amadeus

Amadeus Sales & Catering – Delphi IQpms Integration

Reference Guide

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Room Blocks

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

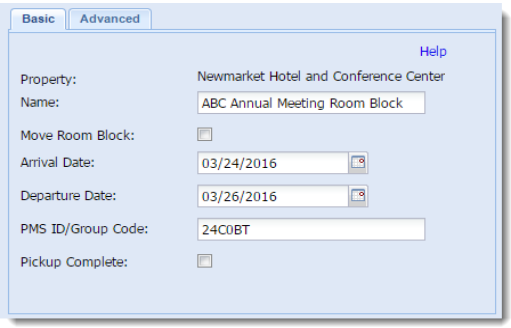
In addition to room block and booking details, the associated account, contact, and agency details will be sent to IQpms.

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

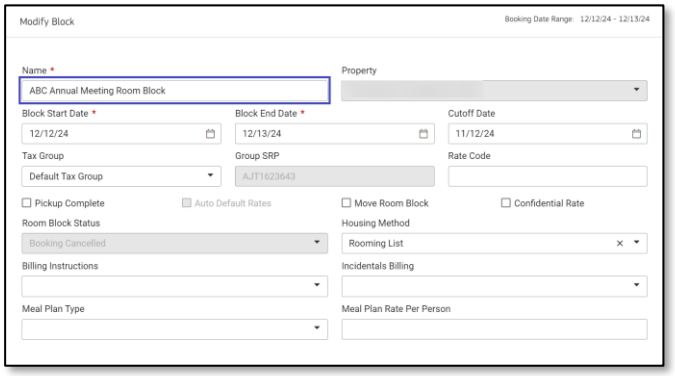
Name

The room block's **Name** will be displayed in the **Group Name** field on the group in IQpms. 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 IQpms is shorter than Delphi. Otherwise, name will be truncated in IQpms 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 **Arrival** and **Departure** dates in IQpms. Date changes should be made in Delphi. Please refer to the Room Block Changes section of this reference guide for further details.

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PMS ID/Group Code

The room block's **PMS ID/Group Code** will become the **Group ID** in IQpms, 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 may not be saved and must be updated to a new, unique value.

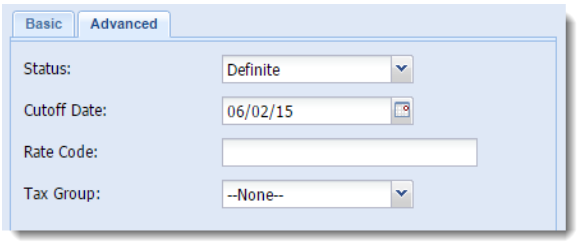
Note: The PMS ID/Group Code field's minimum/maximum lengths are configured in Property Integration Settings

Status

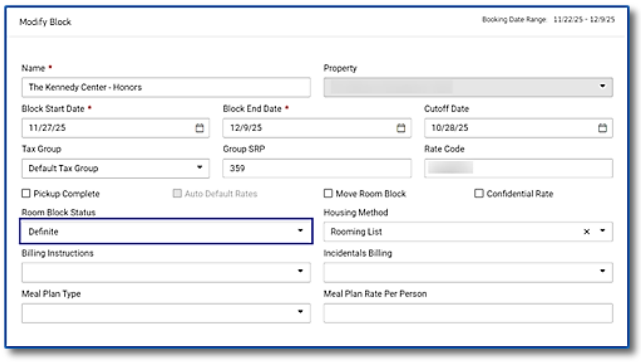
The room block's **Status** will update the **Contractual Status** of the group in IQpms. The status field will default from the booking status when a new room block is created, and may be updated as needed. Certain status changes should only be made in Delphi. Please refer to the Room Block Changes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

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

Note: Tentative status room blocks will appear as 'Definitive' status in IQpms, in order to deduct from IQpms inventory, if configured in IQpms.



Classic Guestroom Experience



New Guestroom Experience

Cutoff Date

The room block's **Cutoff Date** will populate the **Cut Off Days** in IQpms. 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, IQpms will be updated with this new date.

