

Amadeus Sales & Catering – Delphi IDPMS Integration

Reference Guide

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Room Blocks

Room Blocks created in Delphi will be sent via the integration to IDPMS, creating a new Group Reservation. Subsequent changes made to the room block and/or booking in Delphi will update the corresponding Group Reservation in IDPMS.

In addition to room block and booking details, the associated account, contact, and agency details will be sent to IDPMS.

Please refer to the *Field Mapping Guide - Delphi - IDPMS Integration* for a complete list of fields communicated via the integration.

Name

The room block's **Name** will be displayed in the **Group** field on the Group Reservation in IDPMS. When a new room block is created in Delphi, its Name defaults from the Booking Post As, and may be modified as needed. If multiple room blocks will be created, it is recommended the name be specific to each room block (e.g., ABC Annual Meeting – Staff Rooms).

The screenshot shows the 'Basic' tab of a room block form. The 'Property' is 'Newmarket Hotel and Conference Center'. The 'Name' field is 'ABC Annual Meeting Room Block'. There are fields for 'Arrival Date' (03/24/2016) and 'Departure Date' (03/26/2016). The 'PMS ID/Group Code' is '24C0BT'. There is a 'Pickup Complete' checkbox which is unchecked. A 'Help' link is in the top right corner.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' form in the 'New Guestroom Experience'. The 'Name' field is 'ABC Annual Meeting Room Block'. The 'Property' is a dropdown menu. There are fields for 'Block Start Date' (12/12/24), 'Block End Date' (12/13/24), and 'Cutoff Date' (11/12/24). There are fields for 'Tax Group' (Default Tax Group) and 'Group SRP' (AJT1623643). There is a 'Rate Code' field. There are checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'. There is a 'Room Block Status' dropdown menu (Booking Cancelled) and a 'Housing Method' dropdown menu (Rooming List). There is a 'Billing Instructions' dropdown menu and an 'Incidentals Billing' dropdown menu. There is a 'Meal Plan Type' dropdown menu and a 'Meal Plan Rate Per Person' field.

New Guestroom Experience

Arrival / Departure Dates

The room block's **Arrival Date** and **Departure Date** will update the **Group start** and **Group end** dates in IDPMS. Date changes should be made in Delphi. Please refer to the [Room Block Changes](#) section of this reference guide for further details.

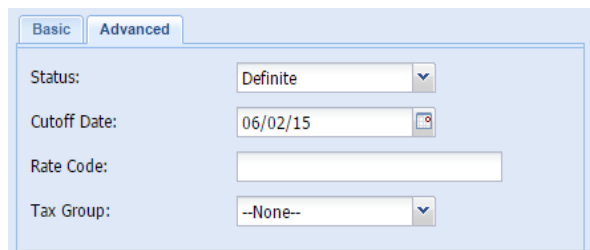
PMS ID/Group Code

The room block's **PMS ID/Group Code** must be left blank. This field will be populated with the **Folio** from IDPMS, when the room block is first created in IDPMS via the integration.

Status

The room block's **Status** will update the **Status** in IDPMS. The status will default from the booking status when a new room block is created, and may be updated as needed. Certain status changes should only be made in Delphi. Please refer to the [Room Block Changes](#) section of this reference guide for further details.

Note: Definite status room blocks will be sent to IDPMS. Tentative status is optional and will be sent to IDPMS, if configured in Property Integration Settings.



