



Travel Manager Handbook

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Thank you for volunteering to be a Travel Team Manager! Managers play vital role on the team: helping to coordinate, organize, and communicate team events and schedules. Throughout the season, there will be a lot of communication that will come from Board Members and the website (www.stmayha.org). It will be important for Managers to check and read the website often for information and reminders for their team. In addition, the Travel Manager Handbook offers a guide to many of the important roles and resources that will assist you in performing your duties throughout the season. This handbook will be a starting point for you to begin your role and answer some of the most frequently asked questions. If you have questions outside the scope of this handbook, please feel free to contact the Travel Team Manager Coordinator or the Boys or Girls Travel Coordinator.

MANAGER REQUIREMENTS

All managers must complete the following, if not already completed at registration:

- Sign up at USA hockey as a Manager using this link: <https://www.usahockey.com/>.
- Complete the SafeSport training (required every year). Every two years will require the full test retake. In between those years will be a short 30 minute refresher. You will need your USA hockey number to complete this training. This training can be found by following this link: <https://www.usahockey.com/safesporttraining>.
- Complete your background check. This must be done every 2 years. <https://www.usahockey.com/backgroundscreen>.
- Attend the required Travel Team Manager meeting to hear all the new changes and updates to assist you in a smooth season. This meeting is mandatory for all Managers.
- You can check your status (of both SafeSport and your background check) via the website at: [St. Michael - Albertville Youth Hockey | 2023-24 SEASON BACKGROUND SCREENING AND SAFESPORT CONFIRMATION \(stmayha.org\)](http://www.stmayha.org)

BEGINNING OF SEASON TEAM TASKS

Team introductions, season prep and communication will be your first tasks. This consists of gathering team contacts, holding Manager/Coach and Coach/Parent meetings, and planning meet and greet parties.

TEAM CONTACTS/CROSSBAR

- Check with each family to ensure updated and accurate contact information was received at registration.
- Family contacts will be available to members of the team when logged into the Crossbar app or website. These contacts cannot be seen by non-team members. Group emails will be able to be created on Crossbar, using these contacts. Team rosters will be completed by the Website Coordinator in Crossbar.
 - Make sure the email on the player's team who you are managing matches the email you want to use (in Crossbar).

- You should update Crossbar with player's jersey numbers, once received.
- Schedules will be posted in Crossbar.
- Please reach out to website@stmayha.org with any questions/concerns regarding Crossbar.
- Managers no longer receive emergency contact information from the USA hockey paperwork at registration. It will be important to gather emergency numbers from parents and give coaches a paper and electronic copy they can reference at practices.

MANAGER/COACH MEETING

The Coach and Manager should meet to discuss expectations for the team. This will eliminate communication break-down and help facilitate coordination of team events.

- Roles and duties
- Team gatherings/parties
- How to handle absences (Ask Coach if they want to be contacted directly or posted on a group chat)
- Scrimmage Coordination: If the Head Coach and Manager would like to ask for or assign a Scrimmage Coordinator, that person will be awarded ten (10) volunteer hours for the season. This is only for BA/15U/PW/12U Levels. The person will need to communicate directly and in a timely manner with the Head Coach, Manager, Ice Scheduler and the opposing team.
- Team communication
- Schedule management
- Behavior expectations - how to handle

PARENT/COACH MEETING

It is important to do team introductions and for the Coach and Manager to set and discuss team expectations right away. Considerations to discuss with the Coach prior to first meeting with parents and players:

- Schedule shortly after teams are formed
- Coach and Manager roles
- Player/Parent expectations
- Code of Conduct (see Code of Conduct)
- Game shift needs and team contributions
- SafeSport and Background screening
- Locker Room Monitor (LRM) rules and expectations
- Volunteer opportunities and policies
- Team webpage orientation and reminders to check often
- Jersey care
- How communication will be handled

CODE OF CONDUCT

STMAYHA is an organization which promotes the sport of hockey. One of our goals is to provide a safe and fun environment; where we expect the same from ALL of our participants, including, but not limited to, parents, players, coaches and volunteers. As a Manager, it is your responsibility to enforce the Code of Conduct and report all incidents to the HOC Level Coordinator and HOC Director. Code of Conduct for both Player and Parent can be found on the website, under the Document section: [St. Michael - Albertville Youth Hockey | DOCUMENTS \(stmayha.org\)](https://stmayha.org/documents)

SAFESPORT AND BACKGROUND SCREENING

SafeSport is a USA Hockey initiative that helps create a safe hockey environment for all players, coaches, referees, parents, and spectators. All parents need to verify their SafeSport with the manager prior to LRM, penalty box, game clock, and scorebook duties.