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Blocked rooms will automatically release in IQpms, which will update the Delphi room block accordingly.

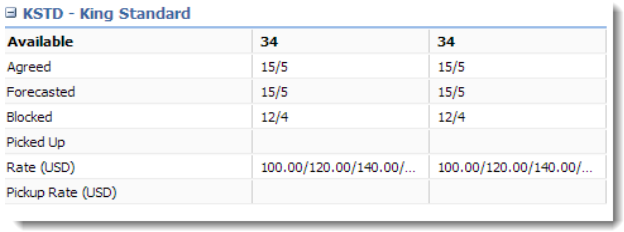
Note: Changes made to the cut off days in IQpms will also update the room block's cutoff date in Delphi, if configured in Property Integration Settings.

Rate Code

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

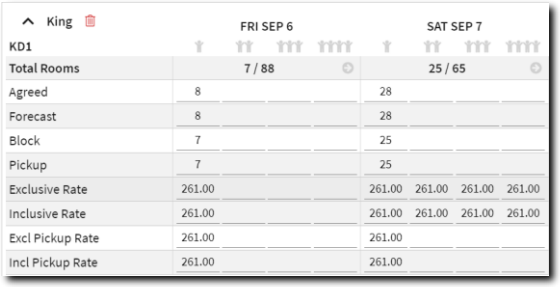
Guestrooms

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 IQpms. 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 IQpms **Contract** room counts in IQpms.

Forecasted

Forecasted guestrooms will not be utilized by IQpms.

Blocked

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

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The sum of blocked rooms for all occupancies for each room type will be reflected as a total value per room type in IQpms. When Forecast rooms are updated in IQpms, updates will be sent by IQpms as a total value per room type, and will be updated in Delphi based upon the occupancy distribution of Agreed guestrooms.

Rates

Rates entered in Delphi will be used by IQpms to create a group **Private Rate**, and will apply to reservations made in IQpms. Rates should be entered for all room types and all occupancies to ensure a rate is available in IQpms. If a rate is not entered for a room type in Delphi, a group rate will not be available in IQpms, and a default rate may need to be applied to the reservation.

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 IQpms, 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.

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Event Only Bookings

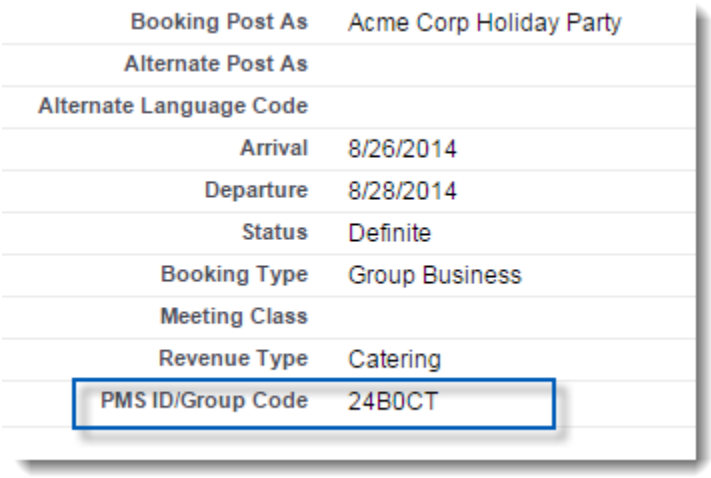
Event Only Bookings are those that do not contain a room block.

Event Only Bookings will be sent to IQpms to create a Group, if configured in Property Integration Settings.

PMS ID/Group Code

The **PMS ID/Group Code** will become the **Group ID** in IQpms, and must be entered regardless of status. The value entered must be unique. A PMS ID/Group Code that has already been used may not be saved and must be updated to a new, unique value.

Note: If blocked rooms and/or reservations are added in IQpms, 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.