Basic Advanced

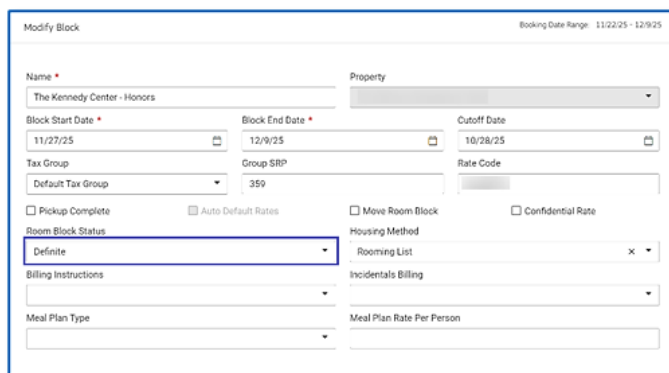
Status: Definite

Cutoff Date: 06/02/15

Rate Code:

Tax Group: --None--

Classic Guestroom Experience



Modify Block Booking Date Range: 11/22/25 - 12/9/25

Name * The Kennedy Center - Honors Property

Block Start Date * 11/27/25 Block End Date * 12/9/25 Cutoff Date 10/28/25

Tax Group Default Tax Group Group SRP 359 Rate Code

☐ Pickup Complete ☐ Auto Default Rates ☐ Move Room Block ☐ Confidential Rate

Room Block Status Definite Housing Method Rooming List

Billing Instructions Incidentals Billing

Meal Plan Type Meal Plan Rate Per Person

New Guestroom Experience

Cutoff Date

The room block's **Cutoff Date** will be used by IDPMS to calculate the **Release** date populated on the group reservation. The room block's cutoff date will default from the booking's cutoff date when a new room block is created, and should be updated as needed. When this cutoff date field is modified in Delphi, IDPMS Release date will be updated with this new date.

Blocked rooms will automatically release in IDPMS at the start of the room release date, which will update the Delphi room block accordingly.

Note: Changes made to the Release date in IDPMS will also update the room block's cutoff date in Delphi, if configured in Property Integration Settings.

Rate Code

The room block's **Rate Code** field is not utilized by the integration.

Tax Group

The room block's **Tax Group** field is not utilized by the integration.

Guestrooms

Agreed, Forecasted, and Blocked guestroom counts should be entered on the room block by room type and by occupancy (Single/Double/Triple/Quad) as needed.

KSTD - King Standard

Available	34	34
Agreed	15/5	15/5
Forecasted	15/5	15/5
Blocked	12/4	12/4
Picked Up		
Rate (USD)	100.00/120.00/140.00/...	100.00/120.00/140.00/...
Pickup Rate (USD)		

Classic Guestroom Experience

King	FRI SEP 6	SAT SEP 7
KD1	7 / 88	25 / 65
Total Rooms	7 / 88	25 / 65
Agreed	8	28
Forecast	8	28
Block	7	25
Pickup	7	25
Exclusive Rate	261.00	261.00 261.00 261.00 261.00
Inclusive Rate	261.00	261.00 261.00 261.00 261.00
Excl Pickup Rate	261.00	261.00
Incl Pickup Rate	261.00	261.00

New Guestroom Experience

Run of House

The Run of House room type will not be sent to IDPMS. Prior to updating the room block to an interfaced status, all rooms must be allocated to specific room types.

Agreed

Agreed guestrooms will not be utilized by IDPMS.

Forecasted

Forecasted guestrooms will not be utilized by IDPMS.

Blocked

Blocked guestrooms will update the **Size** in IDPMS. Blocked rooms communicate in both directions via the integration; therefore, any modifications made to the Size value in IDPMS will update the Blocked guestroom counts in Delphi.

Upon the initial creation of the group reservation in IDPMS, the blocked guestrooms will populate the **Original** value. This value will reflect the original blocked guestrooms, and will not be further updated by the integration.

The sum of blocked rooms for all occupancies for each room type will be reflected as a total value per room type in IDPMS. Block changes made in IDPMS will be updated in Delphi by occupancy, based upon the occupancy distribution of Agreed guestrooms.

Rates

Rates entered in Delphi will be used by IDPMS to create group rates. IDPMS will populate the Base Rate, as well as the rate for Adults 1,2,3,and 4.

