

# Delphi-Mews PMS Customer Reference Guide

The API integration between Delphi and Mews PMS facilitates the flow of information between the two systems. Below you will find information that can easily be referenced as needed.

## Bookings and Room Blocks

Event Only Bookings	Bookings created in Delphi with no attached room block are not part of the integration. If users want to have event only bookings in Mews, they can create a room block on the booking in Delphi without adding rooms or rates to the room block.
Name	<p>When a new room block is created in Delphi, its Name defaults from the Booking Post As, and may be modified as needed.</p> <p>If a booking has multiple room blocks, it is recommended the names be specific to each room block (e.g., ABC Annual Meeting – Staff Rooms).</p>
Arrival/Departure Dates	The room block’s arrival and departure dates can be updated in Delphi or Mews, the integration will update the other system.
PMS ID	<p>PMS ID can be populated in Delphi when a room block is created.</p> <p>If PMS ID/Group Code is not entered in Delphi, Mews will auto-generate the group code and return to Delphi.</p>
Status	<p>The room block Status will update the Status field in Mews. The status field will default from the booking status when a new room block is created, and may be updated as needed.</p> <p>Status changes should be made in Delphi only.</p>
Cutoff Date	<p>Changes to blocked rooms after the cutoff date has passed are not supported.</p> <p>After the cutoff date has passed, only changes that do not impact the availability block in Mews will process through.</p> <p>Cutoff date can be updated in Mews, the new cutoff date will process through to Delphi.</p>
Guestrooms	<p>Blocked rooms can be updated either in Delphi or Mews.</p> <p>Blocked rooms are populated from Delphi as total rooms. Blocked room updates are sent from Mews as a total value (single occupancy).</p>
Rates	Single occupancy rate amounts entered on the room block in Delphi will show in Mews. Since only single occupancy rates populate in

	<p>Mews, changing the rate in Mews will only update single occupancy Delphi rates.</p> <p>Rate code field from Delphi will populate the Rate field in Mews.</p>
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## Group Pickup

Pickup Rooms	Pickup rooms from Mews are sent to Delphi as the total rooms picked up populated into single occupancy only, not broken out by occupancy.
Pickup Rates	For future groups, Mews sends the average reservation rates (single occupancy only). After the group has departed, Mews sends the average posted guestroom revenue (single occupancy only).

## Room Block Changes

Date Changes	<p>Extending a block – Blocks may be extended in Mews, for up to 15 days. Block extensions in Mews beyond 15 days will not process through to Delphi. Blocks extended in Delphi will update the block dates in Mews.</p> <p>Shortening of a block should always be done in Delphi, not in the PMS.</p>
Move Booking button	<p>Use the Move Booking button to move a group from one week to another or one month to another. This will move the booking + associated events + associated room blocks, and will update Mews correctly.</p> <p>If a booking with pickup needs to be moved, reservations will need to be cancelled in Mews before users can move the booking.</p>
Move Room Block button	Use the Move Room Block button to move a room block from one week to another or one month to another.
Status Changes	<p>Room Block Status – Sent to Mews, should always be updated in Delphi.</p> <p>Booking Status – Not sent to Mews. When the booking status matches the status of an attached room block, changing the booking status will update the room block status. If the room block status and booking status do not match, changes to booking status will not update the room block status; however the room block status can be modified manually.</p>
Cancellations	Room Block – Updating the room block status to Cancelled will cancel the block in Mews. To cancel a room block with pickup,

	<p>reservations will need to be cancelled from the block in Mews for users to cancel the block.</p> <p>Booking – Changing the booking status to Cancelled, Lost, or Turned Down will update all active room blocks to the corresponding status, and send a cancellation to Mews.</p>
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## Availability

Frequency	Availability is updated by Mews near real time (approximately every 3 minutes).
Out of Order Rooms	Out of Order rooms in Mews will reflect in Delphi.
PMS Only Groups	Groups that are managed exclusively in Mews (if applicable) will reflect in the availability numbers in Delphi.

## Managing the Integration

Integration Tasks	<p>If there are failed notifications from Mews to Delphi, a task will be created and assigned to the booking owner. Necessary action can then be taken to correct the discrepancies as soon as possible.</p> <p>Failed notifications from Delphi to Mews do not generate a task.</p> <p>Any errors not specific to a room block, will create a task assigned to the property owner in Delphi.</p> <p>Integration tasks are visible from the My Tasks section of the Delphi Home page.</p>
Setup Values	<p>Certain Delphi setup values are used by the integration, these setup values in Delphi need to match the corresponding values in Mews. The default value configured in Mews is applied if the Delphi value does not match a PMS value.</p> <p>Changes to the following will impact the integration:</p> <ul style="list-style-type: none"> <li>• Booking Types</li> <li>• Guestroom Types must be mapped 1:1 in Omniboost to a corresponding Mews room type</li> </ul> <p>Guestroom Type Dates need to be created in Delphi, it is recommended to create them for up to five years in the future.</p> <ul style="list-style-type: none"> <li>• Note: If any changes are needed to any of the above setup values, including adding new values or changing existing values, it is critical that there is a corresponding value in Mews.</li> </ul>