

Amadeus Sales & Catering – Delphi
PMS Integration
Management Guide

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Setup Values

Certain Delphi setup values are used by the integration, and mapped to a corresponding value in PMS. Changes to the following setup values will impact the integration:

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

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

Common Integration Errors

The table below outlines some common 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 PMS that would move the room block dates to new dates (e.g., PMS user has attempted to move the dates of the group to new dates)	<ol style="list-style-type: none"> 1. Group moves should always be initiated from Delphi to update PMS 2. Move the Delphi room block to new arrival/departure dates, which will send a message to PMS to update PMS group dates accordingly 3. If pickup exists on the room block, reservations must first be cancelled or unlinked from the PMS group
The room block is already in a terminal status, no further updates can be made via the integration	Message received from PMS 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 when pickup exists, as this will not cancel the group in PMS 2. If the PMS group should be cancelled, reservations should be cancelled and the group should be manually cancelled in PMS

Error Message	Description	Recommended Resolution
The PMS system is not permitted to cancel room blocks	<p>Message received from PMS with a block in Cancelled status</p> <p>Note: Applicable only if cancellations from PMS are not configured to update the Delphi room block status</p>	<ol style="list-style-type: none"> 1. If cancellations from PMS 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
The Room Block is already marked Pickup Complete, no updates from the PMS will be accepted.	<p>PMS has sent an update for a Room Block that Delphi has marked Pickup Complete. Delphi will not apply updates to Room Blocks marked Pickup Complete.</p>	<ol style="list-style-type: none"> 1. Uncheck 'Pickup Complete' on the Room Block 2. Resend update from PMS
Guestroom Type Days were not found for the selected guestroom and date, please create those records.	<p>Guestroom Type Days for the room type sent from PMS 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>or</p> <p>Not Found: Guestroom Type: <RoomType></p>	<p>Message received from PMS 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 PMS 2. If a guestroom type has been added to PMS, it must also be added to Delphi, and the applicable guestroom type days created

Room Block Discrepancies

Room block discrepancies may occur when a message sent from Delphi does not update PMS, 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									
		New Property Integration Settings		PMS Channel Configuration					
Action	Name	Integration	Active	Integration Mode	Send Tentative	Status	Outbound Tentative Mapping	Outbound Market Code Mapping	Send Days Date Type
<input type="checkbox"/> Edit Del	PMS Integration-Newmarket Hotel and Conference Center	PMS Integration	✓	Live	✓		Deduct	Market Segment	Departure Date

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

Property Integration Settings									
		New Property Integration Settings		PMS Channel Configuration					
Action	Name	Integration	Active	Integration Mode	Send Tentative	Status	Outbound Tentative Mapping	Outbound Market Code Mapping	Send Days Date Type
<input type="checkbox"/> Edit Del	PMS Integration-Newmarket Hotel and Conference Center	PMS Integration	✓	Live	✓		Deduct	Market Segment	Departure Date

3. Click the View Discrepancies button.

Property Integration Settings Detail				Edit	Delete	Link Blocks	Send Blocks	View Discrepancies
▼ Information								
Record Type	ResV5 [Change]						Active	<input checked="" type="checkbox"/>
Name	PMS Integration-Newmarket Hotel and Conference Center						Integration Mode	Live
Property	Newmarket Hotel and Conference Center							
Integration	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.fdc Room Block / PMS Room Block	Salesforce ID / External ID	Delphi.fdc Booking	Status	Cutoff Date	Blocked Roomnights	Pickup Roomnights
6/27/2014	6/29/2014	GHV	Gorman-Hearn Wedding Block 1	a06o00000006x4AAQ	Gorman-Hearn Wedding Block	Definite	6/25/2014	4	0
6/27/2014	6/29/2014	GHV	Gorman-Hearn Wedding Block	351760		Definite	5/30/2014	6	0
6/29/2014	7/6/2014	NT1	Newmarket Test 1	a06o000000079KQAY	Newmarket Test 1	Definite	6/25/2014	25	11
6/29/2014	7/6/2014	NT1	Newmarket Test 1	356758		Definite	6/25/2014	25	0
7/17/2014	7/28/2014	MG4	MXG 2014 Block 1	a06o00000006mMAAQ	MXG 2014	Definite	6/25/2014	272	0
7/17/2014	7/28/2014	MG4	MXG 2014	307758		Definite	6/30/2014	274	0
9/11/2014	9/14/2014	MM4	Music Medley	a06o00000007FUIAM	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