Rates should be entered for all room types and all potential occupancies (Single/Double/Triple/Quad), regardless if the room type has been contracted. If a rate is not entered for a room type in Delphi, a rate will not be available in IDPMS.

If rates are not added for all room types, and a new room type is added to the room block from IDPMS, Delphi will use the Run of House rate for this new room type. If no rate exists in Run of House, a 0.00 rate will be used.

Event Only Bookings

Event only Bookings are those that do not contain a room block.

Event only Bookings will be sent to IDPMS to create a Group Reservation, if configured in Property Integration Settings.

PMS ID/Group Code

The booking's **PMS ID/Group Code** must be left blank. This field will be populated with the **Folio** from IDPMS, when first sent to IDPMS via the integration

Note: If blocked rooms and/or reservations are added in IDPMS, this will be returned to Delphi and a new room block will be created on the corresponding booking via the integration to update Blocked and/or Picked Up rooms. The PMS ID/Group Code will be moved to the corresponding field on the room block.

Booking Post As	Acme Corp Holiday Party
Alternate Post As	
Alternate Language Code	
Arrival	8/26/2014
Departure	8/28/2014
Status	Definite
Booking Type	Group Business
Meeting Class	
Revenue Type	Catering
PMS ID/Group Code	24B0CT

Market Segment

Event Only Bookings with certain Market Segment values selected will not be sent to IDPMS, if configured in Property Integration Settings.

Booking Types

Event Only Bookings with certain Booking Type values selected will not be sent to IDPMS, if configured in Property Integration Settings.

Future Group Pickup

As group room reservations are created in IDPMS, pickup details will be returned to Delphi and update the corresponding room block. The sum of picked up rooms for all occupancies for each room type will be reflected as a total value per room type in IDPMS.

Picked Up

Picked Up guestrooms will be updated in Delphi by occupancy, based upon the occupancy distribution of Agreed guestrooms.

King Standard		
Group Available	50	50
Agreed	20	10/10
Forecasted	20	10/10
Blocked	20	10/10
Picked Up	2	1/1
Rate (USD)	100.00/125.00/150.00/1...	100.00/125.00/150.00/1...
Pickup Rate (USD)		

Classic Guestroom Experience

King		FRI SEP 6				SAT SEP 7			
KD1									
Total Rooms		7 / 88				25 / 65			
Agreed	8					28			
Forecast	8					28			
Block	7					25			
Pickup	7					25			
Exclusive Rate	261.00					261.00	261.00	261.00	261.00
Inclusive Rate	261.00					261.00	261.00	261.00	261.00
Excl Pickup Rate	261.00					261.00			
Incl Pickup Rate	261.00					261.00			

New Guestroom Experience

Room Block Changes

Shoulder Dates (Pre/Post Dates)

If blocked rooms are added in IDPMS on shoulder dates, this will update the room block in Delphi accordingly. The rate entered for the same room type on the adjacent date will be applied to the new date in Delphi.

Date Changes

Date changes must always be made in Delphi, which will update the allotment dates in IDPMS. Shifting dates in IDPMS will not update the Delphi room block, resulting in discrepancies between systems.

Note: If pickup exists in IDPMS the room block may not be moved unless all reservations are first detached from the allotment in IDPMS. Once all pickup has been removed from the allotment, the room block may be moved to new dates, and reservations updated as needed.

Move Booking

To move the booking to new arrival and departure dates, use the **Move Booking** button. This will move the room block, along with any events, to new dates.

Move Booking			
▼ General Information			
Booking Name		ABC Annual Meeting	
		Arrival Date	3/24/2017 [6/28/2016]
Guestroom Blocks to Move			
Name	PMS Group ID	Start Date	End Date
ABC Annual Meeting	ABC032417	3/24/2017	3/26/2017

Move Room Block

To move a room block to new arrival/departure dates, select the **Move Room Block** checkbox and adjust the arrival date as needed. This will move the room block, however it will also extend the booking's arrival and departure dates to include both the original and new room block dates.

