

Amadeus Sales & Catering – Delphi
Opera Integration
Management Guide

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Setup Values

Certain setup values in Delphi are used by the integration, and mapped to a corresponding Opera value in OXI (Opera Exchange Interface). Changes to the following setup values will impact the integration:

- Guestroom Types
- Market Segments
- Booking Types
- Lead Sources
- Housing Methods
- Users

Note: If any changes are needed, including adding new values or changing existing values, it is critical that the OXI integration mapping tables are also updated. Please contact Oracle for assistance.

Potential Integration Errors

The table below outlines some potential integration errors and the recommended resolutions. This list is not all inclusive, and other errors may occur. For additional assistance, please contact Amadeus Hospitality Support.

Error Message	Description	Recommended Resolution
The PMS integration is not permitted to perform room block moves or shortening of the room block	Message received from Opera that would move the room block dates to new dates (e.g., Opera user has attempted to move the dates of the block to new dates)	<ol style="list-style-type: none"> 1. Group moves should always be initiated from Delphi to update Opera 2. Move the Delphi room block to new arrival/departure dates, which will send a message to Opera to update Opera block dates accordingly 3. If pickup exists on the room block, reservations must first be cancelled or unlinked from the Opera block
The room block is already in a terminal status, no further updates can be made via the integration	Message received from Opera for a room block that is already cancelled in Delphi (e.g., Block Cancelled or Booking Cancelled)	<ol style="list-style-type: none"> 1. The Delphi room block may have been cancelled but failed to cancel in Opera 2. The block should be manually cancelled in Opera

Error Message	Description	Recommended Resolution
<p>The PMS system is not permitted to cancel room blocks</p>	<p>Message received from Opera with a block in Cancelled status</p> <p>Note: Applicable only if cancellations from Opera are not configured to update the Delphi room block status</p>	<ol style="list-style-type: none"> 1. If cancellations from Opera are not configured to update the Delphi room block status, then cancellations must be initiated from Delphi 2. Update the Delphi room block status to Block Cancelled as needed
<p>Stay is complete for Reservation, no further Reservation updates will be accepted.</p>	<p>Opera has sent an update for a Reservation that is marked Stay Complete in Delphi. Delphi will not update Reservations marked Stay Complete.</p>	<ol style="list-style-type: none"> 1. Uncheck 'Stay Complete' on the reservation 2. Uncheck 'Pickup Complete' on the room block if checked 3. Reprocess the reservation update from OXI <p>Note: 'Stay Complete' and 'Pickup Complete' will be automatically checked once the Stay Message is reprocessed</p>

Error Message	Description	Recommended Resolution
The Room Block is already marked Pickup Complete, no updates from the PMS will be accepted.	Opera has sent an update for a Room Block that has been manually marked Pickup Complete in Delphi. Delphi will not apply updates to Room Blocks marked Pickup Complete.	<ol style="list-style-type: none"> 1. Uncheck 'Pickup Complete' on the Room Block 2. Resend the message from OXI
Matching room block not found	Inbound Allotment message received from Opera with an 'mfBookingId' for a room block that cannot be found in Delphi. This may occur if the room block has been deleted from Delphi.	<ol style="list-style-type: none"> 1. Cancel the block in Opera if no longer valid 2. Recreate the block in Delphi, which will be sent to Opera and create a new block <p>Note: Room blocks should not be deleted from Delphi; if deleted, room block should not be 'undeleted' from Delphi</p>
Pickup Elements were not found in the allotment message	Allotment Sync message received from Opera does not contain elements: 'mfNumberSold', 'mfPickedUpOcc1-4'. These values are needed to calculate block occupancy.	<ol style="list-style-type: none"> 1. When sending an Allotment Sync message from Opera/OXI, the 'Include Pickup Counts' checkbox must be selected in order to send correct values to Delphi

