

# Amadeus Sales & Catering – Delphi Opera Integration

## Field Mapping Guide

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

## Delphi Room Block and Booking to Opera Business Block

The following fields from the Delphi Room Block and Booking will be sent to the Opera Business Block:

Delphi			Opera
Object	Default Field Label		Business Block
Room Block	Name	→	Name
	Alternate Name	→	Alias <sup>1</sup>
	Arrival Date	→	Start Date
	Departure Date	→	End Date
	PMS ID/Group Code	→	Block Code
	Status	→	Status <sup>1</sup> ; Res Type
	Cutoff Date	↔	Cutoff Date <sup>1</sup>
	Rate Code	↔	Rate Code
	Guestroom Type(s)	↔	Room Type(s)
	Agreed		N/A
	Forecasted	↔	Sell Limit <sup>1</sup>
	Blocked	↔	Block (Original / Current)
	Picked Up	←	Pickup (by occupancy)
	Rate(s)	→	Rates (1/2/3/4)
	Pickup Rate(s) (average, per occupancy)	←	Reservation Rates (Future) Stay Revenue – Room (Departed)

Delphi			Opera
Object	Default Field Label		Business Block
Booking	Owner	→	Owner
	Market Segment	→	Market <sup>1</sup>
	Lead Source	→	Source <sup>1</sup>
	Housing Method	→	Res Method; Origin <sup>1</sup>
	Comments	→	Notes
	Commission %	→	Notes
	Posted Guestroom Revenue	←	Stay Revenue – Room
	Posted F&B Revenue	←	Stay Revenue – F&B
	Posted Other Revenue	←	Stay Revenue - Other

<sup>1</sup> Some fields are optional based upon the following property configuration options:

- Alternate Language fields may be sent to corresponding Opera fields
- Allow block cancellation made in Opera to update Delphi Room Block Status to Block Cancelled
- Allow changes to Opera Cutoff Date to update Delphi Room Block Cutoff Date
- Forecasted rooms may be sent to Opera Sell Limit, if Sell Limit is utilized in Opera
- Booking Type may be sent to Opera Market, in place of Market Segment
- Account Region may be sent to Opera Source, in place of Lead Source
- Lead Source may be sent to Opera Origin, in place of Housing Method

## Delphi Booking and Contact to Opera Group Profile

The following fields from the Booking and Contact objects will be used by Opera to create a Group Profile. When multiple Room Blocks are created from the same Delphi booking, the same Opera group profile will be used.

Delphi			Opera
Object	Default Field Label		Group Profile
Booking	Booking Post As	➔	Group Name
	Alternate Post As	➔	Alt Name
	Alternate Language Code	➔	Alt Language
Contact	Name	➔	Account Contact
	Mailing Street	➔	Address
	Mailing City	➔	City
	Mailing State/Province	➔	State
	Mailing Zip/Postal Code	➔	Postal Code
	Mailing Country	➔	Country
	Phone	➔	Phone Number (Business)
	Fax	➔	Phone Number (Fax)
	Email	➔	Email

## Delphi Account to Opera Company Profile

The Account associated with the Delphi booking in the Account field will be sent to the Opera Company Profile. Matching criteria configured in Opera will determine if these details match an existing company profile, or if a new profile will be created.

The following fields from the Account object are sent to the Company Profile in Opera:

Delphi			Opera
Object	Default Field Label		Company Profile
Account	Account Name	➔	Account
	Billing Street	➔	Address
	Billing City	➔	City
	Billing State/Province	➔	State
	Billing Zip/Postal Code	➔	Postal Code
	Billing Country	➔	Country
	Phone	➔	Phone Number (Business)
	Fax	➔	Phone Number (Business Fax)
	Website	➔	Web
	Account ID/IATA	➔	Corporate ID
	Alternate Language Code	➔	Alt Language
	Alternate Name	➔	Alt Name
	Alternate Billing Street 1	➔	Address 1
	Alternate Billing Street 2	➔	Address 2
	Alternate Billing Street 3	➔	Address 3
	Alternate Billing City	➔	City
	Alternate Billing State	➔	State
	Alternate Billing Postal Code	➔	Postal Code
	Alternate Billing Country	➔	Country

## Delphi Account to Opera Travel Agent Profile

The Account associated with the Delphi booking in the Agency field will be sent to the Opera Travel Agent Profile. Matching criteria configured in Opera will determine if these details match an existing travel agent profile, or if a new profile will be created.

The following fields from the Account object are sent to the Travel Agent Profile in Opera:

Delphi			Opera
Object	Default Field Label		Travel Agent Profile
Agency	Account Name	➔	Account
	Billing Street	➔	Address
	Billing City	➔	City
	Billing State/Province	➔	State
	Billing Zip/Postal Code	➔	Postal Code
	Billing Country	➔	Country
	Phone	➔	Phone Number (Business)
	Fax	➔	Phone Number (Business Fax)
	Website	➔	Web
	Account ID/IATA	➔	IATA
	Alternate Language Code	➔	Alternate Language Code
	Alternate Name	➔	Alt Name
	Alternate Billing Street 1	➔	Address 1
	Alternate Billing Street 2	➔	Address 2
	Alternate Billing Street 3	➔	Address 3
	Alternate Billing City	➔	City
	Alternate Billing State	➔	State
	Alternate Billing Postal Code	➔	Postal Code
	Alternate Billing Country	➔	Country