Market Segment

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

Booking Types

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

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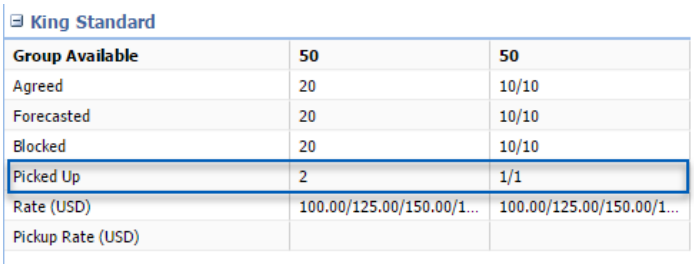
Future Group Pickup

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

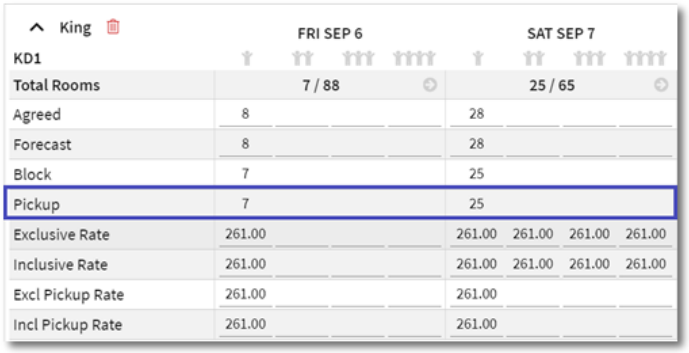
Picked Up

Picked Up guestrooms will be sent by IQpms as a total value per room type, and will be updated in Delphi 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

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Room Block Changes

Shoulder Dates (Pre/Post Dates)

If blocked rooms and/or reservations are added in IQpms 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(s) in Delphi.

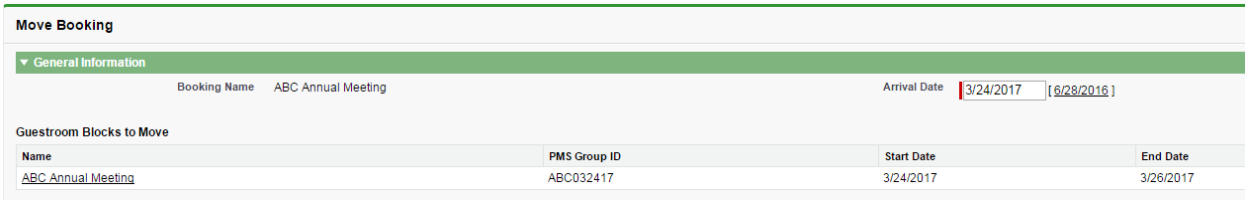
Date Changes

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

If pickup exists in IQpms, the room block may not be moved unless all reservations are first detached from the group in IQpms. Once all reservations has been removed, and pickup has been updated accordingly, the room block may be moved to new dates.

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.



