Amadeus Sales & Catering – Delphi SIHOT Integration

Field Mapping Guide

The SIHOT integration provides communication between Amadeus Sales & Catering – Delphi and the SIHOT property management system for the objects and fields outlined below. Not all fields are two way, and are communicated in the direction indicated. Fields not included in this document are not integrated between systems. Default Delphi field labels are listed below, and may differ from property field labels depending upon customization.

Delphi Room Block and Booking to SIHOT Allotment

The following fields from the Delphi Room Block and Booking will be used to create and update the SIHOT Allotment:

Delphi			SIHOT
Object	Default Field Label		Allotment
Room Block	Name	→	Allotment/group block name
	Arrival Date	→	Date from
	Departure Date	→	Date until
	PMS ID/Group Code	←	Contract number
	Status	→	Status[2]
	Cutoff Date	→	Release in days[2]
	Guestroom Types	←→	Contract Categories
	Blocked	←→	No. of rooms; Scope[1]
	Picked Up	←	Occupied rooms[1]
	Rate(s)	→	Package Code
	Pickup Rate(s) (average, per occupancy)	←	Posted Guestroom Revenue[1]

Delphi			SIHOT
Object	Default Field Label		Allotment
Booking	Booking Post As	→	Allotment/group block name *(Event Only Bookings)*
	Alternate Post As	→	External Key
	Owner	→	Contact person hotel
	Decision Date	→	Option date[1]
	Last Status Date	→	Contract date[1]
	Market Segment	→	Market segment
	Lead Source	→	Source
	Housing Method	→	Housing type
	Comments	→	Comment
	Posted Guestroom Revenue	←	Posted Guestroom Revenue
	Posted F&B Revenue	←	Posted Revenue[1]
	Posted Other Revenue	←	

[1]Notes

- Blocked rooms are sent from SIHOT as a total value (per room type) and updated in Delphi based upon occupancy distribution of Agreed rooms
- Picked Up rooms for future room blocks are sent from SIHOT as a total value (per room type) and updated in Delphi based upon occupancy distribution of Agreed rooms.
- Picked Up rooms for in house blocks are updated in Delphi based upon occupancy sent from SIHOT
- Pickup Rate(s) will be updated in Delphi on a nightly basis, for in house room blocks, based upon guestroom revenue posted in SIHOT
- Option date populated at Tentative status only; Contract date populated at Definite status only
- Posted revenue will be updated in Delphi on a nightly basis, for in house room blocks, based upon posted revenue categories configured in SIHOT

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

- Allow allotment cancellation in SIHOT to update Delphi room block to Block Cancelled
- Allow changes to SIHOT "Release in days" to update Delphi room block Cutoff Date

amadeus.com

Delphi Account to SIHOT Guest Profile

The Account associated with the Delphi Booking, in the Account field, will be sent to SIHOT to create a Guest Profile, linked as the Allotment Holder on the Allotment. The following fields from the Delphi Account will be used by SIHOT to populate the SIHOT Guest Profile:

Delphi			SIHOT
Object	Default Field Label		Guest Profile
Account	Account Name	➔	Last Name
	Billing Street	➔	Street
	Billing City	➔	City
	Billing State/Province	➔	Region/District
	Billing Zip/Postal Code	➔	Postcode
	Billing Country	➔	Country
	Phone	➔	Phone
	Fax	➔	Fax
	Website	➔	Homepage
	Account ID/IATA	➔	IATA-Code

amadeus.com

Delphi Contact to SIHOT Guest Profile

The Contact associated with the Delphi Booking, in the Contact field, will be sent to SIHOT to create a Guest Profile, linked as the General Contact on the Allotment. This contact will also be visible as the Holder Contact Person on the Allotment. The following fields from the Delphi Contact will be used by SIHOT to populate the SIHOT Guest Profile:

Delphi			SIHOT
Object	Default Field Label		Guest Profile
Contact	Salutation	→	Title
	First Name	→	First Name
	Last Name	→	Last Name
	Title	→	Profession
	Mailing Street	→	Street
	Mailing City	→	City
	Mailing State/Province	→	Region/District
	Mailing Zip/Postal Code	→	Postcode
	Mailing Country	→	Country
	Phone	→	Phone
	Fax	→	Fax
	Mobile	→	Mobile
	Email	→	Email

amadeus.com

Delphi Agency to SIHOT Guest Profile

The Account associated with the Delphi Booking, in the Agency field, will be sent to SIHOT to create a Guest Profile, linked as the Travel Agency on the Allotment. The following fields from the Delphi Account will be used by SIHOT to populate the SIHOT Guest Profile:

Delphi			SIHOT
Object	Default Field Label		Guest Profile
Account	Account Name	→	Last Name
	Billing Street	→	Street
	Billing City	→	City
	Billing State/Province	→	Region/District
	Billing Zip/Postal Code	→	Postcode
	Billing Country	→	Country
	Phone	→	Phone
	Fax	→	Fax
	Website	→	Homepage
	Account ID/IATA	→	IATA-Code

amadeus.com

Delphi Agent to SIHOT Guest Profile

The Contact associated with the Delphi Booking, in the Agent field, will be sent to SIHOT to create a Guest Profile, visible as the Travel Agency Contact Person on the Allotment. The following fields from the Delphi Contact will be used by SIHOT to populate the SIHOT Guest Profile:

Delphi			SIHOT
Object	Default Field Label		Guest Profile
Contact	Salutation	→	Title
	First Name	→	First Name
	Last Name	→	Last Name
	Title	→	Profession
	Mailing Street	→	Street
	Mailing City	→	City
	Mailing State/Province	→	Region/District
	Mailing Zip/Postal Code	→	Postcode
	Mailing Country	→	Country
	Phone	→	Phone
	Fax	→	Fax
	Mobile	→	Mobile
	Email	→	Email

amadeus.com