

Amadeus Sales & Catering – Delphi
Maestro Integration
Reference Guide

Index

- Room Blocks 3
- Event Only Bookings 7
- Accounts and Agencies 8
- Future Group Pickup 9
- Room Block Changes 10
 - Shoulder Dates (Pre/Post Dates) 10
 - Date Changes 10
 - Status Changes 12
 - Cancellations 13
- Actualized Pickup and Posted Revenue 14
- Availability 17
- Integration Tasks 18

Room Blocks

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

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

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

Name

The room block's Name will be displayed in the Event Name field on the Group Reservation in Maestro, depending on Maestro configuration. 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).

Note: Name may need to be abbreviated, as the field in Maestro is shorter than Delphi. Otherwise, name will be truncated in Maestro when it exceeds the field length.

The screenshot shows the 'Basic' tab of a room block creation form. The 'Property' field is set to 'Newmarket Hotel and Conference Center'. The 'Name' field contains 'ABC Annual Meeting Room Block'. There are checkboxes for 'Move Room Block' and 'Pickup Complete'. Date fields for 'Arrival Date' (03/24/2016) and 'Departure Date' (03/26/2016) are present, along with a 'PMS ID/Group Code' field containing '24C0BT'.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' interface. The 'Name' field is 'ABC Annual Meeting Room Block'. The 'Property' field is a dropdown. Date fields include '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), 'Group SRP' (AJT1623643), and 'Rate Code'. Checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate' are visible. Dropdowns for 'Room Block Status' (Booking Cancelled), 'Housing Method' (Rooming List), 'Billing Instructions', 'Incidentals Billing', 'Meal Plan Type', and 'Meal Plan Rate Per Person' are also present.

New Guestroom Experience

Arrival / Departure Dates

The room block's **Arrival Date** and **Departure Date** will update the **Arrival and Departure** dates in Maestro. 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 **Reservation#** from Maestro, when the room block is first sent to Maestro via the integration

Status

The room block's **Status** will update the **Booking Status** field in Maestro. The status field 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 Maestro. Tentative status is optional and will be sent to Maestro, if configured in Property Integration Settings.

Note: Maestro status will appear as "Reserved" for both Tentative and Definite room blocks. The **Booking Status** field, on the External Reservation Information window, will reference the actual Delphi room block status.

The screenshot shows the 'Basic' tab of a room block form. It includes the following fields:

- Status:** A dropdown menu with 'Definite' selected.
- Cutoff Date:** A date field with '06/02/15' entered.
- Rate Code:** An empty text field.
- Tax Group:** A dropdown menu with '--None--' selected.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' form in the 'New Guestroom Experience'. It includes the following fields and sections:

- Name:** 'The Kennedy Center - Honors'.
- Property:** A dropdown menu.
- 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:** An empty field.
- Room Block Status:** A dropdown menu with 'Definite' selected.
- 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:** An empty field.

New Guestroom Experience

Cutoff Date

The room block’s **Cutoff Date** will populate the **Cutoff Date** field in Maestro. 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, Maestro will be updated with this new date.

Blocked rooms will automatically release in Maestro at the cutoff date, which will update the Delphi room block accordingly.

Note: Changes made to the cutoff date field in Maestro will also update the room block’s cutoff date in Delphi, when accompanied by a block or pickup update from Maestro, if configured in Property Integration Settings.

Rate Code

The room block’s **Rate Code** 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 Maestro. Prior to updating the room block to an interfaced status, all rooms must be allocated to specific room types.

Agreed

Agreed guestrooms will populate the Maestro **Original/Contracted** counts in Maestro.

Forecasted

Forecasted guestrooms will not be utilized by Maestro.

Blocked

Blocked guestrooms will update Maestro **Blocked** room counts. Blocked rooms communicate in both directions via the integration; therefore, any modifications made in Maestro will update the Blocked guestroom counts in Delphi.