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4. You may resolve discrepancies by updating the Delphi room block or the PMS group 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 message is received from PMS.

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 PMS. Using Message Viewer, it is possible to identify any unsuccessful messages that may result in discrepancies and other integration issues.

Note: To access Message Viewer, the Delphi user must have Corporate Administrator or Property Administrator access

Viewing Message Details

1. Click the Message Viewer tab.

Message Viewer

Integration

Res v5

Property

Newmarket Hotel and Conference Center (CUC) ▼

Direction

Both ▼

Message Type

☒ All
☒ PmsRoomBlock
☒ UpdatePmsRoomBlockCode
☒ PmsRoomBlockActuals
☒ InventorySync

Search

Clear

From Date/Time

1/1/2016 11:07 PM [1/30/2016 11:07 PM]

To Date/Time

1/31/2016 12:00 AM [1/30/2016 11:07 PM]

Search Text

Status

☒ All
☒ Pending
☒ Processing
☒ Succeeded
☒ Failed
☒ FailedPendingRetry

2. Select the Property and click the Search button.

Message Viewer

Integration

Res v5

Property

Newmarket Hotel and Conference Center (CUC) ▼

Direction

Both ▼

Message Type

☒ All
☒ PmsRoomBlock
☒ UpdatePmsRoomBlockCode
☒ PmsRoomBlockActuals
☒ InventorySync

Search

Clear

From Date/Time

1/1/2016 11:07 PM [1/30/2016 11:07 PM]

To Date/Time

1/31/2016 12:00 AM [1/30/2016 11:07 PM]

Search Text

Status

☒ All
☒ Pending
☒ Processing
☒ Succeeded
☒ Failed
☒ FailedPendingRetry

	Last Modified Date	Message Number	Correlation ID	Message Type	PMS Group ID	Booking Post As	Sales & Catering ID	Direction	Status
View	01/30/2016 10:23:43 PM	M-0000058354	f62f04ee-843-4849-b6c0-fe1425bec1ab	UpdatePmsRoomBlockCode	172193	Newmarket Booking Test 12A	a0C11000005AGXrEAO	Inbound	Succeeded
View	01/30/2016 10:23:24 PM	M-0000058350	a0v11000005YgbhAAC	PmsRoomBlock	172193	Newmarket Booking Test 12A	a0C11000005AGXrEAO	Outbound	Succeeded
View	01/30/2016 10:20:34 PM	M-0000058345	a1805dae-4980-4134-b21f-5c9177a124f0	InventorySync				Inbound	Succeeded
View	01/30/2016 10:17:29 PM	M-0000058336	a0v11000005Ygb3AAC	PmsRoomBlock	172192	Newmarket Booking Test 12A	a0C11000004sc5kEAA	Outbound	Succeeded
View	01/30/2016 10:17:28 PM	M-0000058324	a0v11000005YgaKAAS	PmsRoomBlock	172192	Newmarket Booking Test 12A	a0C11000004sc5kEAA	Outbound	Succeeded
View	01/30/2016 10:17:27 PM	M-0000058322	a0v11000005YgaFAAS	PmsRoomBlock	172192	Newmarket Booking Test 12A	a0C11000004sc5kEAA	Outbound	Succeeded
View	01/30/2016 10:15:04 PM	M-0000058328	801ba40c-1f0d-4a9a-9be6-c87f5dc5175e	InventorySync				Inbound	Succeeded
View	01/30/2016 10:15:02 PM	M-0000058318	a0v11000005Yga5AAC	PmsRoomBlock	172192	Newmarket Booking Test 12A	a0C11000004sc5kEAA	Outbound	Succeeded
View	01/30/2016 09:16:32 AM	M-0000058310	0a4c92e8-3e14-4089-a46f-d4cf2724c44	PmsRoomBlockActuals				Inbound	Succeeded
View	01/30/2016 09:16:31 AM	M-0000058304	9ca762a9-0f9f-428c-ac6a-ca014b6777ec	PmsRoomBlockActuals				Inbound	Succeeded

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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.