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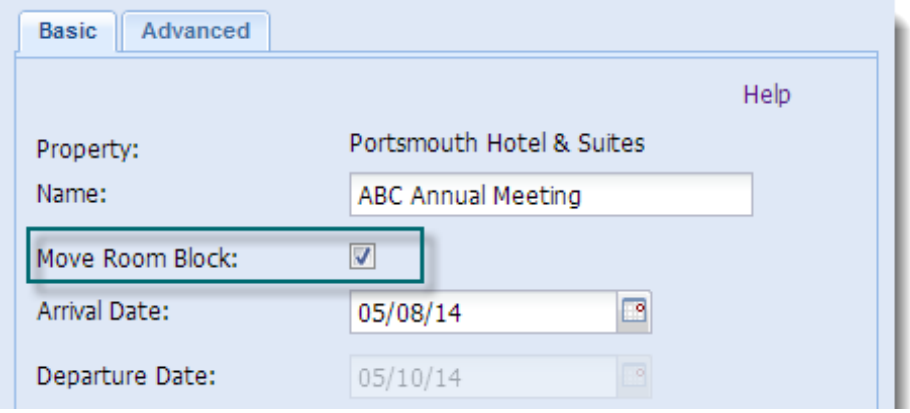
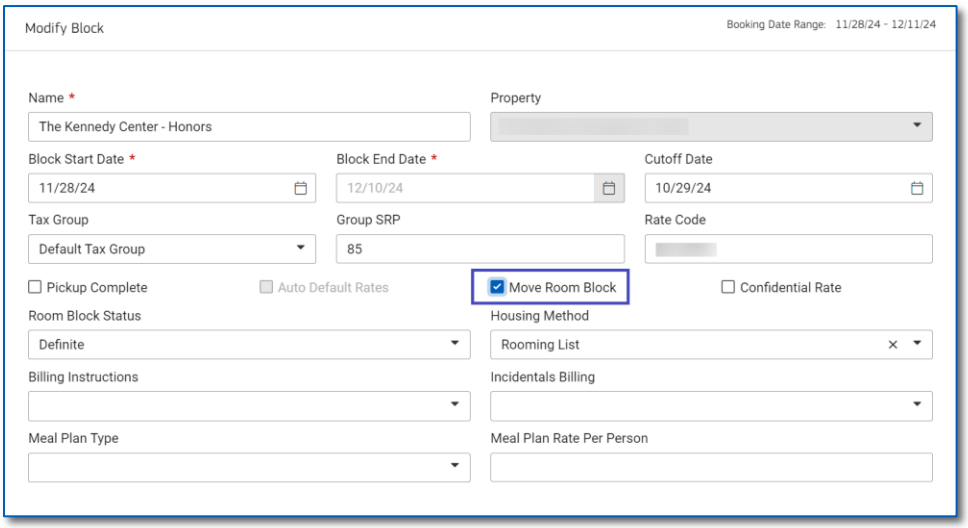
Move Room Block

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.



Classic Guestroom Experience



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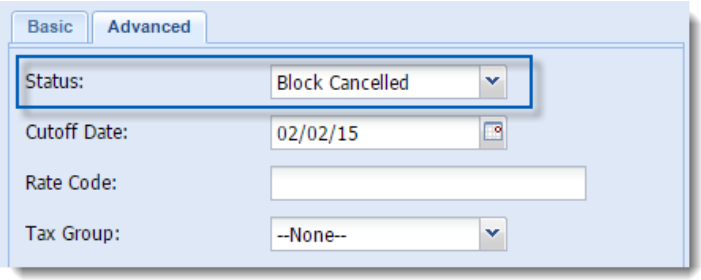
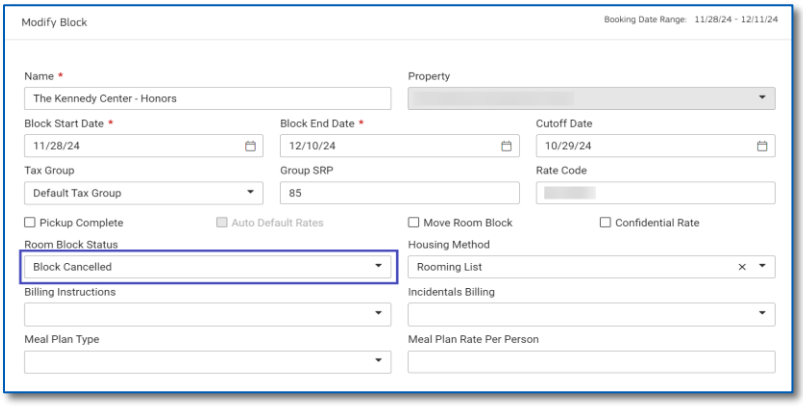
Status Changes

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.



Classic Guestroom Experience



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 IQpms. 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 IQpms.

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Cancellations

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

Note: The group may also be cancelled in IQpms, 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 IQpms.

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 IQpms.

