dinh
María Paloma Marcos
David Jaenike
Nam Tran
Mauricio Costa
Gary Barone
Daniel Yankey

Don Matherne
Lam Nguyen
Greg Tankersley
Luke Brubaker
Roberto Tépoz
Jose Griman Mota
DHIVYA ARUNACHALAM
NIJANTHAN RAMESH
Gene Barrett
NANCY SEVANNA
DHARMAR
NITHA ARJUNAN
VIJAY JAISANKAR
PRASATH KUMAR RAVI
NATRAJAN ARUMUGAM
Jaime Jimenez
Dennis Hersbach
Michele Chiappetta
Mohammed Abdullah
Sawyer Bymoan
Basharat Karim
Steven Braun
Maria Segovia Garcia
Emilio Mugica Trapaga
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Joshua Wildman
Christian Odileke
Mandar Tamhane
Andrew Yen
Richard Entralgo
Matthew Jackson
Myriam Vila Gateault
Tarun Gupta
Luisa Yazmin Moreno
Escamilla
Chad Pond
Darren Hodgson
Yamini Joshi
Matthew Young
Shahnaz Shahbaz
Marilyn Horst
Ahmad Alkhatib
John Feldhauser

C Wade
Justin Gregg
Analisa Clemente-Distajo
Mohamed Youssef
David Pallent-Home
Eric Lochbrunner
Gregg Adcock
Joseph Terrell
Ivan Carlos Franco
Claudio Nul
Abhijit Mhetre
Donald Elliott
Carlos Castelblanco
Zhiliang Zhang
Divya Venkataraman
Blaine Self
Mothilal Velkuri
Richard Birch
Fritz Boedeker
Lucas Farley
Nickolas Norris
Bobby Flanary
Chandler Browning
Dennis Tredente
Donald Jenkins
Jimmy Francis
John Decanto
Myron Smith
MAHALAKSHMI T
UDHAYA KUMAR V
Dennis Distler
Rildon Maffi
Yun Hong Tan
Samantha Bonilla
Jason Barnett
Peter Sheppard
Greg Barron
Jarod Ray
Mario Lepe Casillas
Rajeev Joshi

ISA Membership Benefits

This chart gives a side-by-side comparison of ISA's membership categories and benefits. For more information on ISA's membership programs, or to join ISA, visit www.isa.org/join.

	2017 ISA Membership Category				
	Regular, Senior, and Fellow Member	Automation Affiliate Member	Student Member	Virtual Student Member	Automation Community Member
Dues (US Dollars)	1-year: \$120 2-year: \$225 3-year: \$315	\$60	\$10	\$5	\$0
SECTIONS & DIVISIONS					
Local Section Membership	✓		✓		
Technical Division Membership: ISA members get two free division memberships, additional division memberships cost \$10 each.	✓ (includes two division memberships)	\$10	✓	✓	\$10
Email Community ListSers	✓	✓	✓	✓	✓
STANDARDS AND TECHNICAL PUBLICATIONS					
ISA Automation Standards*	Free online viewing + 20% discount, \$120 credit	Free online viewing + 10% Discount, \$60 credit	Free online viewing only	Free online viewing only	
Free access and downloads of ISA Technical Library	✓		✓	✓	
Free online viewing of <i>ISA Transactions</i>	✓		✓	✓	
Free <i>InTech</i> magazine + Automation Weekly e-Newsletter	✓	Digital <i>InTech</i> only	Digital <i>InTech</i> only	Digital <i>InTech</i> only	Digital <i>InTech</i> only
Discount on ISA-Published Hard Copy Books	20%	10%	20%	20%	
CONFERENCES AND DIVISION SYMPOSIA					
Registration Fee Discounts on Conferences, Exhibitions, and Symposia (discounts vary)	20%		20%	20%	
TRAINING					
Training Course Registration Discount—Instructor Led, Classroom, or Web	20%	10%	20%	20%	
Free Pre-recorded Web Seminars	✓	✓	✓	✓	
CAREER OPPORTUNITIES					
ISA Jobs	✓	✓	✓	✓	✓
Leadership Opportunities (Section Officer, Division Officer, etc.)	✓		✓	✓	
CCST® and CAP® Certification Program Application and Renewal Fee Discounts	20%				
CAP® and CST Associate Recognition Programs Application and Renewal Fee Discounts	20%		20%	20%	
Certificate Programs Training Course Fee Discounts	20%				
Mentoring Program	✓	✓	✓	✓	✓
ISA Member Directory Access	✓	✓	✓	✓	
Use of ISA Member Logo	✓		✓	✓	
THIRD PARTY DISCOUNTS					
Avis Worldwide/Budget	✓		✓	✓	
CogniCall Global Calling Card	✓		✓	✓	
CollegeBoundfund—529 Savings Plan (US Only)	✓		✓	✓	
GEICO Insurance Discounts (US Only)	✓		✓	✓	
Group Insurance Programs (US Only)	✓		✓	✓	
Insurance Program for Independent Contractors and Business Owners (US Only)	✓		✓	✓	
International Travel Insurance	✓		✓	✓	
Office Depot and OfficeMax Discount Program	✓		✓	✓	
Wyndham Hotel Discounts	✓		✓	✓	
HotelStorm	✓		✓	✓	

*The Standards Redemption Coupon is available for full dues-paying members only. The coupon is equal to the dollar amount you paid for your membership (e.g., \$120 for one-year Members, \$225 for a 2-year membership term, etc.). The option and ability to use the coupon is available in your online shopping cart and when you place an order with ISA Customer Service by phone. The coupon can be applied to downloadable and print versions of individual ISA standards documents only, and not the listed IEC documents. In addition, the coupon cannot be applied to any other standards-related products, such as software licenses and CDs. Unused money remains in your account for the balance of your paid membership term. The coupon is non-transferable. Note: Your redemption coupon must be used before your ISA membership expires because when your ISA membership expires, so does your coupon.