

Amadeus Sales & Catering – Delphi

Maestro Integration

Field Mapping Guide

The Maestro Integration provides two way communication between Amadeus Sales & Catering – Delphi and the Maestro property management system for the objects and fields outlined below. Not all fields are two way, and are communicated in the direction indicated. Default Delphi field labels are listed below, and may differ from property field labels depending upon customization.

Delphi Room Block and Booking to Maestro Group Reservation

The following fields from the Delphi Room Block and Booking will be used to create and update the Maestro Group Reservation:

Delphi			Maestro
Object	Default Field Label		Group Reservation
Room Block	Name	➔	Event Name ²
	Alternate Name		N/A
	Arrival Date	➔	Arrival
	Departure Date	➔	Departure
	PMS ID/Group Code	↔	Reservation#
	Status	➔	Booking Status (Ext Res Info)
	Cutoff Date	➔	Cut Off Date ²
	Rate Code		N/A
	Guestroom Type(s)	↔	Room Type(s)
	Agreed	➔	Original/Contracted
	Forecasted		N/A
	Blocked	↔	Blocked ¹
	Picked Up	↔	Pick Up ¹
	Rate(s)	➔	Group Rates ²
	Pickup Rate(s) (average, per occupancy)	↔	Posted Guestroom Revenue ¹

Delphi			Maestro
Object	Default Field Label		Group Reservation
Booking	Account Name	→	Group Name ²
	Owner	→	Account Manager
	Booking Post As		N/A
	Market Segment	→	Guest Type ²
	Booking Type	→	Group Type ²
	Lead Source	→	Source of Business
	Housing Method	→	Housing Method (Ext Res Info)
	Catering Manager	→	Catering Mgr (Ext Res Info)
	Service Manager	→	Service Mgr (Ext Res Info)
	Booking Contact	→	Caller
	Comments	→	About Text (2000 characters)
	Commission %	→	Comm Percent (Ext Res Info)
	Posted Guestroom Revenue	←	Posted Guestroom Revenue
	Posted F&B Revenue	←	Posted Revenue ¹
	Posted Other Revenue	←	

¹Notes

- Blocked rooms are sent from Maestro as a total value (per room type) and updated in Delphi based upon occupancy distribution of agreed rooms
- Picked Up rooms are updated in Delphi based upon occupancy sent from Maestro
- Pickup Rate(s) will be updated in Delphi on a nightly basis, for in house groups, based upon guestroom revenue posted in Maestro
- Posted revenue will be updated in Delphi on a nightly basis, for in house groups, based upon posted revenue categories configured in Maestro

² Some fields are optional based upon the following property configuration options:

- Allow group cancellation in Maestro to update Delphi Room Block to Block Cancelled
- Allow changes to Maestro Cut Off Date to update Delphi room block Cutoff Date
- Delphi Booking Type may be mapped to Maestro Guest Type, in place of Market Segment
- Delphi Market Segment may be mapped to Maestro Group Type, in place of Booking Type
- Delphi rates may be used to create and update Maestro Group Rates

Delphi Booking Contact to Maestro Client Profile

The following fields from the Delphi Booking Contact will be used by Maestro to populate contact details on the Maestro Client Profile:

Delphi			Maestro
Object	Default Field Label		Client Profile (Individual)
Contact	First Name	→	First Name
	Last Name	→	Surname
	Mailing Street	→	Address 1; Address 2
	Mailing City	→	City
	Mailing State/Province	→	State/Province
	Mailing Zip/Postal Code	→	Zip/Postal Code
	Mailing Country	→	Country
	Phone	→	Phone Number
	Mobile		N/A
	Fax		N/A
	Email	→	Email Address

Delphi Account to Maestro Client Profile

The Account associated with the Delphi booking in the Account field will be sent to Maestro to create a Client Profile. The following fields from the Delphi Account will be used by Maestro to populate the Maestro Client Profile:

Delphi			Maestro
Object	Default Field Label		Client Profile (Company)
Account	Account Name	➔	Company or Group
	Billing Street	➔	Address 1; Address 2
	Billing City	➔	City
	Billing State/Province	➔	State/Province
	Billing Zip/Postal Code	➔	Zip/Postal Code
	Billing Country	➔	Country
	Phone	➔	Phone Number
	Fax	➔	Fax Number
	Website		N/A
	Account ID/IATA		N/A

Delphi Agency to Maestro Client Profile

The Account associated with the Delphi booking in the Agency field will be sent to the Maestro to create a Client Profile. A profile will only be created if an IATA number has been entered into the Account ID/IATA field on the Delphi Account. The following fields from the Delphi Account will be used to create the Client Profile in Maestro:

Delphi			Maestro
Object	Default Field Label		Client Profile (T/A)
Account	Account Name	➔	Company or Group
	Billing Street	➔	Address 1; Address 2
	Billing City	➔	City
	Billing State/Province	➔	State/Province
	Billing Zip/Postal Code	➔	Zip/Postal Code
	Billing Country	➔	Country
	Phone	➔	Phone Number
	Fax	➔	Fax Number
	Website		N/A
	Account ID/IATA	➔	IATA Number