	Last Modified Date	Message Number	Correlation ID	Message Type	PMS Group ID	Booking Post As	Sales & Catering ID	Direction	Status
View	02/01/2016 01:13:51 PM	M-0000595415	ae9d77ac-7c84-409f-8b18-0568116250ad	UpdatePmsRoomBlockCode	114626	Newmarket Test 4	a0C370000010CCEAI	Inbound	Succeeded
View	02/01/2016 01:13:50 PM	M-0000595247	a0v37000001SVJcAAO	PmsRoomBlock	114626	Newmarket Test 4	a0C370000010CCEAI	Outbound	Failed
View	02/01/2016 01:10:29 PM	M-0000595201	bef2cd83-05d0-4955-9a4d-9b9f54317c93	InventorySync				Inbound	Succeeded
View	02/01/2016 01:04:54 PM	M-0000594781	02ab8768-147c-47f2-9dd6-3425aa7a1658	InventorySync				Inbound	Succeeded
View	02/01/2016 01:01:55 PM	M-0000594527	48a5fc88-bed2-4f8b-8dda-e9b0a45bc0b9	PmsRoomBlock	114618	Newmarket Test 2	a0C37000001hyW9EAI	Inbound	Succeeded
View	02/01/2016 12:58:50 PM	M-0000594195	71bb44ce-890c-475b-bb4e-d6cd0bb4d57b	InventorySync				Inbound	Succeeded
View	02/01/2016 12:58:49 PM	M-0000594194	f8465e4e-102a-4646-atb-b-28ecb917987	InventorySync				Inbound	Succeeded
View	02/01/2016 12:58:49 PM	M-0000594198	76444b60-1a41-4dce-8795-329dc02041c8	PmsRoomBlock	114618	Newmarket Test 2	a0C37000001hyW9EAI	Inbound	Succeeded
View	02/01/2016 12:55:38 PM	M-0000593815	5236b34e-e2c3-4856-b894-ce3a4cda0a4d	UpdatePmsRoomBlockCode	114622	Newmarket Test 3 - Event Only	a0G37000001YQJ9EAO	Inbound	Succeeded
View	02/01/2016 12:53:14 PM	M-0000593573	a0v37000001SUWeAAO	PmsRoomBlock	114622	Newmarket Test 3 - Event Only	a0G37000001YQJ9EAO	Outbound	Succeeded

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

Message Detail

Message Type	PmsRoomBlock	Created Date	2/1/2016 11:09 AM
Property	The Fluno Center	Last Modified Date	2/1/2016 11:10 AM
Direction	Outbound	PMS ID/Group Code	
Message Number	M-0000585141	Booking	Newmarket Maestro Test 1
Correlation ID	a0v37000001SQe0AAG	Room Block	Newmarket Maestro Test Block 1
Status	Failed	Reservation	