The screenshot shows the 'Basic' tab of a software interface. At the top, there are two tabs: 'Basic' (selected) and 'Advanced'. A 'Help' link is in the top right. The form contains the following fields:

- Property:** Portsmouth Hotel & Suites
- Name:** ABC Annual Meeting
- Move Room Block:** A checkbox that is checked, highlighted with a red rectangle.
- Arrival Date:** 05/08/14
- Departure Date:** 05/10/14

Classic Guestroom Experience

The screenshot shows the 'Modify Block' interface. At the top right, it says 'Booking Date Range: 11/28/24 - 12/11/24'. The form is divided into several sections:

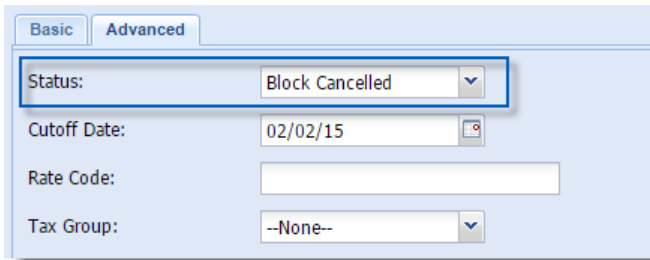
- Name:** The Kennedy Center - Honors
- Property:** A dropdown menu.
- Block Start Date:** 11/28/24
- Block End Date:** 12/10/24
- Cutoff Date:** 10/29/24
- Tax Group:** Default Tax Group
- Group SRP:** 85
- Rate Code:** A dropdown menu.
- Move Room Block:** A checkbox that is checked, highlighted with a red rectangle.
- Other checkboxes:** Pickup Complete, Auto Default Rates, Confidential Rate.
- Room Block Status:** Definite
- Housing Method:** Rooming List
- Billing Instructions:** A dropdown menu.
- Incidentals Billing:** A dropdown menu.
- Meal Plan Type:** A dropdown menu.
- Meal Plan Rate Per Person:** A text input field.

New Guestroom Experience

Status Changes

Room Block Status

Status changes must always be made in Delphi. The status of a particular room block may be updated using the room block's Status field.



Basic Advanced

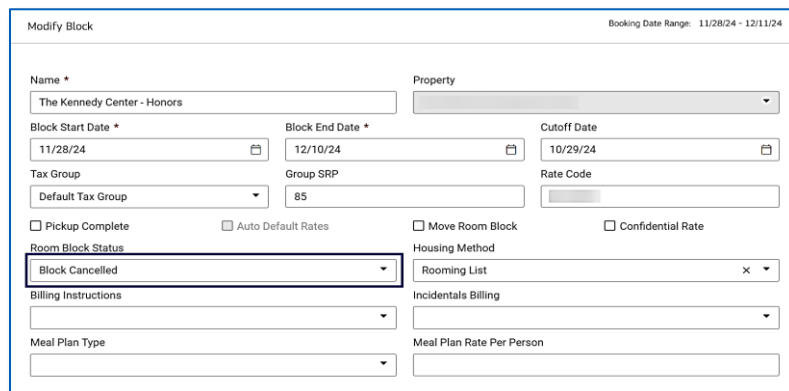
Status: Block Cancelled

Cutoff Date: 02/02/15

Rate Code:

Tax Group: --None--

Classic Guestroom Experience



Modify Block Booking Date Range: 11/28/24 - 12/11/24

Name * The Kennedy Center - Honors Property

Block Start Date * 11/28/24 Block End Date * 12/10/24 Cutoff Date 10/29/24

Tax Group Default Tax Group Group SRP 85 Rate Code

☐ Pickup Complete ☐ Auto Default Rates ☐ Move Room Block ☐ Confidential Rate

Room Block Status Block Cancelled Housing Method Rooming List

Billing Instructions Incidentals Billing

Meal Plan Type Meal Plan Rate Per Person

New Guestroom Experience

Booking Status

When the room block status and booking status match, any changes to the booking status will update the room block status. If the room block status and booking status do not match, changes to booking status will not update the room block status; however you can modify the room block status manually, as needed.

