

Amadeus Sales & Catering – Delphi
Opera Integration
Reference Guide

Index

- Bookings and Room Blocks 3
- Future Group Pickup and Reservations 8
- Room Block Changes 9
 - Shoulder Dates (Pre/Post Dates) 9
 - Date Changes 9
 - Status Changes..... 10
 - Cancellations..... 12
- Departed Group Production 13
- Availability 15
- Volume Contract Production 16
- Integration Tasks 19

Bookings and Room Blocks

Bookings created in Delphi will be sent via the integration to Opera to create a new business block. Subsequent changes made to the room block and/or booking in Delphi will update the corresponding business block in Opera.

In addition to booking details, the associated account, contact, and agency details will be used by Opera to create corresponding profiles.

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

Name

The room block's **Name** will be displayed in the **Name** field on the block in Opera. 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 Name field in Opera is shorter than Delphi. Otherwise, name will be truncated in Opera when it exceeds the field length.

Classic Guestroom Experience

New Guestroom Experience

Arrival / Departure Dates

The room block's **Arrival Date** and **Departure Date** will update the **Start Date and End Date** in Opera. 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** will become the **Block Code** in Opera, and must be entered on all room blocks, regardless of status. The value entered must be unique. A PMS ID/Group Code that has already been used on a Delphi room block at the property, or on an Opera-only block, may not be saved and must be updated to a new, unique value.

Note: The PMS ID/Group Code field's minimum/maximum lengths are configured in Property Integration Settings.

Status

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

The screenshot shows a 'Basic' tab interface with the following fields:

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

Classic Guestroom Experience

The screenshot shows a 'Modify Block' interface with the following fields and options:

- Name:** 'The Kennedy Center - Honors'
- Property:** A dropdown menu.
- Block Start Date:** '11/27/25' with a calendar icon.
- Block End Date:** '12/9/25' with a calendar icon.
- Cutoff Date:** '10/28/25' with a calendar icon.
- Tax Group:** 'Default Tax Group' (dropdown).
- Group SRP:** '359' (text field).
- Rate Code:** An empty text field.
- Checkboxes:** 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate' (all unchecked).
- Room Block Status:** A dropdown menu with 'Definite' selected.
- Housing Method:** 'Rooming List' (dropdown).
- Billing Instructions:** An empty text field.
- Incidentals Billing:** An empty text field.
- Meal Plan Type:** An empty text field.
- Meal Plan Rate Per Person:** An empty text field.

New Guestroom Experience

Cutoff Date

The room block's **Cutoff Date** will populate the **Cutoff Date** field in Opera. Opera will release room blocks automatically at night audit on this date, which will release blocked rooms to match pickup rooms. 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, Opera will be updated with this new date.

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

Rate Code

If a rate code is manually applied to the block in Opera, this code will be sent to Delphi and populate the **Rate Code** field. Once a rate code has been populated into this field, room rates will no longer be sent to Opera, and the rate code will be maintained on the Opera block.

Alternatively, a rate code may be entered into this field in Delphi. If a rate code is entered, room rates will not be sent to Opera, and the rate code entered will be applied to the Opera block. The rate code entered into this field must be a valid Opera value; otherwise the rate code will not be populated in Opera.

Note: To remove a Rate Code, this should be manually removed in Opera, which will update Delphi.

The screenshot shows the 'Basic' tab of a form. The 'Status' dropdown is set to 'Definite'. The 'Cutoff Date' is '06/02/15'. The 'Rate Code' field is highlighted with a blue border and contains the text 'GRP100'. The 'Tax Group' dropdown is set to '--None--'.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' form. The 'Name' field contains 'Amadeus User Training'. The 'Property' dropdown is set to 'Portsmouth Hotel & Conference Center'. The 'Block Start Date' is '12/31/24' and the 'Block End Date' is '1/3/25'. The 'Cutoff Date' is '12/1/24'. The 'Rate Code' field is highlighted with a blue border and contains the text 'GRP100'. Other fields include 'Tax Group', 'PMS ID/Group Code' (123124AMAD), and various checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'.