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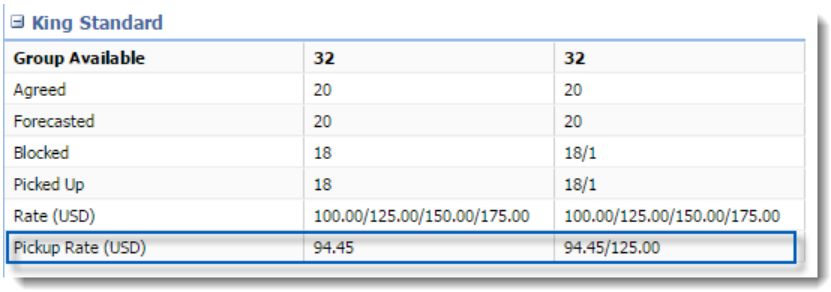
Actualized Pickup and Posted Revenue

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

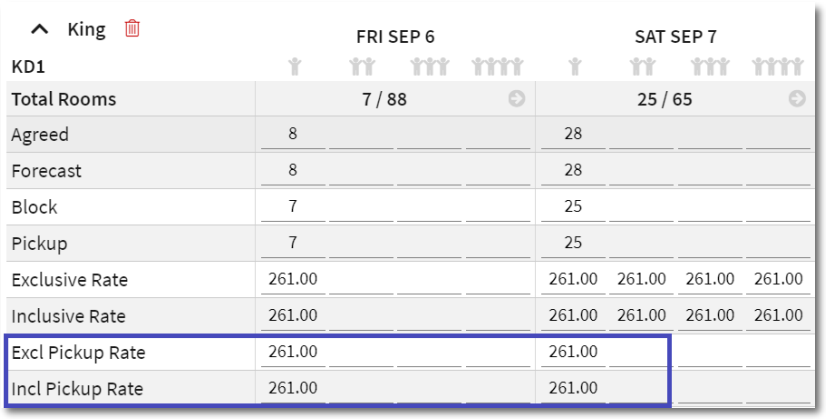
Pickup Rate

The **Pickup Rate** will be calculated based on room revenue reported by IQpms, 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

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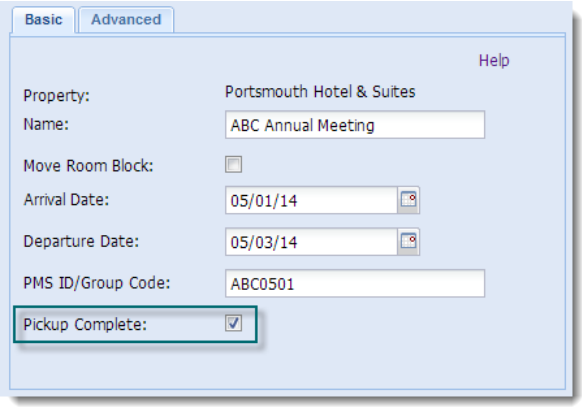
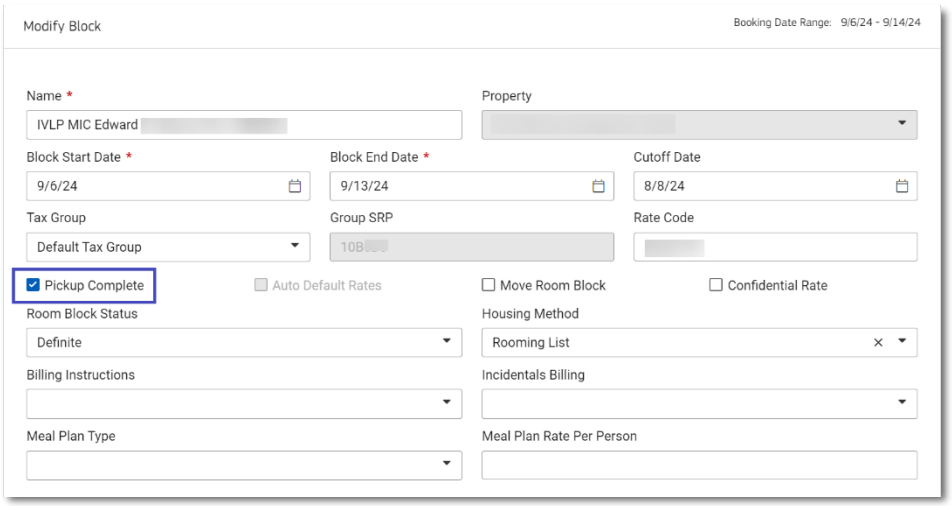
Pickup Complete

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.



