

Delphi-Shiji Daylight PMS Customer Reference Guide

The API integration between Delphi and Shiji Daylight 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 Daylight PMS, they can create a room block on the booking in Delphi without adding rooms or rates to the room block.
Name	The room block name shows in the Name field on the block in Daylight PMS. When a new room block is created in Delphi, its Name defaults from the Booking Post As, and may be modified as needed. 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).
Arrival/Departure Dates	The room block’s arrival and departure dates can be updated in Delphi or Daylight PMS, the integrations will update the other system.
PMS ID	PMS ID if entered by Delphi user will be used by Daylight PMS, otherwise Daylight PMS will autogenerate PMS ID and return it to Delphi.
Status	The room block Status will update the Status field in Daylight PMS. The status field will default from the booking status when a new room block is created, and may be updated as needed. Status changes should be made in Delphi only, not in Daylight PMS.
Cutoff Date	Updates (including cutoff date updates) to the booking or room block after the cutoff date has passed and when the group is in house will process through to Daylight PMS.
Guestrooms	It is recommended that users add rate amounts to the ROH room type (if ROH room type is used in Daylight PMS). Blocked rooms can be updated either in Delphi or Daylight PMS.
Rates	Rate amounts entered on the room block in Delphi will show in Daylight PMS.

	<p>Rate amounts in Delphi should be populated based on that room type's maximum occupancy in Daylight PMS.</p> <p>Daylight PMS offers a configurable option if a property wants rate updates in Daylight PMS to updated Delphi blocked (contracted) rates. Rates can always be added and updated in Delphi.</p>
Rate Code	<p>Should be updated in Delphi, not in Daylight PMS.</p> <p>If left blank, a default value will populate in Daylight PMS. Once validated, Daylight PMS will attach the appropriate rate plan.</p>

Group Pickup

Pickup Counts	<p>As reservations are made in Daylight PMS, pickup numbers will be updated in Delphi.</p> <p>The integration will check the Pickup Complete checkbox when end of day process is run in Daylight PMS following group departure.</p>
Pickup Rates	<p>Daylight PMS sends the pickup rate to Delphi when end of day process is run in Daylight PMS following group departure.</p>

Room Block Changes

Date Changes	<p>Extending a block – Blocks may be extended in Daylight PMS, for up to 15 days. Block extensions in Daylight PMS beyond 15 days will not process through to Delphi. Blocks extended in Delphi will update the block dates in Daylight PMS.</p> <p>Shortening a block should be done in Delphi. If a block is shortened in Daylight PMS, those changes will not process through to Delphi.</p>
Move Booking button	<p>Use the Move Booking button to move a group to a different set of dates while maintaining the block pattern. This will move the booking + associated events + associated room blocks and will update Daylight PMS correctly.</p> <p>If a booking with pickup needs to be moved, reservations will need to be cancelled or detached from the block in Daylight PMS. Once cancelled or detached in Daylight PMS, the pickup count in Delphi will be 0, and users can move the booking.</p>
Move Room Block button	<p>Use the Move Room Block button to move a room block to a different set of dates while maintaining the block pattern.</p>
Status Changes	<p>Room Block Status – Sent to Daylight PMS, should always be updated in Delphi.</p>

	<p>Booking Status – Not sent to Daylight PMS. 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 the booking status will not update the room block status; however, the room block status can be modified manually in Delphi.</p>
Cancellations	<p>Room Block – Updating the room block status to Cancelled will cancel the block in Daylight PMS. To cancel a room block with pickup, reservations will need to be cancelled or detached from the block in Daylight PMS. Once cancelled or detached, users can 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 Daylight PMS.</p>

Availability

Frequency	Availability is updated by Daylight PMS near real time.
Out of Order Rooms	Out of Order rooms in Daylight PMS will reflect in Delphi.
PMS Only Groups	Groups that are managed exclusively in Daylight PMS (if applicable) will reflect as Transient Sold on the availability screen in Delphi.
Tentative Groups	If tentative groups are non-deduct or not received by Daylight PMS, availability between Delphi and the PMS will not match.

Managing the Integration

Integration Tasks	<p>If there are failed notifications from Delphi to Daylight PMS, or from Daylight PMS to Delphi, a task will be created and assigned to the booking owner. The booking owner can then take the necessary action to correct the discrepancies as soon as possible.</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, and are mapped in Daylight PMS. Changes to the following will impact the integration:</p> <ul style="list-style-type: none"> • Guestroom Types (guestroom type days should be created in Delphi, recommended to create for up to five years)

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	<ul style="list-style-type: none">• Market Segments• Booking Types• Lead Sources• Housing Methods <p>Note: If changes are needed to the above setup values, it is critical that the Daylight PMS mapping be updated. Please contact Shiji for assistance with this step.</p>
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