New Guestroom Experience

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	↑	↑↑ ↑↑↑ ↑↑↑↑	↑ ↑↑ ↑↑↑ ↑↑↑↑
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 Opera. Prior to updating the room block to an interfaced status, all rooms must be allocated to specific room types.

Agreed

If Agreed guestrooms are configured to populate Opera Sell Limit counts, any changes made to the Sell Limit in Opera will not update the Agreed guestroom counts in Delphi, and will be overwritten whenever any room block changes are made in Delphi.

Forecasted

If Forecasted guestrooms are configured to populate Opera Sell Limit counts, modifying the Sell Limit in Opera will update the Forecasted guestroom counts in Delphi.

Blocked

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

If occupancy is utilized in Opera for blocked rooms, the Opera blocked room counts will reflect the occupancies entered into Delphi. Otherwise, the sum of blocked rooms for all occupancies for each room type will be reflected as a total value in Opera.

Note: If Tentative status is sent, changes to Blocked guestrooms will update Opera Contract and Original blocked rooms.

At Definite Status, changes to Blocked guestrooms will only update Opera Current blocked rooms.

Rates

Rates should be entered for all room types and all occupancies (Single/Double/Triple/Quad), regardless if the room type has been contracted. Rates entered in Delphi will populate the Opera rate grid for the block, and will apply to reservations made in Opera. If a rate is not entered for a room type in Delphi, a rate will not be available in Opera should a reservation be made in (or moved into) this room type.

If rates are not added for all room types, enter a rate into the Run of House room type in Delphi for all occupancies. If a new room type is added to the room block from Opera, 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.


Note: If Inclusive Pricing is enabled in Delphi, please note that only Exclusive Rates are sent to Opera. If inclusive rates are used in Opera, rates may need to be managed manually in Opera through the use of rate codes.

Event Only Bookings

Event only bookings are those that do not contain a room block. Event only bookings may be sent to Opera to create a business block, allowing a Posting Master to be created for posting purposes.

To send an event only booking to Opera, enter a new, unique value into the PMS ID/Group Code field in the Information section of the Booking page.

Note: If blocked rooms and/or reservations are added to the block in Opera, this will be returned to Delphi and a new room block will be created on the corresponding booking via the integration. The PMS ID/Group Code value will be removed from the booking and populated into this newly created room block.

▼ Information	
Owner	 Howard Craig [Change]
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
Revenue Type	Catering
PMS ID/Group Code	ACME0826

Market Segment

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

Future Group Pickup and Reservations

As group room reservations are created in Opera, reservation 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.

Pickup Rate

The **Pickup Rate** will be calculated based on the reservation rates received, as an average rate per room type, per occupancy.

King Standard

Group Available	50	50
Agreed	20	20
Forecasted	20	20
Blocked	20	19/1
Picked Up	2	2/1
Rate (USD)	200.00/210.00/220.00/2...	200.00/210.00/220.00/2...
Pickup Rate (USD)	185.00	185.00/210.00

Classic Guestroom Experience

King Standard				
TUE DEC 31				
KING	1	2	3	4
Total Rooms	1 / 22			
Agreed	3			
Forecast	2			
Block	1			
Pickup	1	1	1	
Exclusive Rate	500.00	525.00	550.00	575.00
Inclusive Rate	500.00	525.00	550.00	575.00
Excl Pickup Rate	500.00	525.00	550.00	
Incl Pickup Rate	500.00	525.00	550.00	

New Guestroom Experience

Note: If Inclusive Pricing is enabled in Delphi, please note that only Exclusive Pickup Rate is updated based on the reservation rates from Opera, even if Opera rates are inclusive of taxes. Inclusive Pickup Rate will be calculated from this value, adding additional taxes based upon the Tax Group selected on the Delphi room block.