- Parents can verify their SafeSport and Background Screening information on the website: [St. Michael - Albertville Youth Hockey | 2023-24 SEASON BACKGROUND SCREENING AND SAFESPORT CONFIRMATION \(stmayha.org\)](https://stmayha.org/documents)
- Managers will receive reporting to make sure SafeSport and Background Screening is completed. This will be provided to Managers by the Registration Coordinator. **THESE TASKS MUST BE COMPLETED BY ANY PARENT PRIOR TO WORKING WITH PLAYERS IN ANY FORM – ON THE ICE, LOCKER ROOMS, SCORE BOARD, PENALTY BOX, ANY VOLUNTEER SHIFTS, ETC.**
- Locker Room Monitor (LRM) guidelines: Full LRM policy can be found here: [St. Michael - Albertville Youth Hockey | 2023-24 VOLUNTEER POLICY \(stmayha.org\)](https://stmayha.org/documents)
 - Required to be present any time there is a player in the locker room; cannot be 1:1 with a player.
 - Must be in the locker room, not the hallway.
 - Need to be there prior to players entering and until the last player leaves the locker room.
 - Scheduled for all team practices, scrimmages, games, tournament games.
 - Required to be the same gender as players that are dressing; if not dressing any LRM can be present.
 - Must be present during 1:1 Player/Coach conversations.
 - Report all incidents through the SafeSport link on the website or by contacting the SafeSport Coordinator directly at safesport@stmayha.org.
 - Cell Phones should be kept in bags at all times, they are not allowed to be out in the locker room.
 - LRM controls the music.

PARENT/GUARDIAN VOLUNTEERS

Parent/Guardian volunteers are essential in helping our association be strong. Volunteer hours change yearly depending on the year's host events and needs.

- 2023-2024 volunteer hours are:
 - Families must complete ten (10) hours/**per player**. There is not a separation in required Gambling and Regular Volunteer shifts this season.
 - Volunteer Policy can be found here: [St. Michael - Albertville Youth Hockey | 2023-24 VOLUNTEER POLICY \(stmayha.org\)](https://stmayha.org/2023-24-VOLUNTEER-POLICY)
 - All volunteer shifts should be signed up for via Crossbar and will be tracked automatically.
 - **Team shift volunteering DOES NOT count towards required volunteer hours!** Every family is expected to participate in team specific volunteering. **NO hours are given for these shifts.** Team specific volunteer requirements:
 - Home Games - LRM, scorebook (GameSheet), time clock, penalty box
 - Away Games - LRM, penalty box
 - Practices - LRM
 - Tournaments - LRM
 - Managers will keep a schedule and post for parent reference of team shifts:
 - Alphabetical rotation, order of jersey numbers or just assigning tasks are the best approaches to take.
 - Shifts are a team responsibility and required by the district. Officials will not begin games until all shifts are filled.
 - Game shifts can be filled by those 18 years and older. Only those responsible for the above duties can be in the scoreboard during the game.
 - All off-ice officials need to remain neutral during the game.
 - If a parent misses a shift they will be charged:
 - 1st offense: \$50 fee
 - 2nd offense: \$100 fee
 - 3rd offense: Credit card charged full volunteer requirement of \$625.
 - Managers should assist parents in how to perform game shift duties. If unsure, match them up to shadow another parent to help with training.

MEET AND GREET PARTY

The Manager plays a significant role in developing a positive team environment. A team party at the beginning of the season is a great way to make introductions and get to know your players and parents.