Classic Guestroom Experience



New Guestroom Experience

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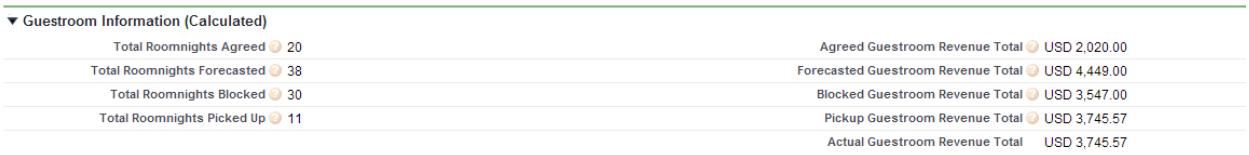
Guestroom Revenue

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, and reflects the final Picked Up Rooms and Pickup Rate calculation based upon actualized rooms and revenue sent from IQpms.

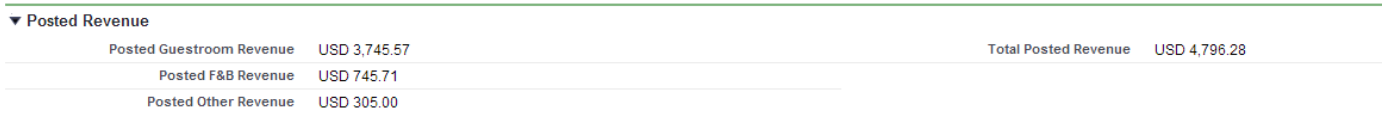


Note: Blended Revenue will also update once Pickup Complete has been marked to reflect Actual Guestroom Revenue

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 IQpms.

Note: Revenue sent from IQpms is based upon the mapping of posted revenue categories in IQpms



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Availability

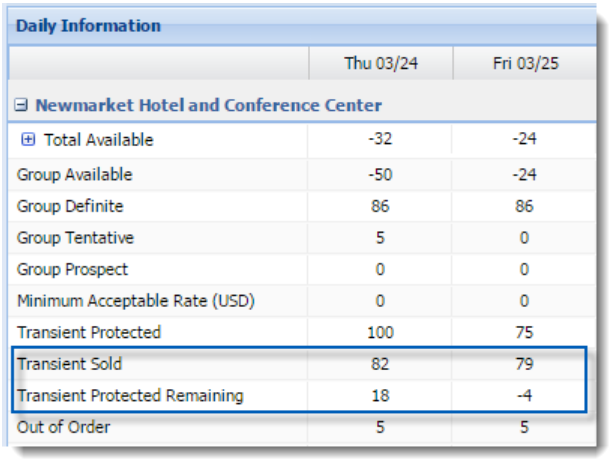
Delphi guestroom availability will be updated in near real time via the integration. IQpms will send availability updates based upon transient reservations, out of order rooms, or groups created only in IQpms. These additional details will update the Availability tab in Delphi.

Transient Sold

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

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

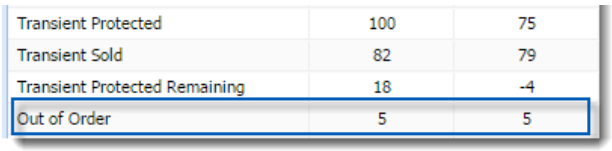
Note: This number may appear as a negative value when Transient Sold exceeds Transient Protected



