Catch Introduction Tutorial

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Getting Started:

1. Log-In's – A log-in invitation will be sent to the main agency contact, please follow the instructions on the email to log-in.

   Once you're logged in for the first time please:

2. Update Profile - to do so, please click on "Profile."
   a. System already has email address
   b. Add title, phone numbers, update password if needed

   Then:

3. Update Company Profile – please be sure to add your IATA number
   a. If you want other team members to work in Catch with you, you can add them here by clicking on "Add New Agent."
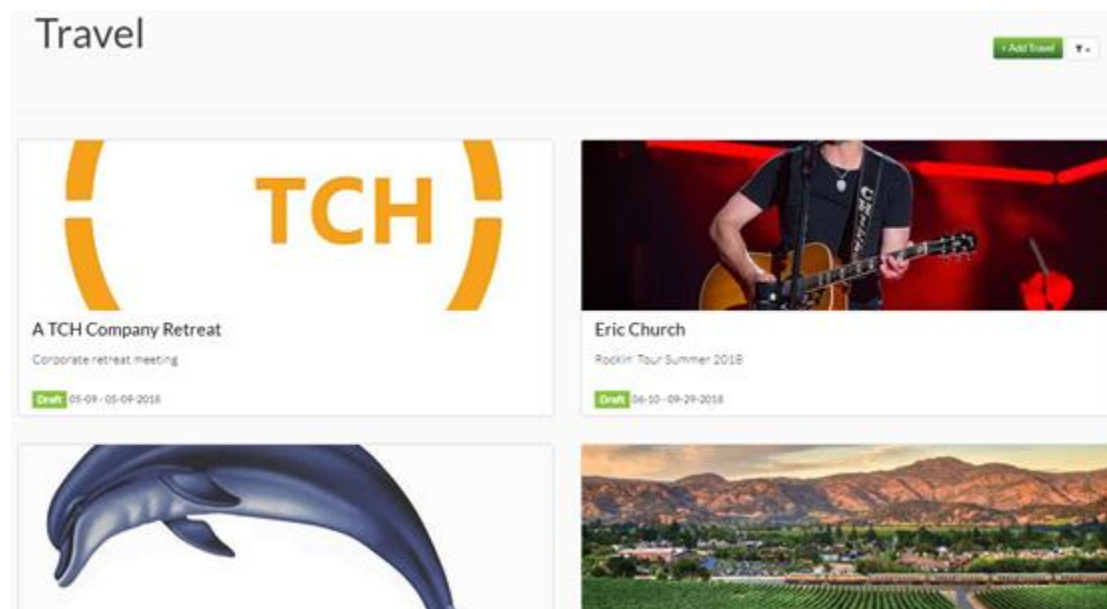
$ Commissions

🧳 Travel

👤 Profile

🏢 Company

➡ Logout

The Travel Tab:

The Group Travel Dashboard (your Catch Home screen) – this is where you see all of your Travel Groups and can access each group's information.
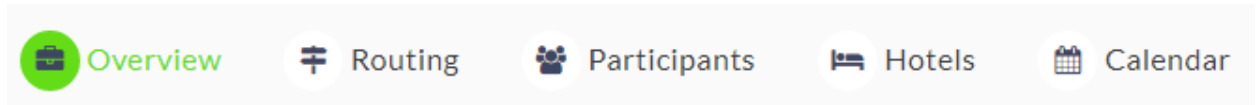

If you haven't added a Travel Group yet, it will be blank, but go ahead and add as many Travel Groups as you need (Please go to Adding a Group below.)

If you already have groups in your dashboard, you can click on the tile where it says "Details" and go to:

Specific Group Travel dashboard

   b. Task Tabs (Overview – Routing – Participants – Hotels – Calendar)

        i. Overview – reviewed below

        ii. Routing – this is where you add a routing, see the current routing, make changes to a routing, see drive time to next city

        iii. Participants – add group participants here, change your group name, send itinerary to tour members.

        iv. Hotels – this is where your hotel bidding, reviewing and booking process happens. (Please note, this tab will only appear after you have at least one stop added in your Routing.)

        v. Calendar – Event dates and hotels booked will show up on the calendar. (Please note, this tab will only appear after you have at least one stop added in your Routing.)

    c. Overview screen – What are the green squares?

        i. Plan – this is a checklist of what is done and what needs to be done to get the group booked. This updated automatically as you complete tasks.

        ii. Routing – This is the information about where the group is going.

        iii. Participant – how many groups and how many members in this group.

        iv. Collaborators – This is who you've shared the group info with (your client) and where you share with additional people.

        v. Map – Once you've uploaded or manually added a routing, it will be mapped here. Click on a venue to see the next stop and distance to next stop.