Note: The status may not be downgraded in Delphi or IDPMS. If a status downgrade is necessary, the room block status must be changed to Block Cancelled, and a new room block must be created with the new status, which will create a new group in IDPMS.

Cancellations

The room block status may not be cancelled if there are active reservations picked up in IDPMS. The reservations must first be cancelled in IDPMS, or detached from the group, prior to cancelling the room block and/or booking in Delphi.

Block Cancelled

To cancel a room block, update the room block status to Block Cancelled, which will update the IDPMS hold status to Cancelled.

Note: The block may also be cancelled in IDPMS, which will update the room block status in Delphi to Block Cancelled, if configured in Property Integration Settings.

Booking Cancelled

Changing the booking status to Cancelled, Lost or Turned Down will update all active room blocks to the corresponding status, and send a cancellation to IDPMS.

Note: Once a room block has been cancelled, it may not be reinstated. A new room block must be created, which will create as a new group in IDPMS.

Actualized Pickup and Posted Revenue

On a nightly basis, IDPMS will send production details for in house groups. These details will be used to update actualized pickup and revenue in Delphi.

Pickup Rate

The **Pickup Rate** will be calculated based on guestroom revenue reported by IDPMS, as an average rate per room type, per occupancy.

King Standard

Group Available	50	50
Agreed	20	10/10
Forecasted	20	10/10
Blocked	18	9/9
Picked Up	18	9/9
Rate (USD)	100.00/125.00/150.00/1...	100.00/125.00/150.00/1...
Pickup Rate (USD)	94.45	94.45/125.00

Classic Guestroom Experience

King

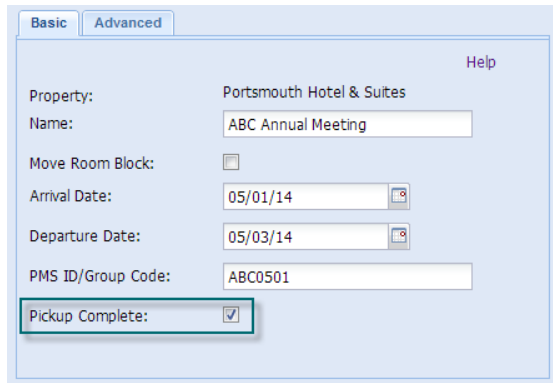
	FRI SEP 6				SAT SEP 7			
KD1	↑	↑↑	↑↑↑	↑↑↑↑	↑	↑↑	↑↑↑	↑↑↑↑
Total Rooms	7 / 88				25 / 65			
Agreed	8				28			
Forecast	8				28			
Block	7				25			
Pickup	7				25			
Exclusive Rate	261.00				261.00	261.00	261.00	261.00
Inclusive Rate	261.00				261.00	261.00	261.00	261.00
Excl Pickup Rate	261.00				261.00			
Incl Pickup Rate	261.00				261.00			