APPAREL

STMAYHA is providing all players with a warm-up hoodie. STMAYHA/NWC apparel is required to be worn for games. Non-association apparel is prohibited (ie: AAA or other team apparel). If teams choose to create team specific apparel, please use the accurate colors and logos (**no team levels allowed on the apparel, ie: AA, A, B1, etc. This is non-negotiable**). *Verify correct logo use with the VP of Communications at communications@stmayha.org.*

- All apparel is optional and should **not** be required for a player/family.

- Vendor options: Warming House Blanket, Co., Rally Gear, UNRL, SotaStick, Geared Up Apparel (Elk River), etc. **STMAYHA is not responsible for team apparel issues.*

JERSEYS

All teams will be given a set of player jerseys (home and away) plus one (1) extra set to be used as “blood jerseys” during the season will be given to the manager. Players will also receive a set of light and dark game socks and knit practice socks for the season.

- Do **NOT** sew on “C” and “A” (captains patches). Please remind coaches!
- Please do not screen print jerseys for your team.

FUNDRAISING

- No team/individual fundraising is allowed due to sponsorship sales for the arena and various other entities, unless approved by the executive board (no guarantee on approval).
- Teams must send a formal request to the Executive Board prior to a fundraising event for approval, information must include:
 - Team Name (who will be in attendance)
 - Reason/purpose for fundraising
 - Event Information

OFFICIAL ROSTERS

All teams will be given an official USA Hockey roster from District 5 Hockey once team information is verified.

- Rosters will be completed by the start of game play and emailed to you.
- Managers will need to have rosters at every game, scrimmage, and tournament for officials to see if asked (make multiple copies since you may have to hand these in at different games).
- All tournaments require this roster at check-in for your team to participate.
- Updated rosters may need to be printed if there are coaches red-lined due to incomplete coach credentialing.
- **Goalie replacement:** If a goalie is injured or ill and not able to be at a game, scrimmage, and/or tournament, a substitute goalie can be used. The goalie must be taken from a similar level team or below. (NOT applicable for Squirts/10U – reach out to the appropriate HOC Director, for Boys: hocdirector@stmayha.org or Girls: girlshocdirector@stmayha.org with questions).
- Submit a goalie replacement form (found [here](#)) to the STMAYHA President at president@stmayha.org and the appropriate HOC Director hocdirector@stmayha.org or girlshocdirector@stmayha.org as soon as possible. Don't wait as this needs to be approved at the Association and District level.
 - Requests need to be in writing unless it is a last-minute need.

- If time does not permit, verbal communication must take place with the District President. No voice, text, email messages are permitted.
- Approval at both the Association and District level must be in place prior to the game or scrimmage or the game will need to be forfeited.
- Managers should collect [Coach Ethics](#) and [Concussion](#) Forms and keep with the team roster/records.

TEAM PHOTOS

- Times will be coordinated through the Board and sent to Managers.
- Travel pictures will be in November and December. All schedules and team events on the calendars will be considered when developing the picture schedule.
- Once the schedule is set, please make every effort to be flexible and get your team there for their scheduled time. Changes will only be allowed for game/scrimmage/practice conflicts.
- Managers should communicate specific picture information to the team including: date, time, what to bring, what to wear, how to order, and gathering the team on site to keep the photographer on schedule (best practice to line the team up by jersey number order). ***The Association is asking that all players wear their home (white) jersey, jeans or pants and gloves. No pads.***
- Last year players will receive a poster that will be hung around the arena and will be theirs to keep after the season ends.

LAST YEAR PLAYER RECOGNITION

Every year, last year players are recognized during one of their final home games. Players will receive a photo gift from the association which will be coordinated by the Board.