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Adding a new Group:

1. From the Travel Screen, click the "Add Travel" Button (top right of screen):
2. Fill out the Start New Travel Plan pop-up:
   a. Name – the name of your group, or the tour (note, hotels will see this name)
   b. Description – whatever you want to put in to describe your group
   c. Click Add
3. You're now taken to your new dashboard for your new Travel Group!
4. To get started on this new Travel Group, you need to add a routing and make sure you have a group name. To do these things:
   a. Go to Participants tab - and update your group name. Note, hotels see this group name on your requests.
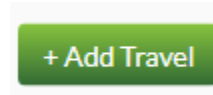
      i. Click on pencil and update group name
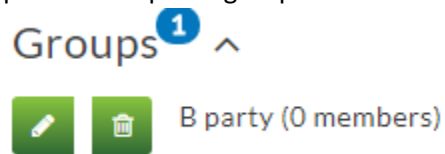
      ii. From this screen you can also add multiple sub Groups under your Travel Group. (A Party, B Party, etc.)
   b. ADD a ROUTING! – There are two ways to add a routing:
      i. On the Overview screen, drag and drop an excel routing into the routing box. Please note, a template is available in the box, routings currently need to be in this format.
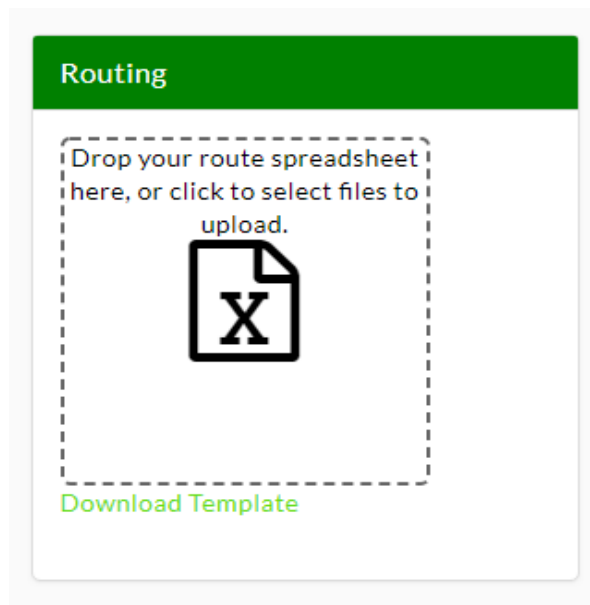
ii. One the Routing screen, click on add, and choose a venue or city from the drop-down menu

Then add event type from the drop-down menu (Note, you really only need to add show days.)

Add Date

Notes- you can put whatever notes you need about this date

Click Create event

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💼 Overview	✈ Routing	👥 Participants	🛏 Hotels	🗓 Calendar

Hotels Tab – Requesting bids, managing bids, confirming hotels

Once you add a group and a routing, the Hotels tab will pop up.

From here, Select Hotels, Request Bids and Manage Bids.

1 Select Hotels   2   Request Bids   3   Manage Bids

SELECT HOTELS-

1. The first time you go to the Hotels tab for your group, you'll get this pop-up:
Here, you will set search preference by:

Hotel Search Preferences   ✕

Find the right hotel

You will be able to add or remove hotels from individual tour stops.

Hotel searches are centered on the venue location for each city. Select your preferred hotel brands to improve your search.

B party

Brands

Select... ▾

Select hotels brands you are interested in getting pricing from.
Quickly add hotels by family of brand Best Western, Choice, Hilton, Hyatt, IHG ,Marriott, Radisson, or Starwood,

Distance   40 km / 25 miles

Search distance from the venue.

Hotel Rating

Star filter is cleared.

[clear]★★★★★

Filter hotels based on their AAA rating.

💾 Save

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     a. Brands – choose specific hotel brands or sub-brands to show up in your search. (Don't worry, you will be able to find hotels that aren't in a listed brand in the next screen under Add Hotel – see below.)

     b. Distance to Venue or city center

     c. By Star rating range

         Please note, if you choose multiple search criteria, they will be combined in your search. Also, this sets your search criteria for all stops for your group. You can change the search criteria at any time by click on Search Preferences.

2. Save your preferences and move back to Select hotels.

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3. You'll see your routing along the top, as well as in a dropdown. Click on a city to get started!

Estero, FL	Sunrise, FL	Orlando, FL	Jacksonville, FL	Duluth, GA
B party	B party	B party	B party	B party
A◷ 01:44	A◷ 03:20	A◷ 02:14	A◷ 05:40	A◷ 05:48

See that road, clock and time? That's your drive time to the next city, automatically calculated!

Once you click a city, you'll see a list of hotels based on the preferences you entered, in order from closest to your venue to further away. They will list the name, distance to the venue, star rating, address – and that little green square – it will take you straight to the hotels website for additional info.