Reservations Related List

Reservation details are accessible from the Reservations related list on the Booking page. This list includes all Opera reservations linked to all room blocks on the booking.

Reservations Reservations Help ?									
Action	Confirmation #	Arrival Date	Departure Date	Guest Full Name	Guestroom Type Occupied	Adults	Number of Rooms	Status	PMS ID/Group Code
Edit Del	1146883	6/29/2014	7/5/2014	John Smith	OQNS	1		Reserved	NT1
Edit Del	1146877	6/29/2014	7/5/2014	Jane Brown	KNGN	1	1	Cancelled	NT1
Edit Del	1146882	6/30/2014	7/5/2014	Mr Howard Craig	KNGN	1	1	Reserved	NT1

Reservations listed include those with an Opera status of Cancelled, Requested or No Show; however, these reservations are not included in the Picked Up room counts or Pickup Rate calculation.

Note: As of R35, to support compliance with GDPR and data privacy, reservation records will no longer populate personal data fields such as guest name, address, and phone number

Room Block Changes

Shoulder Dates (Pre/Post Dates)

Shoulder dates added to the Delphi room block will be sent to Opera, extending the Opera block dates accordingly.

Alternatively, if blocked rooms and/or reservations are added in Opera on shoulder dates, this will update the Delphi room block. The rate entered for the same room type on the adjacent date will be applied to the new date in Delphi.

Note: If pickup already exists on the room block, shoulder dates may not be added in Delphi and must be added in Opera, updating the Delphi room block as outlined above.

Date Changes

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

Note: If pickup exists in Opera, the room block may not be moved unless all reservations are first detached from the block in Opera. 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

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

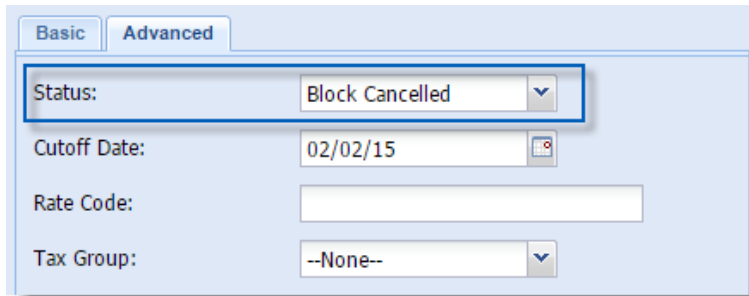
Last update: 10/29/2024

Page 10 of 20

Status Changes

Room Block Status

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



Basic Advanced

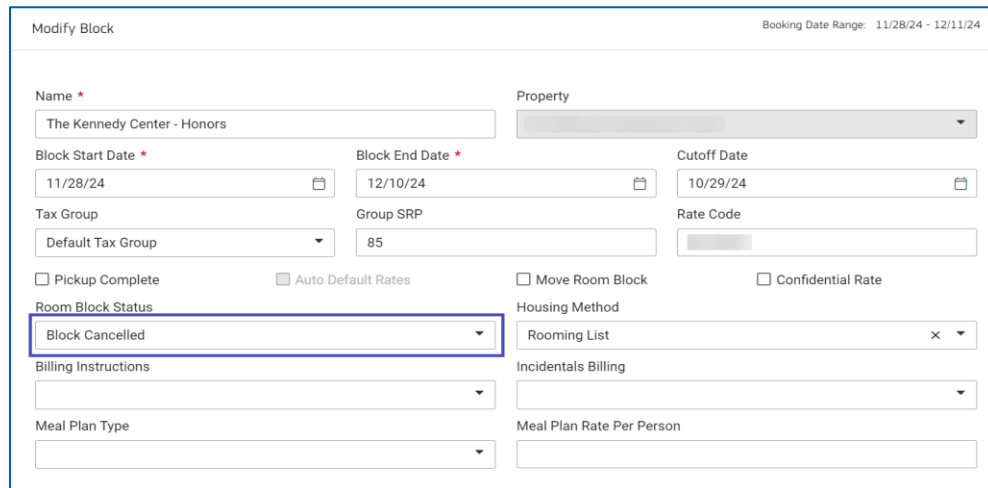
Status: Block Cancelled

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 Opera. 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 (the room block must also have a new, unique PMS ID/Group Code).