Error Message	Description	Recommended Resolution
<p>Guestroom Type Days were not found for the selected guestroom and date, please create those records.</p>	<p>Guestroom Type Days for the room type sent from Opera do not exist in Delphi.</p> <p>The room block will not be updated, and a discrepancy will exist.</p>	<ol style="list-style-type: none"> 1. Navigate to Property in Delphi 2. Select the Guestroom Type 3. Update the Daily Guestroom Values for the time period 4. Click Apply
<p>Invalid guestroom selected for use</p> <p><i>or</i></p> <p>Not Found: Guestroom Type: <RoomType></p>	<p>Message received from Opera includes a guestroom type that does not exist (or has been retired) in Delphi</p>	<ol style="list-style-type: none"> 1. Confirm that guestroom types match exactly between Delphi and Opera 2. If a guestroom type has been added to Opera, it must also be added to Delphi, and the applicable guestroom type days created 3. Oracle must also be contacted to confirm the new room type has been mapped in OXI

Room Block Discrepancies

Room block discrepancies may occur when a message sent from Delphi does not update Opera, or vice versa. This may be the result of a user not following proper business practices in either system, or it may be related to other issues.

It is highly recommended that room block discrepancies be reviewed and on a routine basis, ideally at least once per day, to ensure their prompt resolution.

A real time view of room block discrepancies is available on the Property page in Delphi.

Viewing room block discrepancies

1. On the Property page, locate the Property Integration Settings related list.

Property Integration Settings								
Action	Name	Integration	Active	Integration Mode	Send Tentative Status	Outbound Tentative Mapping	Outbound Market Code Mapping	Send Days Date Type
Edit Del	Opera-Hotel	Opera	✓	Live	✓	Deduct	Market Segment	Departure Date

2. Click the Name link to open the Property Integration Settings page.

Property Integration Settings								
Action	Name	Integration	Active	Integration Mode	Send Tentative Status	Outbound Tentative Mapping	Outbound Market Code Mapping	Send Days Date Type
Edit Del	Opera-Hotel	Opera	✓	Live	✓	Deduct	Market Segment	Departure Date

3. Click the View Discrepancies button.

Property Integration Settings Detail								
			Edit	Delete	Link Blocks	Send Blocks/Bookings	View Discrepancies	
▼ Information								
		Name	Opera-Hotel			Active	✓	
		Property	Hotel			Integration Mode	Live	
		Integration	Opera			Default Integration Task Type	PMS Integration	

The current list of all room block discrepancies is displayed. Discrepant values will be noted in red text.

Room Block Discrepancies: Hotel									
Sort By <input checked="" type="radio"/> Start Date <input type="radio"/> PMS ID/Group Code									
Refresh									
Start Date	End Date	PMS ID/Group Code	Delphi Id: Room Block / PMS Room Block	Salesforce ID / External ID	Delphi Id: Booking	Status	Cutoff Date	Blocked Roomnights	Pickup Roomnights
6/27/2014	6/29/2014	GHI	Gorman-Hearn Wedding Block 1	a05e0000000644AAQ	Gorman-Hearn Wedding Block	Definite	6/25/2014	4	0
6/27/2014	6/29/2014	GHI	Gorman-Hearn Wedding Block	351790		Definite	5/30/2014	6	0
6/29/2014	7/6/2014	INT	Newmarket Test 1	a05e000000079KQAY	Newmarket Test 1	Definite	6/25/2014	25	11
6/29/2014	7/6/2014	INT	Newmarket Test 1	356758		Definite	6/25/2014	25	0
7/17/2014	7/28/2014	MGE	MVG 2014 Block 1	a05e000000064MAAQ	MVG 2014	Definite	6/25/2014	272	0
7/17/2014	7/28/2014	MGE	MVG 2014	307758		Definite	6/30/2014	274	0
9/11/2014	9/14/2014	MM4	Music Medley	a05e00000007FLUAM	Music Medley 2014	Definite	8/11/2014	15	0
9/11/2014	9/14/2014	MM4	Music Medley	353020		Definite	8/11/2014	0	0

4. You may resolve discrepancies by updating the Delphi room block or the Opera block as needed.
5. Click the Refresh button to refresh this view as discrepancies are resolved.

Note: Room block discrepancies may continue to appear in this view after they have been resolved until an inbound allotment message is received from Opera for the block. The block may be manually updated in Opera, or an allotment synch message may be initiated in OXI, to send an updated allotment message to Delphi as needed.