☐ ♡ **Hilton Checkers Los Angeles**
  4 ★ ☑ (0.57 mi. from venue)
  ♀ 535 S Grand Ave, Los Angeles, CA, 90071, (213) 624-0000,

☐ ♡ **DoubleTree by Hilton Los Angeles Downtown**
  4 ★ ☑ (0.72 mi. from venue)
  ♀ 120 S Los Angeles St, Los Angeles, CA, 90012, (213) 629-1200,

☐ ♡ **The Nomad** ✅
  4 ★ ☑ (0.75 mi. from venue)
  ♀ 649 S Olive St, Los Angeles, CA, 90014, ,

✅ What do the hotels in green mean? They are participating in Catch's hotel partnership program, so they are managing their own info, with better more robust hotel listings. Click on the hotel name and you'll see more.

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4. To choose hotels that you want to get bids from, follow these steps:
    a. SET IN/OUT Dates – this is important, the system guesses but doesn't know for sure:

GROUP A	
10/10/2018 → 10/11/2018	⟲ Verify In/Out Days

    b. Click the check box next to each hotel that you want to add to your bid list – It's that easy!

☑ ♡ **Hilton Checkers Los Angeles**
   4 ★ ☑ (0.57 mi. from venue)
   📍 535 S Grand Ave, Los Angeles, CA, 90071, (213) 624-0000,

☑ ♡ **The Nomad** ✓
   4 ★ ☑ (0.75 mi. from venue)
   📍 649 S Olive St, Los Angeles, CA, 90014, ,

    c. Then move on to the next city.

    d. Don't see a specific hotel you're looking for? Just click "Add Hotel" to find and add to your bid list. You will get a pop-up where you can search by hotel name.

🚫 No Hotel	📍 Map	➕ Add Hotel	⚙ Search Preferences

Find Hotel

Search

Search for hotel by name

Search for hotel to add to your bid process.

[Search]

▟▙ CATCH

e. If you don't need a hotel for this group in this city, just click "No Hotel" to have that added to the calendar.

| 🚫 No Hotel | 📍 Map | ➕ Add Hotel | ⚙ Search Preferences |

f. And change your search preference at any time with the search preference button.

| 🚫 No Hotel | 📍 Map | ➕ Add Hotel | ⚙ Search Preferences |

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REQUEST BIDS-

Once you've picked hotels to get bids from in each city, go to the "Request Bids" tab.

1. The first time you go to the "Request Bids" tab, you'll get a pop up. Remember, the system doesn't know how many rooms you need yet, so we have to tell it! This pop up allows you to:
   a. Add bid details – this is information you want to send to every hotel with the bid request. Need upgrades? Put it here. Need parking? Put that here too. Whatever you need. And you can cut and paste from a document straight into here too!
   b. Set room numbers – How many Suites, Kings or Doubles do you need?
   c. Save and close.
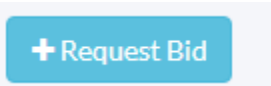   d. These notes will be added to every hotel bid automatically!

You can update these details at any time before you send bids out by pressing:

Bid Details
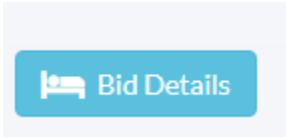
2. Now let's get those bids out! You have two ways to do this:
   a. Click on the "Request Bid" button below the brand the hotel is grouped with -

   + Request Bid

   This will allow you to send requests for all of the hotels in that brand to a brand manager, instead of one by one. They will get a list of their hotels and can send them out to each property to answer you in the Catch system!

   Once you put in your contact the first time, they will be remembered for subsequent bids, just choose them in the drop down menu under "To":

   Request Bids   ✕

   Send the bid request to your Hilton Worldwide sales rep.

   To

   | Select previously added contact for this brand   ▼ |

   Or invite a new person to respond to your hotel requests.

   Name

   _____

   Email

   _____

   | Enter an email or select a contact. |

   ✉ Send

   b. You can also send the bids to the hotel individually – click on the Manage Bid button next to the hotel:

   | The Nomad | Group A | Los Angeles, CA | 0.4 | 10/10/2018 | 10/11/2018 | Draft | ✏ Manage Bid |

   The hotel will pop-up, and you can click "Send" button to send it to the hotel rep. If the rep is already managing their property in Catch, or you have already sent

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to them, their name and email address will be prepopulated. Just click send, and you can move on to the next one!

c.   Once you send out all of the bid requests, just wait for the hotels to answer in Catch! You can see the status of the bid at any time, just come back to the "Request Bids" or "Manage Bids" screen and look for the STATUS column.

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MANAGE BIDS –

This is the screen where you can see hotel bids come back to you in Catch! They will be displayed in the date order of group's travel.