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

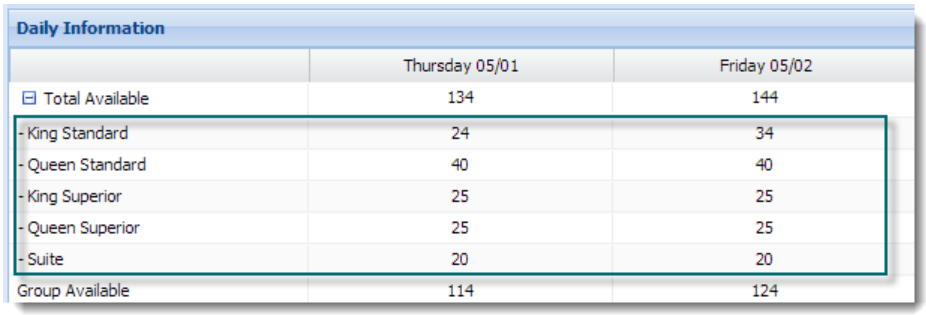
Out of Order will reflect the total of all rooms placed 'out of order' in IQpms.



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 IQpms.



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

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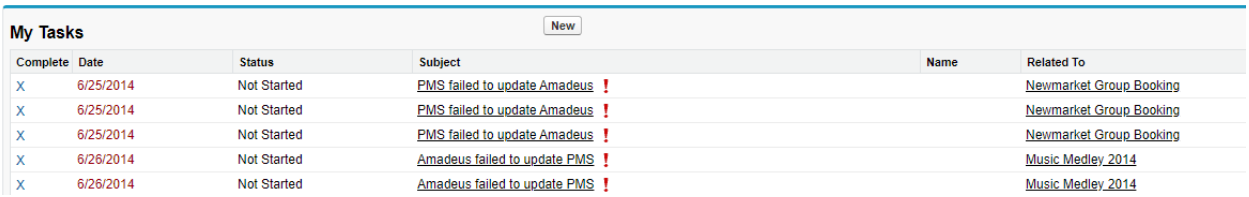
Integration Tasks

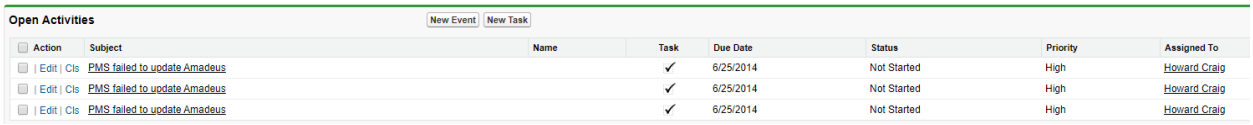
If a message sent from Delphi fails to update IQpms, or if a message sent from IQpms fails to update Delphi, a task will be created and assigned to the booking owner. This task will alert the booking owner of any issues, so that the necessary action can be taken to correct the discrepancies as soon as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

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

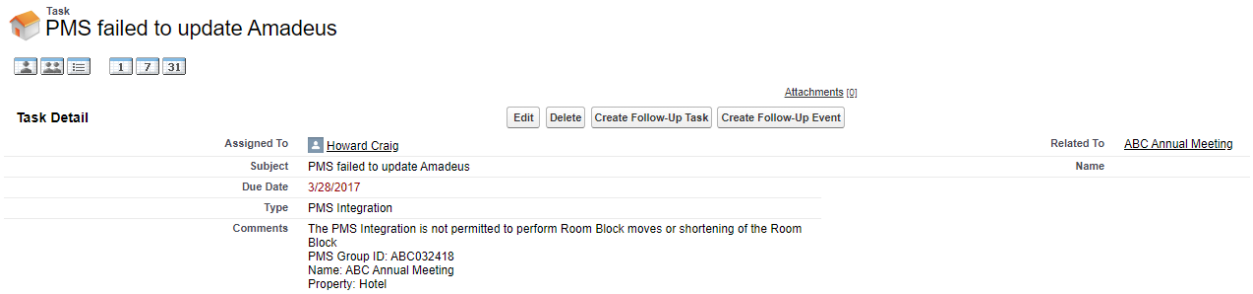
Integration tasks are visible from the My Tasks section of the Delphi Home page.



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



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



The **Comments** field 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.

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