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

Rates

Rates should be entered for all room types and all occupancies (Single/Double/Triple/Quad), regardless if the room type has been contracted.

Maestro is configured with one of the following rate options:

1. Rates entered in Delphi will be used by Maestro to create group rates, and will apply to reservations made in Maestro. If a rate is not entered for a room type in Delphi, a group rate will not be available in Maestro.
2. Changes to the Delphi rates, after the initial group creation in Maestro, will not update Maestro group rates. Rate changes must be managed in Maestro.
3. The Delphi rates will not be utilized by Maestro. Rates must be managed in Maestro.

If rates are not added for all room types, enter a rate into the Run of House room type for all occupancies. If a new room type is added to the room block from Maestro, 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 Maestro to generate 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 **Reservation#** from Maestro, when first sent to Maestro via the integration

Note: If blocked rooms and/or reservations are added in Maestro, 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 Maestro, if configured in Property Integration Settings.

Booking Types

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

Accounts and Agencies

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

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


Client Profile

The Account associated with the Delphi booking in the Account field will be sent to Maestro to create a Client Profile. When the same Delphi Account is used for subsequent room blocks, Maestro will match to the existing Client Profile.

Travel Agency

The Account associated with the Delphi booking in the Agency field will be sent to Maestro to create a Travel Agency.

A Travel Agency will only be created in Maestro if an IATA number has been entered into the Account ID/IATA field on the Delphi Account. If the IATA number entered into Delphi matches an existing Travel Agency in Maestro, the existing Travel Agency will be used.

Account Detail		Edit Delete Sharing	
Account Owner	 Howard Craig [Change]	Phone	(603) 555-1212
Account Name	Acme Travel [View Hierarchy]	Fax	(603) 555-2121
Parent Account		Website	http://acmetravel.com
		Account ID/IATA	12345678

Future Group Pickup

As group room reservations are created in Maestro, pickup details will be returned to Delphi and update the corresponding room block.

Picked Up

Picked Up guestrooms will be updated based on the room type and occupancy reserved.

King Standard		
Group Available	32	32
Agreed	20	20
Forecasted	20	20
Blocked	20	19/1
Picked Up	2	2/1
Rate (USD)	100.00/125.00/150.00/175.00	100.00/125.00/150.00/175.00
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 and/or reservations are added in Maestro 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 block dates in Maestro. Shifting block dates in Maestro will not update the Delphi room block, resulting in discrepancies between systems.

Note: If pickup exists in Maestro the room block may not be moved unless all reservations are first detached from the block in Maestro. Once all pickup has been removed from the block, 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.

