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Delphi-Chorum PMS Customer Reference Guide

The API integration between Delphi and Chorum 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 Chorum, they can create a room block on the booking in Delphi without adding rooms or rates to the room block.
Name	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 Mews, the integration will update the other system.
PMS ID	The PMS ID displays in the Group code field in Chorum PMS. It is generated by Chorum PMS and is the Group Confirmation number. If a Group Code is entered in Delphi, Chorum PMS will ignore that group code, autogenerate a new group code and return it to Delphi.
Status	The room block Status will update the Status field in Chorum. 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.
Cutoff Date	If a block is updated after cutoff date has passed, those updates would only be in effect until end of day. The End of Day routine will re-release any room block excess. Cutoff dates can be updated in Chorum PMS, the new cutoff date will process through to Delphi.
Guestrooms	Total blocked rooms from Delphi per room type are populated in Chorum PMS. Blocked rooms can be updated either in Delphi or Chorum. Blocked room updates are sent from Chorum as a total value (single occupancy).

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Rates	Rate amounts from Delphi are sent to Chorum PMS, it is preferred that rate changes be made in Delphi. Rates can be sent from Delphi to Chorum PMS based on a configuration setting. If enabled, Delphi will receive rates for all room types configured on the default rate plan, regardless of being contracted rooms or not. Rate codes - Chorum PMS will validate Rate Code entered in Delphi before saving to Group, otherwise a Default Rate Code will apply. Rates received from Delphi will override the default rates on Chorum rate plan applied to the group.

Group Pickup

Pickup Rooms	Pickup rooms from Chorum are sent to Delphi as the total rooms picked up by single occupancy only, not broken out by occupancy.
Pickup Rates	Future groups – Pickup rates for future groups are an average rate for all occupancies (per room type), based upon reservation rates from Chorum PMS and will be sent to Delphi in Single Occupancy. Departed groups - Pickup rates for departed groups are an average rate for all occupancies (per room type), based upon the actual posted guestroom revenue and sent to Delphi in Single Occupancy, after Group's End Date, following end of day process.

Room Block Changes

Date Changes	Extending a block – Blocks may be extended in Chorum, for up to 15 days. Block extensions in Chorum beyond 15 days will not process through to Delphi. Blocks extended in Delphi will update the block dates in Chorum. Shortening of a block should always be done in Delphi, not in the PMS.
Move Booking button	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 Chorum correctly. If a booking with pickup needs to be moved, reservations will need to be cancelled in Chorum before users can move the booking.
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	Room Block Status – Sent to Chorum, should always be updated in Delphi.

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	Booking Status – Not sent to Chorum. 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.
Cancellations	Room Block – Updating the room block status to Cancelled will cancel the block in Chorum. To cancel a room block with pickup, reservations will need to be cancelled from the block in Chorum for users to cancel the block.
	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 Chorum.

Availability

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

Managing the Integration

Integration Tasks	If there are failed notifications from Chorum 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.
	Failed notifications from Delphi to Chorum do not generate a task.
	Any errors not specific to a room block, will create a task assigned to the property owner in Delphi.
	Integration tasks are visible from the My Tasks section of the Delphi Home page.
Setup Values	Certain Delphi setup values are used by the integration, these setup values in Delphi need to match the corresponding values in Chorum. The default value configured in Chorum is applied if the Delphi value does not match a PMS value.
	Changes to the following will impact the integration:
	• Market segment • Lead Source • Housing method

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	• Guestroom Types must be mapped to a corresponding Chorum PMS room type Guestroom Type Days need to be created in Delphi, it is recommended to create them for up to five years in the future. • 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 Chorum.