## Delphi Contact to Opera Contact Profile

If Contact Profiles are utilized in Opera, the following fields from the Contact associated with the Delphi booking will be used by Opera to create a contact profile:

Delphi Module			Opera
Object	Default Field Label		Contact Profile
Contact	Salutation	→	Title
	First Name	→	First Name
	Last Name	→	Last Name
	Title	→	Position
	Mailing Street	→	Address
	Mailing City	→	City
	Mailing State/Province	→	State
	Mailing Zip/Postal Code	→	Postal Code
	Mailing Country	→	Country
	Phone	→	Phone Number (Business)
	Fax	→	Phone Number (Fax)
	Email	→	Email
	Alternate Language Code	→	Alt Language
	Alternate Salutation	→	Alt Salutation
	Alternate First Name	→	Alt First
	Alternate Last Name	→	Alt Last
	Alternate Mailing Street 1	→	Address 1
	Alternate Mailing Street 2	→	Address 2
	Alternate Mailing Street 3	→	Address 3
	Alternate Mailing City	→	City
	Alternate Mailing State	→	State
	Alternate Mailing Postal Code	→	Postal Code
	Alternate Mailing Country	→	Country

## Opera Reservation to Delphi Reservation

Reservations created in Opera will be sent to Delphi via the integration. Reservations associated with a Delphi room block will be accessible from the Reservation related list on the booking. The following fields are sent from Opera and visible from the reservation record:

**Note:** As of R35, to support compliance with GDPR and data privacy, reservation records will no longer populate personal data fields such as guest name, address, and phone number

Opera		Delphi	
Reservation		Object	Default Field Label
Reservation Number	➔	Reservation - General	Confirmation #
Arrival	➔		Arrival Date
Departure	➔		Departure Date
Arrival Time	➔		Guest ETA
Departure Time	➔		Guest ETD
Status	➔		Status
Cancellation Number	➔		Cancellation #
Cancellation Date	➔		Cancellation Date
Adults	➔		Adults
Child	➔		Children
Property ID	➔		Property
Rate	➔	Reservation – Room & Rate Info	Rate
Print Rate	➔		Is Rate Suppressed
Room Type	➔		Guestroom Type Occupied
RTC	➔		Guestroom Type Charged
Room	➔		Guestroom Number
Res Type	➔		Guarantee Type
Payment	➔		Payment Method
Rate Code	➔		Rate Code
GDS/Third Party System	➔	Reservation – Additional Info	GDS System
Source	➔		Source
Channel	➔		Channel
Market	➔		Market Segment

Opera		Delphi	
Reservation		Object	Default Field Label
Campaign Code	→	Reservation - Guest	Campaign Code
Guest Name	→		Guest Full Name
Guest Profile ID	→		External Guest Profile ID
Title	→		Guest Salutation
First	→		Guest First Name
Last	→		Guest Last Name
Email	→		Guest Email
Allow Email	→		Guest Email Opt Out
Language	→		Guest Language Preference
Date of Birth	→		Guest Birthdate
VIP	→		VIP
Accompanying Guest	→		Accompanying Guest
Address 1	→	Reservation – Guest Address	Guest Street 1
Address 2	→		Guest Street 2
Address 3	→		Guest Street 3
City	→		Guest City
State	→		Guest State
Postal Code	→		Guest Postal Code
Country	→		Guest Country Code
Phone (Primary)	→		Guest Phone
Fax	→		Guest Fax
Stay Revenue – Room	→	Reservation – Posted Revenue	Posted Guestroom Revenue
Stay Revenue – F&B	→		Posted F&B Revenue
Stay Revenue - Other	→		Posted Other Revenue
Membership Type	→	Reservation - Membership	Membership Program Code
Membership Card Number	→		Membership Number
Membership Level	→		Membership Level
Company Profile ID	→		External Account ID
Account	→		Account Name



Opera		Delphi	
Reservation		Object	Default Field Label
Address 1	→	Reservation - Account	Account Street 1
Address 2	→		Account Street 2
Address 3	→		Account Street 3
City	→		Account City
State	→		Account State
Postal Code	→		Account Postal Code
Country	→		Account Country Code
Web Page	→		Account Website
Corporate ID	→		Account ID
Travel Agent Profile ID	→	Reservation – Travel Agency	External Travel Agency ID
Account	→		Travel Agency Name
Address 1	→		Travel Agency Street 1
Address 2	→		Travel Agency Street 2
Address 3	→		Travel Agency Street 3
City	→		Travel Agency City
State	→		Travel Agency State
Postal Code	→		Travel Agency Postal Code
Country	→	Reservation – Travel Agency	Travel Agency Country Code
IATA	→		IATA Number
Block Code	→	Reservation - Group	PMS ID/Group Code
Group Profile ID	→		External Group Profile ID
Deposit Code	→	Reservation – Deposit & Cancelation Policy	Deposit Code
Deposit Rule	→		Deposit Policy
Due Date	→		Deposit Due
Deposit Amount	→		Deposit Amount
Cancellation Code	→		Cancellation Code
Cancellation Rule	→		Cancellation Policy
Cancel Date	→		Cancel By Date
Cancel Amount	→		Cancellation Fee

Opera		Delphi	
Reservation		Object	Default Field Label
Comments	➔	Reservation - Notes	Notes
Created By	➔	Reservation – PMS Audit	PMS Reserved By Clerk
Updated By	➔		PMS Last Modified Clerk
Caller Details	➔		Caller