New Guestroom Experience

Pickup Complete

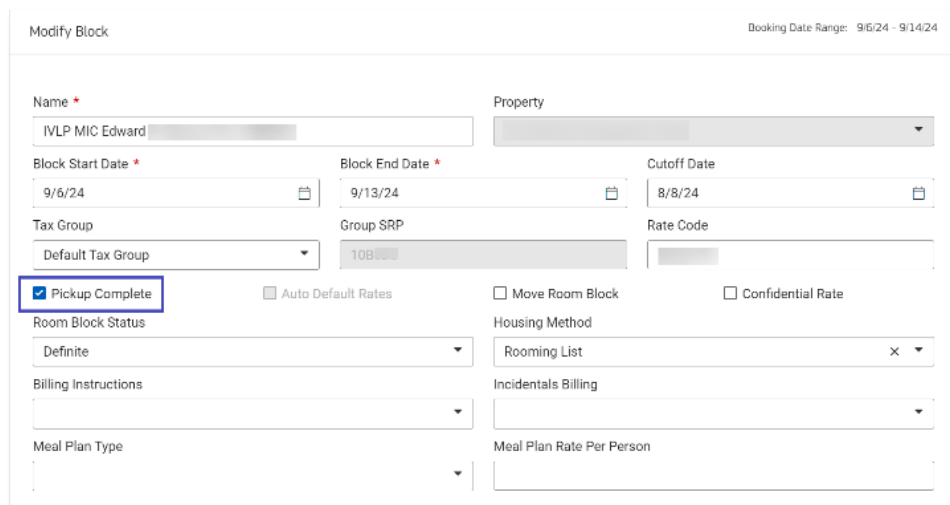
Pickup Complete will be marked on the room block automatically via the integration after the departure date of the room block. This is configured in Property Integration Settings.

Once all room blocks associated with a booking have been marked as Pickup Complete, the booking will also be marked as Pickup Complete.



The screenshot shows a 'Basic' tab configuration window for a room block. The 'Property' is 'Portsmouth Hotel & Suites' and the 'Name' is 'ABC Annual Meeting'. The 'Arrival Date' is '05/01/14' and the 'Departure Date' is '05/03/14'. The 'PMS ID/Group Code' is 'ABC0501'. The 'Pickup Complete' checkbox is checked and highlighted with a red box.

Classic Guestroom Experience



The screenshot shows the 'Modify Block' form in the Classic Guestroom Experience. The 'Name' is 'IVLP MIC Edward' and the 'Property' is selected. The 'Block Start Date' is '9/6/24' and the 'Block End Date' is '9/13/24'. The 'Cutoff Date' is '8/8/24'. The 'Tax Group' is 'Default Tax Group' and the 'Group SRP' is '108'. The 'Rate Code' is empty. The 'Pickup Complete' checkbox is checked and highlighted with a red box. Other options include 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'. The 'Room Block Status' is 'Definite' and the 'Housing Method' is 'Rooming List'. The 'Billing Instructions' and 'Incidentals Billing' are empty. The 'Meal Plan Type' and 'Meal Plan Rate Per Person' are empty.

New Guestroom Experience

Guestroom Revenue

The Pickup Guestroom Revenue Total reflects the calculation of Picked Up Rooms and Pickup Rate for all room blocks associated with the booking.

The Actual Guestroom Revenue Total will be updated after Pickup Complete is marked via the integration, and reflects the final Picked Up Rooms and Pickup Rate calculation based upon actualized rooms and revenue sent from IDPMS.

▼ Guestroom Information (Calculated)	
Total Roomnights Agreed 📊 20	Agreed Guestroom Revenue Total 📊 USD 2,020.00
Total Roomnights Forecasted 📊 38	Forecasted Guestroom Revenue Total 📊 USD 4,449.00
Total Roomnights Blocked 📊 30	Blocked Guestroom Revenue Total 📊 USD 3,547.00
Total Roomnights Picked Up 📊 11	Pickup Guestroom Revenue Total 📊 USD 3,745.57
	Actual Guestroom Revenue Total USD 3,745.57

Note: Blended Revenue will also update once Pickup Complete has been marked to reflect Actual Guestroom Revenue

Posted Revenue

The Posted Revenue section on the booking will reflect a total for all room blocks associated with the booking. These amounts will include any revenue posted to group folios in IDPMS.

Note: Revenue sent from IDPMS is based upon the mapping of maingroup codes in IDPMS

▼ Posted Revenue	
Posted Guestroom Revenue USD 3,745.57	Total Posted Revenue USD 4,796.28
Posted F&B Revenue USD 745.71	
Posted Other Revenue USD 305.00	

Availability

Delphi availability will be updated in near real time via the integration. In addition to room block changes for Delphi room blocks, IDPMS will also send transient reservation details and block details for groups created only in IDPMS. These additional details will update the Availability tab in Delphi.