Tracking Detail

Created On	Resource	Source	Target	HTTP Status	Response Status	Created By	ID	Tracking ID
02/01/2016 11:09:40 AM	PmsRoomBlock	NWS	Anonymous	OK	Success	Anonymous	9f8928f2-0ec9-e511-9407-005056a80e40	00000000-0000-0000-000000000000
02/01/2016 11:09:54 AM	ResV5	Anonymous	NWS	OK	Success	NWSAgent51d38188-6e0b-4de5-ba64-68c53024e5c@newmarketinc.com	894418fe-0ec9-e511-9407-005056a80e40	46db9c17-27fa-4afa-9430-bb8087400ad2
02/01/2016 11:10:02 AM	Result	Anonymous	NWS	Accepted	Failure	NWSAgent51d38188-6e0b-4de5-ba64-68c53024e5c@newmarketinc.com	b84518fe-0ec9-e511-9407-005056a80e40	477465bc-e13c-46aa-ac0f-3182c61968fc
02/01/2016 11:10:02 AM	Agent	Anonymous	NWS	OK	Success	NWSAgent51d38188-6e0b-4de5-ba64-68c53024e5c@newmarketinc.com	c24518fe-0ec9-e511-9407-005056a80e40	477465bc-e13c-46aa-ac0f-3182c61968fc
02/01/2016 11:10:30 AM	Result	NWS	Anonymous	OK	Failure	Anonymous	8b9b2010-0f9-e511-9407-005056a80e40	477465bc-e13c-46aa-ac0f-3182c61968fc

Request

```
{
  "id": "477465bc-e13c-46aa-ac0f-3182c61968fc[425]",
  "CreatedOn": "2016-02-01T18:10:00.1456032Z",
  "ExternalCreatedOn": null,
  "LocationInfo": {
    "LocationCode": {
      "Code": "a0n37000000mS1QAAU",
      "Name": ""
    }
  },
  "Resource": {
    "Resource": "a0v37000001SQe0AAG[425]",
    "ResourceType": "PmsRoomBlock",
    "ResultMessages": {
      "Level": 1,
      "Message": "NwsAgent NotificationProcessingError: Could not send notification payload to the customer system. URL:http://144.92.78.41:45196/delphiObject reference not set to an instance of an object.",
      "MessageCode": {
        "Code": "ProcessingError",
        "Name": null
      }
    }
  }
}
```

Response

```
{
  "Id": null,
  "CreatedOn": "2016-02-01T18:10:22.2800936Z",
  "ExternalCreatedOn": null,
  "LocationInfo": {
    "LocationCode": {
      "Code": "a0n37000000mS1QAAU",
      "Name": ""
    }
  },
  "Resource": {
    "Resource": "a0C37000001hyW9EAI",
    "ResourceType": "PmsRoomBlock",
    "ResultMessages": {
      "Level": 2,
      "Message": "Processing was successful.",
      "MessageCode": {
        "Code": "Success",
        "Name": null,
        "Resource": null,
        "ResourcePart": null,
        "ResourceType": null,
        "ExternalModifiedOn": "2016-02-01T18:09:40Z",
        "ExternalResource": "a0v37000001SQe0AAG[0]",
        "ExternalResourcePart": null,
        "ExternalResourceType": "nihm",
        "Message": "c",
        "ExtendedAttributes": null,
        "SenderType": {
          "Code": "SandC",
          "Name": "SandC",
          "Status": 3,
          "ExtendedAttributes": null
        }
      }
    }
  }
}
```

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

Tracking Detail

Created On	Resource	Source	Target	HTTP Status	Response Status	Created By	ID	Tracking ID
02/01/2016 11:09:40 AM	PmsRoomBlock	NWS	Anonymous	OK	Success	Anonymous	98928f2-0ec9-e511-9407-005056a80e40	00000000-0000-0000-0000-000000000000
02/01/2016 11:09:54 AM	ResV5	Anonymous	NWS	OK	Success	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	894418f-0ec9-e511-9407-005056a80e40	46d9bc17-27fa-4afa-9430-bb808740baad2
02/01/2016 11:10:02 AM	Result	Anonymous	NWS	Accepted	Failure	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	854518f-0ec9-e511-9407-005056a80e40	477465bc-e13c-46aa-ac0f-3182c61968fc
02/01/2016 11:10:02 AM	Agent	Anonymous	NWS	OK	Success	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	c24518f-0ec9-e511-9407-005056a80e40	477465bc-e13c-46aa-ac0f-3182c61968fc
02/01/2016 11:10:30 AM	Result	NWS	Anonymous	OK	Failure	Anonymous	8b962010-0f9-e511-9407-005056a80e40	477465bc-e13c-46aa-ac0f-3182c61968fc