Message Viewer

If additional troubleshooting is needed, the Message Viewer tab provides access to a log of all outbound and inbound messages communicated between Delphi and Opera. Using Message Viewer, it is possible to identify any unsuccessful messages that may result in discrepancies and other integration issues.

Note: Delphi users with Sales and Catering Corporate Administrator or Sales and Catering Property Administrator profiles have access to Message Viewer

Viewing Message Details

1. Click the Message Viewer tab.

Message Viewer

Integration:

Property:

Direction:

Message Type: All, Allotment, Allotment-Header, Reservation, Stay

From Date/Time: [7/2/2014 10:17 AM]

To Date/Time: [7/2/2014 10:17 AM]

Search Text:

Status: All, Pending, Processing, Succeeded, Failed

2. Select the Property and click the Search button.

Message Viewer

Integration:

Property:

Direction:

Message Type: All, Allotment, Allotment-Header, Reservation, Stay

From Date/Time: [8/26/2014 9:38 AM]

To Date/Time: [8/26/2014 9:38 AM]

Search Text:

Status: All, Pending, Processing, Succeeded, Failed

	Created Date	Message Number	PMS Message ID	Message Type	PMS Group ID	Booking Post As	Confirmation #	Direction	Status
View	06/26/2014 10:39:14 AM	M-0000000996	497182	Allotment	MM4	Music Medley 2014		Inbound	Succeeded
View	06/26/2014 10:39:11 AM	M-0000000995	497181	Reservation	MM4	Music Medley 2014	1148889	Inbound	Succeeded
View	06/26/2014 10:38:09 AM	M-0000000992	497178	Allotment	MM4	Music Medley 2014		Inbound	Succeeded
View	06/26/2014 10:32:44 AM	M-0000000991	00000991	Allotment	MM4	Music Medley 2014		Outbound	Succeeded
View	06/26/2014 10:28:17 AM	M-0000000988	00000988	Allotment	NT1	Newmarket Test1		Outbound	Succeeded
View	06/26/2014 10:28:17 AM	M-0000000987	00000987	Allotment	MM4	Music Medley 2014		Outbound	Failed
View	06/26/2014 10:28:17 AM	M-0000000986	00000986	Allotment	G&2	Grand American		Outbound	Succeeded
View	06/26/2014 10:28:17 AM	M-0000000985	00000985	Allotment	GR1	Grand American		Outbound	Succeeded
View	06/26/2014 10:28:17 AM	M-0000000984	00000984	Allotment	SM1	Southern Music Medley		Outbound	Succeeded
View	06/26/2014 10:28:17 AM	M-0000000983	00000983	Allotment	SS2	Southern Music Medley		Outbound	Failed

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Note: You can select additional filter criteria by Message Type, Dates, Status, or Search Text as needed.

- The search results area displays all messages that meet your search criteria. Any messages with a Failed status appear in **red** text.

Created Date	Message Number	PMS Message ID	Message Type	PMS Group ID	Booking Post As	Confirmation #	Direction	Status
View 06/26/2014 10:39:14 AM	M-0000000986	497182	Allotment	MM4	Music Medley 2014		Inbound	Succeeded
View 06/26/2014 10:39:11 AM	M-0000000985	497181	Reservation	MM4	Music Medley 2014	1145889	Inbound	Succeeded
View 06/26/2014 10:38:09 AM	M-0000000982	497178	Allotment	MM4	Music Medley 2014		Inbound	Succeeded
View 06/26/2014 10:32:44 AM	M-0000000981	000000991	Allotment	MM4	Music Medley 2014		Outbound	Succeeded
View 06/26/2014 10:28:17 AM	M-0000000988	000000988	Allotment	NT1	Newmarket Test 1		Outbound	Succeeded
View 06/26/2014 10:28:17 AM	M-0000000987	000000987	Allotment	MM4	Music Medley 2014		Outbound	Failed
View 06/26/2014 10:28:17 AM	M-0000000986	000000986	Allotment	GA2	Grand American		Outbound	Succeeded
View 06/26/2014 10:28:17 AM	M-0000000985	000000985	Allotment	GR1	Grand American		Outbound	Succeeded
View 06/26/2014 10:28:17 AM	M-0000000984	000000984	Allotment	SM1	Southern Music Medley		Outbound	Succeeded
View 06/26/2014 10:28:17 AM	M-0000000983	000000983	Allotment	SS2	Southern Music Medley		Outbound	Failed

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- Click View next to any message to open the Message Detail page in a new tab.