- Inform the team that last year player recognition will take place near the end of the season.
 - Verify the date/time is blocked (before or after game) with the Ice Scheduler at iceschedule@stmayha.org.
- Let the Travel Team Manager Coordinator know the date so they can coordinate gifts with the Board teams@stmayha.org
- Reach out to Heather Faucher to let her know the date/time to be present to take pictures. She will edit and get copies to players/parents. Reach out to her at faucherheather@gmail.com or via phone 763.913.5135.
- Get an announcer (put together a list of parent and player names for the announcer).
- Get a parent to play music.
- Message parents at the beginning of the season, once district games are set - be sure it is on their calendar and works for all of them.
- Message the opposing team to expect 10-15 min. delay after warm-ups for last year's player recognition.
- Message/coordinate with parents the following information:

- Recognition event date and time and parents should arrive 15 minutes early.
- Meet up by the player box on the outside of the rink. Parents will need to go down the far staircase from the bleachers.
- Moms wear the players jersey; usually away jerseys.
- After warm-ups players and parents will come to the bench. Players remove their helmets.
- When the player's name is called, parents will escort the player to capture their photo.
- After all players are called, players and parents will gather for a group photo.

SCRIMMAGE AND GAME PLAY

Start of district game play begins November and runs through mid-February.

CALENDAR MANAGEMENT

- When ice time is booked, it will populate on the team calendars through Crossbar.
- Sometimes tournaments are entered early by the Ice Scheduler as a TBD event. If they are not entered, you may enter this through the team management portion of the website. Once final games are posted, Managers should add these to your team calendars.
- All Managers/Scrimmage Coordinators should utilize the “Team Ice Request Form for all team-related requests (no ice, scrimmage, team party etc). You will only receive an email if your request is NOT able to be accommodated. There is a three week lead time to ensure adequate time to post, publish and request officials, when needed. Request form can be found here: [STMAYHA Ice Request Form \(google.com\)](#)

SCOREBOOK

- We use a digital scoring system called GameSheet. There will be iPads at every sheet of ice.
- Bill Breeden is in charge of GameSheet for District 5. Contact him at 952.715.9605 with questions.
- Video training on GameSheet is available at [Minnesota Hockey District 5 \(pucksystems2.com\)](#).
- Managers and Coaches will be emailed an access code. This code will allow you to set up a GameSheet account. In this account you can make jersey number changes, roster changes, etc. By creating an account, GameSheets will be emailed to you once the game has been uploaded at game completion.

SCRIMMAGES

- Coordination of scrimmage information with the ice scheduler should be through the Manager and Scrimmage Coordinator (only allowed for Bantams, Peewees, 15U and 12U teams). If your team chooses to have a Scrimmage Coordinator this year, there are ten (10) volunteer hours given to the role.
- Teams are allowed up to five (5) pre-roster scrimmages, the teams must email the Travel Registration Coordinator at travelreg@stmayha.org.
 - Please allow time for response and approval. It is best to do this immediately when setting up the scrimmage.
 - All pre-roster scrimmages **DO** count toward the season game count rules for Squirt/10U.
- Coaches and Managers need to work together with existing booked ice to swap time for home scrimmages. Away scrimmages are encouraged due to shortages in ice and larger team needs.
- If you want to switch booked ice contact the Ice Scheduler to notify of change at iceschedule@stmayha.org.
- When trading ice, be sure to trade for equal times as you will not get additional ice scheduled for times traded or lost.
- Managers are responsible for requesting officials for all home scrimmages.
 - Save this file, then fill out the request form [here](#).
 - Send it to the Ice Scheduler **as an attachment** - do not send it in Google Doc form as they can't open it. **The form must be filled out or an official will not be scheduled.**
 - Official requests should be sent to stmaofficialrequest@stmayha.org. Be sure to put the official request, team and date in the subject line.
 - The Ice Scheduler will include the Manager in the correspondence to District 5.
 - District 5 will reply to both the Ice Scheduler and Manager once officials are scheduled. **THIS WILL BE YOUR CONFIRMATION.**
 - If you have not heard from them as you get closer to a scrimmage please follow up to ensure you have refs.
 - Be sure to double check the confirmation has the correct date/time/location.
 - Form should be filled out at least twelve (12) days in advance of the scrimmage.

GAME / SCRIMMAGE LIMITS

Each boy's age/skill level will have a target game count that will be communicated by the HOC to head coaches prior to the season.