Request

```
{
  "Id": "477465bc-e13c-46aa-ac0f-3182c61968fc[425]",
  "CreatedOn": "2016-02-01T18:10:00.1456032Z",
  "ExternalCreatedOn": null,
  "LocationInfo": {
    "LocationCode": {
      "Code": "a0n3700000mS1QAAU",
      "Name": ""
    }
  },
  "ResourceId": "a0v37000001S0e0AAG[425]",
  "ResourceType": "PmsRoomBlock",
  "ResultMessages": {
    {
      "Level": 1,
      "Message": "NwsAgent NotificationProcessingError: Could not send notification payload to the customer system. URL:http://144.92.78.41:45196/dephi/Object reference not set to an instance of an object",
      "MessageCode": "I",
      "Code": "ProcessingError",
      "Name": null
    }
  }
}
```

Response

```
{
  "Id": null,
  "CreatedOn": "2016-02-01T18:10:22.2800936Z",
  "ExternalCreatedOn": null,
  "LocationInfo": {
    "LocationCode": {
      "Code": "a0n3700000mS1QAAU",
      "Name": ""
    }
  },
  "ResourceId": "a0C37000001htpEAA[0]",
  "ResourceType": "PmsRoomBlock",
  "ResultMessages": {
    {
      "Level": 2,
      "Message": "Processing was successful",
      "MessageCode": "S",
      "Code": "Success",
      "Name": null,
      "ResourceId": null,
      "ResourcePart": null,
      "ResourceType": null,
      "ExternalModifiedOn": "2016-02-01T18:09:40Z",
      "ExternalResourceId": "a0v37000001S0e0AAG[0]",
      "ExternalResourcePart": null,
      "ExternalResourceType": "nihrm",
      "Message_c": "ExtendedAttributes:null",
      "SenderType": "I",
      "Code": "SandC",
      "Name": "SandC",
      "Status": "3",
      "ExtendedAttributes": null
    }
  }
}
```

For failed inbound messages from PMS, more detailed information may be found in the Response section of the tracking detail.

Tracking Detail

Created On	Resource	Source	Target	HTTP Status	Response Status	Created By	ID	Tracking ID
02/01/2016 12:43:20 PM	PmsRoomBlock	Anonymous	NWS	Accepted	Success	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	498ba508-1cc9-e511-9407-005056a80e40	50781237-abb6-48ad-a2e3-2c0fb1276211
02/01/2016 12:43:20 PM	Agent	Anonymous	NWS	OK	Success	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	4c8ba508-1cc9-e511-9407-005056a80e40	50781237-abb6-48ad-a2e3-2c0fb1276211
02/01/2016 12:43:45 PM	Result	NWS	Anonymous	OK	Failure	Anonymous	0dcbab14-1cc9-e511-9407-005056a80e40	50781237-abb6-48ad-a2e3-2c0fb1276211
02/01/2016 12:44:01 PM	Result	NWS	Anonymous	OK	Failure	Anonymous	ce2ebc20-1cc9-e511-9407-005056a80e40	00000000-0000-0000-0000-000000000000
02/01/2016 12:44:16 PM	ResV5	Anonymous	NWS	OK	Failure	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	a31bb426-1cc9-e511-9407-005056a80e40	21175bed-eece-42df-9c9d-bbdc8db377b
02/01/2016 12:44:17 PM	ResV5	Anonymous	NWS	OK	Failure	NWSAgent51d38188-6e0b-4de5-ba64-68c5302f4e5c@newmarketinc.com	3ce0b42c-1cc9-e511-9407-005056a80e40	0dc04122-1c8f-4ddb-aa60-3f6be2661155