Cancellations

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

Note: If the block is cancelled in Opera, the room block status in Delphi will be updated 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 Opera.

Note: Once a room block has been cancelled, it may not be reinstated. A new room block must be created, with a new, unique PMS ID/Group Code, before it can be sent to Opera.

Departed Group Production

Departed Guest Stay Details and Posted Revenue

As group reservations are checked out in Opera, final stay details are sent to Delphi on a nightly basis. These stay details, sent via a Stay Message from Opera, will update the corresponding reservations and mark them as Stay Complete.

Posted revenue totals for Guestroom, F&B, and Other revenue will be included in this message from Opera. These total amounts, visible from the Posted Revenue section of the reservation record, reflect the revenue reported from Opera that is posted to the guest's folio.

▼ Posted Revenue			
Posted Guestroom Revenue	USD 595.00	Total Posted Revenue	USD 817.65
Posted F&B Revenue	USD 74.65		
Posted Other Revenue	USD 148.00		

Pickup Rate

As stay details are received in Delphi, pickup rates will be updated to reflect an average rate based upon the total guestroom revenue posted to each guest's folio.

King Standard			
Group Available	50	50	
Agreed	20	20	
Forecasted	20	20	
Blocked	19/1	19/1	
Picked Up	19/1	19/1	
Rate (USD)	200.00/210.00/220.00/2...	200.00/210.00/220.00/2...	
Pickup Rate (USD)	167.40/210.00	167.40/210.00	

Classic Guestroom Experience

King Standard		TUE DEC 31			
KING		1	2	3	4
Total Rooms		1 / 22			
Agreed	3				
Forecast	2				
Block	1				
Pickup	1	1	1		
Exclusive Rate	500.00	525.00	550.00	575.00	
Inclusive Rate	500.00	525.00	550.00	575.00	
Excl Pickup Rate	500.00	525.00	550.00		
Incl Pickup Rate	500.00	525.00	550.00		

New Guestroom Experience

Note: If Inclusive Pricing is enabled in Delphi, please note that Exclusive Pickup Rate is updated based on the guestroom revenue posted in Opera. Inclusive Pickup Rate will be calculated from this value, adding additional taxes based upon the Tax Group selected on the Delphi room block.

Pickup Complete

Pickup Complete will be marked on the room block automatically via the integration, after the last reservation linked to the room block marked Stay Complete.

Note: The Posting Master reservation must also be checked out, and the corresponding Stay Message received from Opera, in order for the booking to be marked as Pickup Complete.

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 the 'Basic' tab of a room block configuration window. 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.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' window in the 'New 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 '100.0000'. The 'Rate Code' is empty. The 'Pickup Complete' checkbox is checked. Other options like 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate' are unchecked. The 'Room Block Status' is 'Definite' and the 'Housing Method' is 'Rooming List'.

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. This revenue value reflects the final Picked Up Rooms and Pickup Rate calculation based upon the departed stay details received from Opera.

▼ 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

Posted Revenue

The Posted Revenue section on the booking will reflect a total for all departed group guests, for all room blocks associated with the booking. These amounts will also include any revenue posted to an Opera Posting Master, once the Posting Master has been checked out in Opera.

▼ 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

In addition to room block changes for the Delphi room blocks, Opera will also send transient reservations and allotment details for blocks created only in Opera. These details will be used to update guestroom type availability in Delphi.

Transient Sold

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

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

Daily Information		
	Tuesday 04/29	Wednesday 04/30
⊕ Total Available	132	119
Group Available	114	102
Group Definite	16	20
Group Tentative	5	13
Group Prospect	0	3
Minimum Acceptable Rate (USD)	159	159
Transient Protected	20	20
Transient Sold	2	3
Transient Protected Remaining	18	17
Occupancy %	11.61	14.84

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

Room Type Availability

The available rooms by room type will also be updated in near real time, reflecting the transient sold counts received from Opera.