HOME SCRIMMAGES

- Request ice three (3) weeks in advance.
- Manager coordinates payment with the opposing team. The teams should split the combined ice and officials' costs.

- Manager should collect the agreed payment from the opposing team and turn it into the VP of Finance for credit on your team's ice bill. Checks can be placed in an envelope labeled with the team name, description of what the money's for, date and time of the scrimmage.
- All checks collected from visiting teams should be made to STMAYHA.
- Checks should be mailed or dropped off to the VP Finance. Email to arrange at finance@stmayha.org.

AWAY SCRIMMAGES

- Manager coordinates payment with the opposing team.
- If you need to bring payment with you for away ice, a check can be requested from the VP of Finance [here](#).
 - Email is the preferred method of contact at finance@stmayha.org.
 - Checks will only be made payable to associations **not Managers/persons**.
 - Allow time for processing the scrimmage checks. Request seven (7) days beforehand, but if needed sooner we can make that work.
 - Checks will arrive via email in the form of an eCheck. You will need to print it off.

DISTRICT GAMES

District games are scheduled through the Ice Scheduler and added to your team calendar.

- All games will be posted on the STMAYHA and district websites for your team. Please compare the two (2) calendars for accuracy when they are posted to ensure input mistakes can be corrected quickly.
- The number of district games your team plays varies on level and is dependent on; level of play, number of players in the participating associations, and how the district slots your teams based on association numbers.
- D4 groups joining D5 the 2023/24 season will be: Squirt C, PeeWee A and C and Bantam A and B1.
- An important reminder is that fees are based solely on estimated costs from the previous year. Cost should be considered before adding additional tournaments and ice events. It is important to do a team vote for the majority before making additions to team events.

GAME REPORTING ON YOUTH HOCKEY HUB (YHH)

- AA, A and B1 teams should report scores for scrimmages and games, including tournament games to [NOW Rankings MN \(youthhockeyhub.com\)](https://youthhockeyhub.com).
- Do NOT report controlled scrimmages. If an opponent reports a controlled scrimmage score, email YHH to let them know. It may take weeks, but they will fix it.
- If your team is listed at the wrong level, please send an email to scores@youthhockeyhub.com.
- If you would like a game removed, please send an email to scores@youthhockeyhub.com with the following information: Level/Teams/Date/Score of the game you would like deleted.

TOURNAMENTS

- Tournament registration and hotel blocks will be posted on each team page on Crossbar. Communicate hotel information right away, remind parents of the hotel block expiration date.
- It is best to email each Tournament Coordinator immediately to confirm registration and change contact for all future information to your email. Usually you will find this on the host association website. The host association will have our Travel Coordinators email and they will forward correspondence to you, until that contact info is officially changed.
- Contact the hotel to confirm the block and request information, if needed.
- Book the party room at the hotel for a team event during the tournament. Each hotel will have its own rules and fees. The party room is not mandatory. It can be used for potluck, coach/player meeting, pizza party, etc.
- Tournament information comes out 1-4 weeks prior to games. You will need to submit rosters, apparel orders, and any other information requested of you by the Tournament Coordinator. If you have not heard from your tournament within four (4) weeks of the games, contact them. Rosters may be requested in a specific format from the tournament host.
- Managers are responsible for team check-in the first day of play. You will need to show the roster and submit labels for the scorebook at check-in if they are not using GameSheet.
- All trophies should be given to the Equipment Coordinators.

GAME CHANGES/WEATHER CANCELLATIONS

All games and tournaments are scheduled before the season starts.

- District game changes are not allowed by Managers.
- If there is a legitimate need for a game change, each team is only allowed one (1) change for the season. Changes need to be done with a seven (7) day notice and a fee is associated with these changes. Fees can be up to \$500 per game and are listed in the District 5 handbook.
- Weather related cancellations need to be coordinated through the District. The District League Coordinator is responsible for all weather cancellations d5leaguecoordinator@gmail.com or 952.715.9605.
- The traveling team Coach must contact the appropriate HOC Director before making a weather related decision. After discussion, the Coach or Manager will need to contact District 5 in the event of a weather cancellation. The best way to contact them is 952.715.9605.