Basic Advanced Help

Property: Portsmouth Hotel & Suites

Name: ABC Annual Meeting

Move Room Block: ☒

Arrival Date: 05/08/14

Departure Date: 05/10/14

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 Definite

Housing Method Rooming List

Billing Instructions

Incidentals Billing

Meal Plan Type

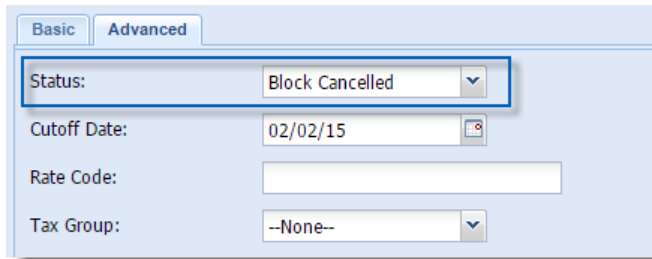
Meal Plan Rate Per Person

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

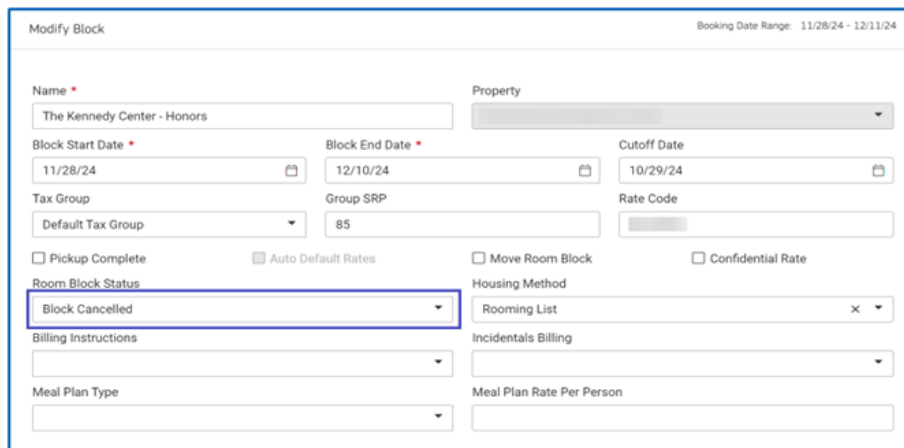
Status: Block Cancelled

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 Maestro. 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 Maestro.

Cancellations

The room block status may not be cancelled if there are active reservations picked up in Maestro. The reservations must first be cancelled in Maestro, 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 Maestro block status.

Note: The block may also be cancelled in Maestro, 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 Maestro.

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 Maestro.

Actualized Pickup and Posted Revenue

On a nightly basis, Maestro 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 room revenue reported by Maestro, as an average rate per room type, per occupancy.

King Standard		
Group Available	32	32
Agreed	20	20
Forecasted	20	20
Blocked	18	18/1
Picked Up	18	18/1
Rate (USD)	100.00/125.00/150.00/175.00	100.00/125.00/150.00/175.00
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 'Pickup Complete' checkbox is checked and highlighted with a red box. Other fields include Property Name (Portsmouth Hotel & Suites), Meeting Name (ABC Annual Meeting), Arrival Date (05/01/14), Departure Date (05/03/14), and PMS ID/Group Code (ABC0501).

Classic Guestroom Experience

The screenshot shows the 'Modify Block' window for the Classic Guestroom Experience. The 'Pickup Complete' checkbox is checked and highlighted with a red box. Other fields include Name (IVLP MIC Edward), Property (dropdown), Block Start Date (9/6/24), Block End Date (9/13/24), Cutoff Date (8/8/24), Tax Group (Default Tax Group), Group SRP (10B), Rate Code, Room Block Status (Definite), Housing Method (Rooming List), Billing Instructions, Incidentals Billing, Meal Plan Type, and Meal Plan Rate Per Person.

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 Maestro.

▼ 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 reservations in Maestro.

Note: Revenue sent from Maestro is based upon the mapping of Posting Codes in Maestro

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

Transient Sold

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

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 market' in Maestro.

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 Maestro.

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 Maestro, or if an update sent from Maestro 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 room block, 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 Delphi Home page.

My Tasks New					
Complete	Date	Status	Subject	Name	Related To
X	6/25/2014	Not Started	PMS failed to update Amadeus !		Newmarket Group Booking
X	6/25/2014	Not Started	PMS failed to update Amadeus !		Newmarket Group Booking
X	6/25/2014	Not Started	PMS failed to update Amadeus !		Newmarket Group Booking
X	6/26/2014	Not Started	Amadeus failed to update PMS !		Music Medley 2014
X	6/26/2014	Not Started	Amadeus 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 Event New Task							
Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
<input type="checkbox"/> Edit Cts	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	Howard Craig
<input type="checkbox"/> Edit Cts	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	Howard Craig
<input type="checkbox"/> Edit Cts	PMS failed to update Amadeus		✓	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 Amadeus

1

7

31

Attachments 0

Task Detail

Assigned To

Howard Craig

Subject

PMS failed to update Amadeus

Due Date

3/28/2017

Type

PMS Integration

Comments

The PMS Integration is not permitted to perform Room Block moves or shortening of the Room Block
PMS Group ID: ABC032418
Name: ABC Annual Meeting
Property: Hotel

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.