From this screen, you can:

1. See all of your bid requests. And see the details of the hotel's response:

InterContinental Buckhead Atlanta	B party	Atlanta, GA	19.1	01/23/2019	01/25/2019	Pending	229.00	Manage Bid	
Mandarin Oriental Atlanta	B party	Atlanta, GA	19.0	01/23/2019	01/25/2019	Pending	239.00	Manage Bid	
The Whitley, a Luxury Collection Hotel, Atlanta Buckhead	B party	Atlanta, GA	18.7	01/23/2019	01/25/2019	Sent		Manage Bid	
21c Museum Hotel Durham	B party	Durham, NC	12.7	01/25/2019	01/27/2019	Pending	139.00	Manage Bid	

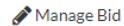   a. Click on "Manage Bid" to see the details.
   b. See the bid status.

2. Share the hotel options with your client. But see what they are going to see first!
   a. Click on Preview Collaborator view to see what your client is going to see
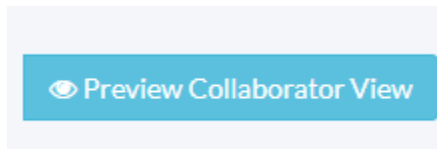
      Note – this view takes away commission, hotel contact, and any abilities to edit. Please click the clear button to exit Collaborator View before you continue working.
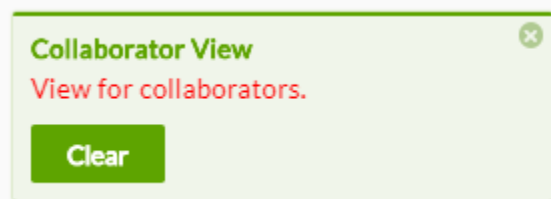
   b.   See the little green eye? Click on that to turn it red if you don't want to share that property with your client –

Embassy Suites by Hilton Fort Myers Estero	B party	Estero, FL	0.2	01/13/2019	01/17/2019	Pending	164.00	Manage Bid	
Residence Inn Fort Myers at I-75 and Gulf Coast Town Center	B party	Fort Myers, FL	1.0	01/13/2019	01/17/2019	Pending	149.00	Manage Bid	

   c. Click on "Share" – and add your clients name and email address. They will get a link to see this screen in Catch!

3. Accept, decline, or mark a bid as interested. – To do this, click on "Manage Bid" button next to the property listing.
    a. Accept – by clicking this, you're sending a message to that property that your group wants to move forward with booking! When you click "Accept Bid":
        i. all other hotels with bids in that city for that group will get an automatic decline message
        ii. The hotel will be added to the calendar and routing
        iii. The hotel will be added to your commission list
    b. Decline – Just this hotel will get a decline message, all other hotels remain open.
    c. Interested – Mark if your client is thinking about booking this hotel. No hotels get notified, but you'll remember the hotels your client is considering.

Number of Rooms	Room Type	Rate Per Night
8	King	$199.00
Subtotal (excluding taxes)		$1,592.00
Taxes (rate 12.6%)		$200.59
Total		$1,792.59

Commission: 10.0%

Request Details

3 suite upgrades requested (if possible)
2 of the upgraded rooms with tubs
Need 1 connecting room
Comped Wifi
Please include bus parking details

Bid Notes

Only standard rooms available at $199.00 per night 10% comission. Wifi complimentary, Bus parking available @ $300.00 per bus, maximum of 2 buses.

a month ago by Danyell Schastny

Add Note

👍Interested   ✖ Decline Bid   💾 Accept Bid

4. Send Update – Has something changed in your request to the hotels? It always does!

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Send Update

  a. Go back to "Select Hotels" screen. Here you can change the dates or hotels requesting bids from, then come back to "Manage Bids" screen and click on "Send Update" button.

    i. You will get a pop-up to choose which hotels you want to send the update to, along with a message.

    ii. These bid requests will be sent back out, so the hotels can re-submit their bids.

5. Download PDF or Excel Document of confirmed hotels.

  a. Click on the Download PDF button, and you'll be able to download a PDF or Excel document of your travel group itinerary.

Download PDF

The Group PDF or Excel Document –

This document will have-

   1. City – with drive time to next city
   2. Venue
   3. In/Out Dates
   4. Hotel – with address, phone number, distance to venue
   5. Rates – without and with tax
   6. Notes – hotel amenities like Room Service, Gym, Spa, etc.

You can download this document and add your own notes!

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Commission Tracking

Now you can see all your expected commissions in one place! And keep track of a commission that is overdue.

Click on the "Commissions" button on the left side of the screen, that will take you to your commission list. Any hotel that is "Accepted " will be added to your commissions list.

You can mark commissions as paid once they come in. And sort by Travel Group, Status, Due Date or Hotel. Or filter the list by typing in the Filter line at the top.

$ Commissions

Travel

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