Message Detail

Message Type	Allotment	Property	Hotel
Direction	Inbound	Created Date	6/25/2014 2:40 PM
Message Number	M-0000000358	Booking	Newmarket Test 1
PMS Message ID	495680	Room Block	Newmarket Test Block 1
Status	Failed	Reservation	

Tracking Detail

Created On	Resource	Source	Target	HTTP Status	Response Status	Created By	ID	Tracking ID
06/25/2014 02:40:09 PM	RESULT	NWS	Opera	OK	Success	Anonymous	c5785b1e-98fc-e311-9402-005056a16367	92efdfa2-e4ed-4bdd-a70c-#86edc96503
06/25/2014 02:40:07 PM	OXIMESSAGE	NWS	Delphi.fdc	OK	Failure	Anonymous	c3785b1e-98fc-e311-9402-005056a16367	92efdfa2-e4ed-4bdd-a70c-#86edc96503
06/25/2014 02:40:06 PM	ALLOTMENT	Opera	NWS	OK	Success	Anonymous	c1785b1e-98fc-e311-9402-005056a16367	92efdfa2-e4ed-4bdd-a70c-#86edc96503

Request

```
<?Label UATGG|ALLOTMENT|495680|NEW?>
<InventoryBlockNotification xmlns="allotment.fidelo.5.0" inventoryBlockCodeType="GROUPBLOCKCODE"
inventoryBlockNotificationType="FULLOVERLAYMODIFICATION" inventoryBlockStatusType="INITIAL"
mfBlockType="SELLLIMIT" mfBlockMessageType="HEADERWITHDETAIL" subAllotment="0">
<HotelReference>
<hotelCode>UATGG</hotelCode>
</HotelReference>
<InventoryBlockName>Newmarket Test 1</InventoryBlockName>
<InventoryBlockGroupingCode>NT 1</InventoryBlockGroupingCode>
<InventoryBlockCodes>RES|TYPE=DDEDGROUP</InventoryBlockCodes>
<BlockTimeSpan timeUnitType="DAY">
<startTime>2014-07-01</startTime>
<numberOfTimeUnits>5</numberOfTimeUnits>
</BlockTimeSpan>
<priceViewable>1</priceViewable>
<pricePrintable>1</pricePrintable>
<associateProfiles>
<Profile xmlns="profile.fidelo.3.0" profileType="GROUP" gender="UNKNOWN" multiProperty="0" miniProfile="0">
```

Response

```
Message delivered Successfully.
Message ID: 495680
```

- In the Tracking Detail section, failed entries are displayed in **red** text. Click an entry to view more detailed information, in the Response section of the message.

Tracking Detail

Created On	Resource	Source	Target	HTTP Status	Response Status	Created By	ID	Tracking ID
06/25/2014 02:40:09 PM	RESULT	NWS	Opera	OK	Success	Anonymous	c5785b1e-98fc-e311-9402-005056a16367	92efdfa2-e4ed-4bdd-a70c-#86edc96503
06/25/2014 02:40:07 PM	OXIMESSAGE	NWS	Delphi.fdc	OK	Failure	Anonymous	c3785b1e-98fc-e311-9402-005056a16367	92efdfa2-e4ed-4bdd-a70c-#86edc96503
06/25/2014 02:40:06 PM	ALLOTMENT	Opera	NWS	OK	Success	Anonymous	c1785b1e-98fc-e311-9402-005056a16367	92efdfa2-e4ed-4bdd-a70c-#86edc96503