Request

```
{
  "Id": null,
  "CreatedOn": "2016-02-01T18:10:22.2800936Z",
  "ExternalCreatedOn": null,
  "LocationInfo": {
    "LocationCode": {
      "Code": "a0n3700000mS1QAAU",
      "Name": ""
    }
  },
  "ResourceId": "a0C37000001htpEAA[0]",
  "ResourceType": "PmsRoomBlock",
  "ResultMessages": {
    {
      "Level": 2,
      "Message": "Processing was successful",
      "MessageCode": "S",
      "Code": "Success",
      "Name": null,
      "ResourceId": null,
      "ResourcePart": null,
      "ResourceType": null,
      "ExternalModifiedOn": "2016-02-01T18:09:40Z",
      "ExternalResourceId": "a0v37000001S0e0AAG[0]",
      "ExternalResourcePart": null,
      "ExternalResourceType": "nihrm",
      "Message_c": "ExtendedAttributes:null",
      "SenderType": "I",
      "Code": "SandC",
      "Name": "SandC",
      "Status": "3",
      "ExtendedAttributes": null
    }
  }
}
```

Response

```
<?xml version='1.0' encoding='utf-8'>
<soap:Envelope xmlns:soap='http://schemas.xmlsoap.org/soap/envelope/'>
  <x: xmlns:xsi='http://www.w3.org/2001/XMLSchema-instance'>
    <soap:Header>
      <HTNGHeader xmlns='http://htng.org/1.2/Header'>
        <From><systemid>NWS</systemid></From>
        <address>https://naas.newmarketinc.com/PMS/ResV5/StatusExport</address>
        <Credential>
          <username>DELPHI</username>
          <password>DELPHI</password>
          <credential></credential>
          <To><systemid>PmsVendorId</systemid></To>
          <address>https://xxx.xxx.xxx.xx/htngWebService/WebService.aspx</address>
          <Timestamp>2016-02-01T18:44:15.878111Z</Timestamp>
          <transactionid>557e3be-b1c3-437d-a136-7b1162a9831a</transactionid>
          <action>StatusMessageOutBound</action>
          <HTNGHeader>
            <soap:Header>
              <Request xmlns='http://htng.org/1.2/Listener.Wsdl'>
                <CDATA[processRequest source='PmsRoomBlock' propertyKey='a0n3700000mS1QAAU' vendorId='SandC' GUID='557e3be-b1c3-437d-a136-7b1162a9831a[425]']>
                </input>
              </output>
            </soap:Header>
          </Request>
        </credential>
      </HTNGHeader>
    </soap:Header>
    <body>
      <response>
        <QueryStatus STATUSRPT='Created': Record inserted />
        <QueryStatus STATUSRPT='ProcessingError': GuestroomType is not active or does not exist 1OBSV />
        <QueryStatus STATUSRPT='ProcessingError': GuestroomType is not active or does not exist 1OBSV />
        <QueryStatus STATUSRPT='ProcessingError': GuestroomType is not active or does not exist 2OBSV />
        <QueryStatus STATUSRPT='ProcessingError': GuestroomType is not active or does not exist 2OBSV />
        <QueryStatus STATUSRPT='ProcessingError': GuestroomType is not active or does not exist 1OBSV />
        <QueryStatus STATUSRPT='ProcessingError': GuestroomType is not active or does not exist 1OBSV />
      </response>
    </body>
  </x: >
  </soap:Envelope>
```

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

Message Detail

Reprocess Message

Message Type	PmsRoomBlock	Created Date	2/1/2016 12:43 PM
Property	The Fluno Center	Last Modified Date	2/1/2016 12:44 PM
Direction	Inbound	PMS ID/Group Code	114618
Message Number	M-0000592584	Booking	Newmarket Test 2
Correlation ID	557e3be-b1c3-437d-a136-7b1162a9831a	Room Block	Newmarket Test Block 2
Status	Succeeded	Reservation	

AHWS Agent

The AHWS Agent is used to allow connectivity between the PMS interface server and Delphi. This is installed on either the PMS interface server, or on another server at your property. The “NWSAgentService” must remain started at all times, as shown below, otherwise messages will not transfer between systems.