Transient Sold

Transient Sold will reflect the total of all transient reservations sent from IDPMS, as well as blocked rooms for any groups created only in IDPMS.

Transient Protected Remaining is a calculation of Transient Protected (as entered in Delphi) less the current Transient Sold.

Note: This number may appear as a negative value when Transient Sold exceeds Transient Protected

Daily Information		
	Thu 03/24	Fri 03/25
Newmarket Hotel and Conference Center		
Total Available	-32	-24
Group Available	-50	-24
Group Definite	86	86
Group Tentative	5	0
Group Prospect	0	0
Minimum Acceptable Rate (USD)	0	0
Transient Protected	100	75
Transient Sold	82	79
Transient Protected Remaining	18	-4
Out of Order	5	5

Out of Order

Out of Order will reflect the total of all rooms placed out of order and out of inventory in IDPMS.

Transient Protected	100	75
Transient Sold	82	79
Transient Protected Remaining	18	-4
Out of Order	5	5

Room Type Availability

The available rooms by room type will also be updated in near real time, reflecting the transient sold and out of order counts received from IDPMS.

Daily Information		
	Thursday 05/01	Friday 05/02
Total Available	134	144
- King Standard	24	34
- Queen Standard	40	40
- King Superior	25	25
- Queen Superior	25	25
- Suite	20	20
Group Available	114	124

Integration Tasks

If a message sent from Delphi fails to update IDPMS, or if an update sent from IDPMS fails to update Delphi, a task will be created in Delphi and assigned to the booking owner. This task will alert the booking owner of any issues, so that the necessary action can be taken to correct the discrepancies as soon as possible.

Any errors not specific to a Delphi booking, including transient availability updates, will create a task assigned to the property owner in Delphi.

Integration tasks are visible from the My Tasks section of the Delphi Home page.

My Tasks New				Today + Overdue
Complete	Date	Subject	Name	Related To
X	6/25/2014	PMS failed to update Delphi.fdc !		Newmarket Test 1
X	6/25/2014	PMS failed to update Delphi.fdc !		Newmarket Test 1
X	6/25/2014	PMS failed to update Delphi.fdc !		Newmarket Test 1
X	6/26/2014	Delphi.fdc failed to update PMS !		Music Medley 2014
X	6/26/2014	Delphi.fdc failed to update PMS !		Music Medley 2014

Tasks related to a specific booking are visible from the Open Activities related list on the Delphi booking.

Open Activities New Task New Event Open Activities Help							
Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
Edit Cls	PMS failed to update Delphi.fdc		✓	6/25/2014	Not Started	High	Howard Craig
Edit Cls	PMS failed to update Delphi.fdc		✓	6/25/2014	Not Started	High	Howard Craig
Edit Cls	PMS failed to update Delphi.fdc		✓	6/25/2014	Not Started	High	Howard Craig

To view the task details from either the My Tasks section or the Open Activities related list, click the **Subject** link.

Task

PMS failed to update Delphi.fdc

[Attachments \(0\)](#)

[Edit](#)
[Delete](#)
[Create Follow-Up Task](#)
[Create Follow-Up Event](#)

Assigned To

Howard Craig

Subject

PMS failed to update Delphi.fdc

Due Date

3/28/2017

Type

PMS Integration

Comments

Correlation Id: 9e0395b2-9135-48da-98cf-b94f38b4d178
Message Type: PmsRoomBlock
A Roomblock cannot be moved or shortened from the PMS.

Related To

ABC Annual Meeting

The **Comments** field in the Task Information section will include more details regarding the issue.

Note: It is important that any issues are corrected as soon as possible, as this may result in a discrepancy that could impact the block or pickup of a room block or the accuracy of hotel availability.