Request

```
["Allotments":{"CorrelationId":"495680 UATGG","CreatedOn":"2014-06-25T14:40:05.1083604-04:00","Label":"UATGG|ALLOTMENT|495680|NEW?","RequestMessageUri":"https://maas-qa.newmarketinc.com/API/Message/0003CCPN6ORJ2V33CPH8DHCKIQOJ371ZQD1J69J2QE1LC8QIE10C9H30C35CPH62O9K","TrackingId":"92efdfa2-e4ed-4bdd-a70c-#86edc96503","Id":"00000000-0000-0000-0000-000000000000","InventoryBlockNotification":{
"InventoryBlockCodeType":"GROUPBLOCKCODE","InventoryBlockNotificationType":"FULLOVERLAYMODIFICATION","InventoryBlockStatusType":"INITIAL","mfBlockType":"SELLLIMIT","mfBlockMessageType":"HEADERWITHDETAIL","subAllotment":false,"HotelReference":{"hotelCode":"UATGG","InventoryBlockName":"Newmarket Test 1","InventoryBlockGroupingCode":"NT 1","InventoryBlockCodes":["RES|TYPE=DDEDGROUP"],"BlockTimeSpan":{"timeUnitType":"DAY","startTime":"2014-07-01","numberOfTimeUnits":5,"priceViewable":true,"pricePrintable":true,"associateProfiles":{"Profile":{"profileType":"GROUP","gender":"UNKNOWN","multiProperty":false,"miniProfile":false,"pseudoProfile":false,"profileId":"a0900000007swsAAA","creatorCode":"LIBRA","createdDate":"2014-06-25T13:36:05","lastUpdaterCode":"LIBRA","lastUpdated":"2014-06-25T13:36:05","genericName":"Newmarket Test 1","individualName":{"nameSur":"Newmarket Test 1"},"primaryLanguageID":"E"},"ElectronicAddresses":{"ElectronicAddress":{"addressType":"EMAIL","address":{"mailto":"foster@newmarketinc.com"},"mfPrimaryYN":"Y"},"PostalAddresses":{"PostalAddress":{"addressType":"BUSINESS","address1":"12105 Lexington Park
```

Response

```
{
  "Status": "FAIL",
  "ResultMessage": "Invalid guestroom selected for use",
  "Results": null
}
```

- If a message shows a failed status, but none of the Tracking Detail entries are displayed in **red** text, this may be due to a failure in Opera when a message was sent from Delphi. In this case, the Result message from Opera may contains details regarding the failure.

Tracking Detail								
Created On	Resource	Source	Target	HTTP Status	Response Status	Created By	ID	Tracking ID
06/26/2014 10:17:48 AM	OXIMESSAGE	NWS	Delphi.fdc	OK	Success	Anonymous	56a18fa2-3cfd-e311-9402-005056a16367	58debc7c-7b47-4fc6-a942-d81dd085c470
06/26/2014 10:17:33 AM	RESULT	Opera	NWS	OK	Success	Anonymous	de85c09b-3cfd-e311-9402-005056a16367	58debc7c-7b47-4fc6-a942-d81dd085c470
06/26/2014 10:17:21 AM	ALLOTMENT	NWS	Opera	OK	Success	Anonymous	4f558a95-3cfd-e311-9402-005056a16367	79a448fd-fd7a-47c2-badb-1b8366cb3c6d
06/26/2014 10:17:00 AM	OXIMESSAGE	Anonymous	NWS	OK	Success	Anonymous	aef81083-3cfd-e311-9402-005056a16367	79a448fd-fd7a-47c2-badb-1b8366cb3c6d

Request	Response
<pre><?Label UATGGI[RESULT]000000969[FAILED?]> <RESULT xmlns="result.fidelio.4.0" success="FAIL" timeStamp="2014-06-26T10:17:25.000"> <resultId>UATGG</resultId> <resultMessage>Can't update allotment in Opera. int_subscriptions.find_allotment: More than one matching allotment found in Opera using (=UATGG(c=MM4) - at OXINT_SUBSCRIPTIONS', line 232 </resultMessage> </RESULT></pre>	<pre>Message delivered Successfully. Message Id: 00000969</pre>

- To access the associated booking, room block, or reservation, click the appropriate links.

Message Detail		Property	
Message Type	Allotment	Property	Hotel
Direction	Inbound	Created Date	6/25/2014 2:40 PM
Message Number	M-0000000358	Booking	Newmarket Test1
PMS Message ID	496580	Room Block	Newmarket Test1
Status	Failed	Reservation	