Daily Information		
	Thursday 05/01	Friday 05/02
<input checked="" type="checkbox"/> 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

Note: Rooms taken out of order in Opera will not update guestroom availability in the Delphi. Out of order rooms may be updated manually for each guestroom type in Delphi as needed.

Volume Contract Production

Volume Contracts will be updated with both future and actualized production details, based upon reservations sent to Delphi by Opera. In order to update production details on the volume contract, it is necessary to populate certain fields with matching values from Opera, as outlined in this section.

Production may be updated either by using specific Company Profiles and Rate Codes on Opera reservations, or through the use of Allocation Blocks created manually in Opera.

Company Profile and Rate Code

When corporate negotiated rates are managed in Opera through the use of a specific Company Profile and specific rate code(s), these details may be used to match production to a Volume Contract created in Delphi.

The integration will match reservations received from Opera to an existing Delphi volume contract based on the following criteria:

- Property
- Account ID/IATA (Opera Corporate ID)
- Rate Code
- Dates
- Contract Status = Prospect, Bid, or Contracted

When a match is found, the reservation created in Delphi is linked to the volume contract. See the [Reservations](#) section of this document for further details.

Account ID

The Account ID/IATA field on the Delphi Account page must match the Corporate ID from the Opera Company Profile. The value entered must match exactly to Opera, including any leading zeroes.

Account Detail		Edit	Delete	Sharing
Account Owner	Howard Craig [Change]	Phone (603) 555-1212		
Account Name	ABC Corporation [View Hierarchy]	Fax (603) 222-2222		
Parent Account		Website http://abccorp.com		
		Account ID/IATA 001234567		

Once the Account ID/IATA field has been entered on the Delphi account, this will be visible from the Account ID field on any volume contracts created from this account

▼ Account and Agency Information	
Account	ABC Corporation
Agency	
Account Id	001234567
Agent	
Contact	Howard Craig

Rate Code

The Opera rate code(s) that will be used on reservations associated with this volume contract must be entered into the Rate Code field on the volume contract.

Note: Multiple rate codes may be entered, separated by commas

Volume Contract Detail		Edit	Delete	Clone	Auto Create Volume Contract Periods	Merge	Enter Pickup	Recap
Contract Name	ABC Corporation 2014	Property			Hotel			
Contract Start	1/1/2014	Owner			Howard Craig [Change]			
Contract End	12/31/2014	Date Bid			11/25/2014			
Anticipated Periods	Quarterly	Date Contracted						
Contract Status	Bid	Last Status Date			11/25/2014			
Decision Due	1/1/2014	Contract Market Segment			T - Corporate Preferred			
Contract Type	Negotiated Rate Business	Contract Lead Source			Hotel referral			
Group Policy	Transient Only	Housing Method			Individual call-in			
		Rate Information						
		Rate Code			ABC14, IGCOR			

Important: In order for the rate code used on the Opera reservation to be sent to Delphi, the rate code must be mapped in the Opera (OXI) conversion tables. If the rate code is not mapped, a default value is sent to Delphi, and the volume contract may not be correctly updated. Please contact Oracle (Opera) Support if assistance is needed to map rate codes in OXI.

Allocation Blocks

When allocation blocks (e.g., wholesaler blocks) are utilized in Opera to track negotiated business, the Opera block code may be used to match production to a Volume Contract created in Delphi.

The integration will match reservations received from Opera to an existing Delphi volume contract based on the following criteria:

- Property
- PMS ID/Group Code (Opera block code)
- Dates
- Contract Status = Prospect, Bid, or Contracted

When a match is found, the reservation created in Delphi is linked to the volume contract. See the [Reservations](#) section of this document for further details.