INJURY REPORTING

(Responsibility lands on the Coach, this is for Manager awareness)

- Coaches are responsible for determining concussion related injuries in players.
- If a player reports a headache from contact or injury while on the ice the Coach will pull the player from the practice/game.
- Coaches will need to fill-out a concussion/injury suspicion form immediately after practice and give it to the parents. The form is on Google Drive.
- We no longer need to fill out the District 5 Injury Form.
- The Manager may help with the facilitation of the form and/or communication with the parent.
- Players will not be allowed back on the ice without a concussion release signed and given to the Coach/Manager with a medical note for clearance.
- When the form is returned by the parents, it should be emailed to both the VP of Operations at operations@stmayha.org and the President at president@stmayha.org.

DRYLAND

Dryland training will be scheduled through the Dryland Scheduler at dryland@stmaha.org

SLUSH FUNDS

- Managers need to collect slush fund money from each player at the beginning of the season; \$75-\$100 is the typical amount.
- Managers will be required to track spending and will need to send out updates on financials to the team; all money should be accounted for at the end of the season or returned to families.
- The slush fund is only used for team activities. These include team meals at away tournaments, party rooms, coaches' gifts, end of season party, etc.

FISCAL RESPONSIBILITY

- Each month Managers will be given their ice charges for the previous month, they should cross-check the list with the team calendar to ensure everything is accurately billed (budget is determined based on the number of players the team has).
- Within 30 days of receipt, if the Manager notices a discrepancy, the Manager should note this on the form and contact a member of the Finance Committee.
- All overage accrued over the season will be the responsibility of the team and they may be billed at the end of the season. In addition, if a team does not spend all of their estimated budget, a refund may be processed.

ACADEMIC EXCELLENCE

The Academic Excellence Program rewards skaters who have achieved a “B” average or higher in the older years and an “S” or “E” marks in the younger years.

- All STMAYHA and NWC (all Monticello players are included) players are eligible to participate.
- Parents will be provided a Google Form to acknowledge their player's academic performance.
- Managers will need to communicate this information and timeline and will assist in the distribution of awards.

USA HOCKEY AWARDS/MN HOCKEY RECOGNITION

- Shutout Award - To have a shutout added, Managers should submit the following information to Steve Carroll, Minnesota Hockey's Goalie Development Coordinator, at scarroll@minnesotahockey.org:
 - Date shutout was earned
 - Goalie's name
 - Team Goalie Plays For
 - Level of Play (example: Squirt C)
 - Opponent
 - Game photo to be posted on the Shutout Wall
- Additional Player Awards - To request these awards for your team, please submit [here](#).
 - Zero Award: For a goalkeeper playing a complete game without allowing a goal.
 - Hat Trick Award: For a player scoring three goals in one game.
 - Playmaker Award: For a player registering three assists in one game.

GAME DAY EXPERIENCE

Every year the High School teams sponsor events with the youth program. Communicate these events when posted to your teams.

HANDBOOKS AND MANUALS

Managers should familiarize themselves and know how to access the Association, District, and USA/MN Hockey manuals for reference throughout the season.

- [STMAYHA/NWC Handbook](#)
- [District 5 Handbook](#)
- [MN Hockey Handbook](#)
- [USA Hockey Handbook](#)

END OF SEASON PARTY

- Consider doing the party in conjunction with district play to avoid running into spring sports when players are not available. Book as soon as possible to ensure all players are available.
- Be creative and remember to consider cost.
- Coaches are recognized by the team, often with a gift card or small gift. The team can decide on a comfortable amount and/or gift for the coaches (this money can come from the money collected for the slush fund early in the season).
- This is a great opportunity to present and recognize players with the USA/MN Hockey awards and academic awards.

ACKNOWLEDGEMENT OF MANAGER RESPONSIBILITIES

I accept the terms of the handbook and have attended one of the required travel manager meetings. I also understand that it is my responsibility to comply with the guidelines outlined in the handbook.

Printed Name of Travel Manager

Signature of Travel Manager