PMS ID/Group Code

A Volume Contract Period must be created to match to the Allocation block created in Opera. The Opera block code must be entered into the PMS ID/Group Code field on the volume contract period.

Note: The Period Start Date and End Date must match the start and end dates on the corresponding Opera allocation block

Volume Contract Period Detail
Edit Delete Clone

Volume Contract	ABC Corporation - Allocation 2017	Period	1
Name	1/1/2017 - 12/31/2017	Period Start Date	1/1/2017
PMS ID/Group Code	ABC2017	Period End Date	12/31/2017

Reservations

When a reservation matches either of the above criteria, the reservation created in Delphi is linked to the volume contract. The reservations are associated with the corresponding Volume Contract Period, populating the Actual Rooms, Actual Rate and Actual Room Revenue values.

Periods New Volume Contract Period Periods Help ?										
Action	Name	Period	PMS ID/Group Code	Period Start Date	Forecast Rooms	Forecast Rate	Forecast Room Revenue	Actual Rooms	Actual Rate	Actual Room Revenue
Edit Del	1/1/2014 - 3/31/2014	1		1/1/2014	50	USD 150.00	USD 7,500.00	0	USD 0.00	USD 0.00
Edit Del	4/1/2014 - 6/30/2014	2		4/1/2014	50	USD 150.00	USD 7,500.00	0	USD 0.00	USD 0.00
Edit Del	7/1/2014 - 9/30/2014	3		7/1/2014	50	USD 150.00	USD 7,500.00	0	USD 0.00	USD 0.00
Edit Del	10/1/2014 - 12/31/2014	4		10/1/2014	50	USD 150.00	USD 7,500.00	3	USD 216.67	USD 650.00

Reservation details are accessible from the Reservations related list on the volume contract page. This list includes all Opera reservations linked to all volume contract periods.

Reservations New Reservation Reservations Help ?										
Action	Confirmation #	Arrival Date	Departure Date	Guest Full Name	Guestroom Type Occupied	Rate	Total Posted Revenue	Status	PMS ID/Group Code	VIP
Edit Del	35406	12/26/2014	12/28/2014	Wayne Guest	KNGN	USD 200.00	USD 0.00	Reserved	A14	2
Edit Del	35407	12/29/2014	12/30/2014	Andy Smith	KNGN	USD 230.00	USD 0.00	Reserved	A14	VIP1

Revenue Information

The rooms, rate, and revenue values for all volume contract periods will update the Revenue Information section of the volume contract.

▼ Revenue Information (Actual)			
Actual Rooms	3	Posted Guestroom Revenue	USD 0.00
Actual Rate	USD 216.57	Posted F&B Revenue	USD 0.00
Actual Room Revenue	USD 650.00	Posted Other Revenue	USD 0.00
		Total Posted Revenue	USD 0.00

As these reservations are checked out in Opera, final stay details are sent to Delphi on a nightly basis. These stay details, sent via a Stay Message from Opera, will update the corresponding reservations and mark them as Stay Complete. Posted revenue totals for Guestroom, F&B, and Other revenue will be included in this message from Opera, and update the corresponding reservations. The Posted Revenue section on the values on the volume contract will reflect a total for all departed reservations.

▼ Revenue Information (Actual)			
Actual Rooms	3	Posted Guestroom Revenue	USD 650.00
Actual Rate	USD 216.57	Posted F&B Revenue	USD 227.50
Actual Room Revenue	USD 650.00	Posted Other Revenue	USD 150.00
		Total Posted Revenue	USD 1,027.50

Integration Tasks

If a message sent from Delphi fails to update Opera, or if an update sent from Opera fails to update Delphi, a task will be created 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 room block, including transient reservation 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					
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 EventNew Task

Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To
<input type="checkbox"/> Edit Cls	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	Howard Craig
<input type="checkbox"/> Edit Cls	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	Howard Craig
<input type="checkbox"/> Edit Cls	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

EditDeleteCreate Follow-Up TaskCreate Follow-Up Event

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.