

Amadeus Sales & Catering – Delphi  
ResortSuite Integration  
Reference Guide

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# Room Blocks

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

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

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

## Name

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

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

Classic Guestroom Experience

The screenshot shows the 'Modify Block' form. The 'Name' field is highlighted and contains 'ABC Annual Meeting Room Block'. The 'Property' is a dropdown menu. Other fields include 'Block Start Date' (12/12/24), 'Block End Date' (12/13/24), 'Cutoff Date' (11/12/24), 'Tax Group' (Default Tax Group), 'Group SPP' (AJT1623543), 'Rate Code', 'Room Block Status' (Booking Cancelled), 'Housing Method' (Rooming List), 'Billing Instructions', 'Incidentals Billing', 'Meal Plan Type', and 'Meal Plan Rate Per Person'. There are also checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'.

New Guestroom Experience

## Arrival / Departure Dates

The room block's **Arrival Date** and **Departure Date** will update the **Arrival Date** and **Departure Date** fields in ResortSuite. 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 ID (Resrv #)** from ResortSuite, when the room block is first sent to ResortSuite via the integration.

## Status

The room block's **Status** will update the **Block Status** in ResortSuite. The status field will default from the booking status when a new room block is created, and may be updated as needed. Status changes may only be completed 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 ResortSuite. Tentative status is optional and will be sent to ResortSuite, if configured in Property Integration Settings.

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

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

### Classic Guestroom Experience

The screenshot shows the 'Modify Block' window with the following details:

- Name:** The Kennedy Center - Honors
- Property:** [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:** [Empty field]
- Room Block Status:** A dropdown menu highlighted with a red box, currently set to 'Definite'.
- Housing Method:** Rooming List
- Billing Instructions:** [Empty field]
- Incidentals Billing:** [Empty field]
- Meal Plan Type:** [Empty field]
- Meal Plan Rate Per Person:** [Empty field]

### New Guestroom Experience

Last update: 10/29/2024

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## Cutoff Date

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

Blocked rooms will not be released automatically. Blocked rooms may be manually released in ResortSuite after the cutoff date, which will update the Delphi room block accordingly.

## 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	261.00
Inclusive Rate	261.00						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 ResortSuite. Prior to updating the room block to an interfaced status, all rooms must be allocated to specific room types.

## ResortSuite Lockoffs

Lockoff room types in ResortSuite cannot be blocked in Delphi. If Lockoff room types are needed, use the separate room components (e.g. block separate King and Parlor rooms if a one-bedroom lockoff is needed). Pickup for these lockoff room types will be returned by ResortSuite in separate room components as well.

## Agreed

Agreed guestrooms will populate the **Agreed** room counts in ResortSuite, as a total per room type per day.

## Forecasted

Forecasted guestrooms will populate the **Forecast** room counts in ResortSuite, as a total per room type per day

## Blocked

Blocked guestrooms will populate the **Block** room counts in ResortSuite per room type per day, based upon the occupancy allocated in Delphi. Blocked room updates must always be made in Delphi, updating ResortSuite accordingly.

**Note:** ResortSuite cannot allow overbooking of room types, and will reject any updates from Delphi that exceed overbook levels configured in ResortSuite.

## 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 be used by ResortSuite to create group **Rate Card(s)**. If a rate is not entered for a room type in Delphi, a group rate card will not be available in ResortSuite.

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 ResortSuite, 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 ResortSuite to create a Group Booking , 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 ID (Resrv #)** from ResortSuite, when first sent to ResortSuite via the integration.

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

### Booking Types

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

# Future Group Pickup

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

## Picked Up

**Picked Up** guestrooms will be updated by ResortSuite 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 reservations are added in ResortSuite 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 ResortSuite. Shifting group dates in ResortSuite will not update the Delphi room block, resulting in discrepancies between systems.

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

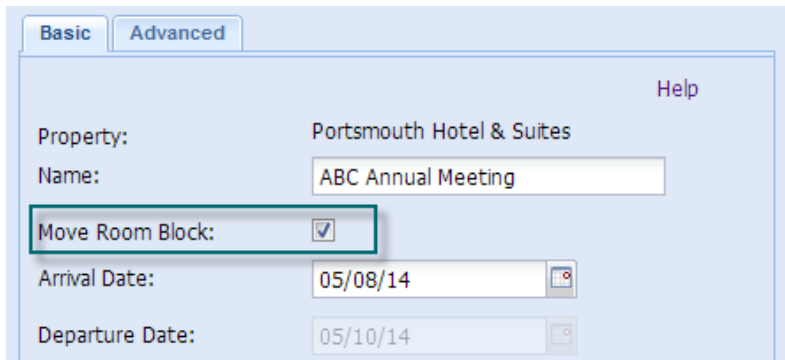
### Move Booking

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.

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

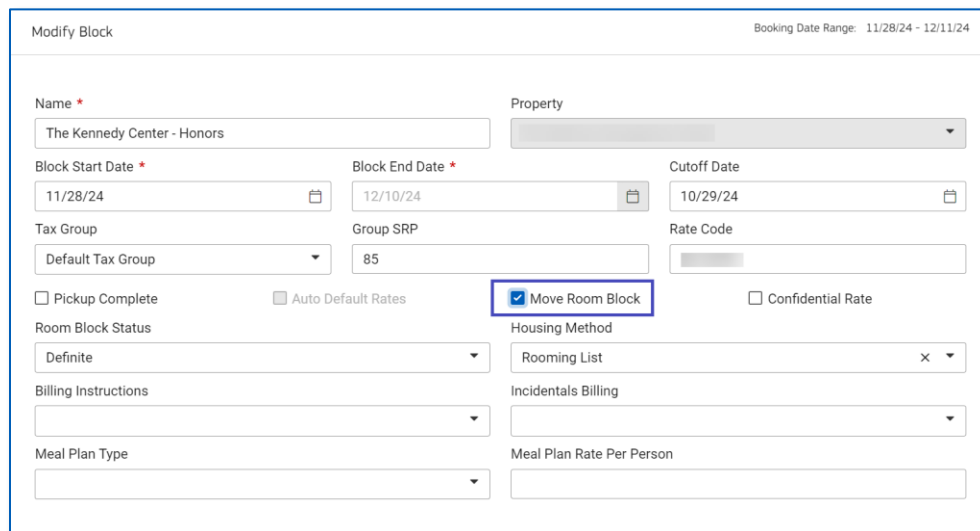
## Move Room Block

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 hotel booking interface. The 'Property' is 'Portsmouth Hotel & Suites' and the 'Name' is 'ABC Annual Meeting'. The 'Move Room Block' checkbox is checked and highlighted with a red box. The 'Arrival Date' is '05/08/14' and the 'Departure Date' is '05/10/14'. A 'Help' link is visible in the top right corner.

## Classic Guestroom Experience



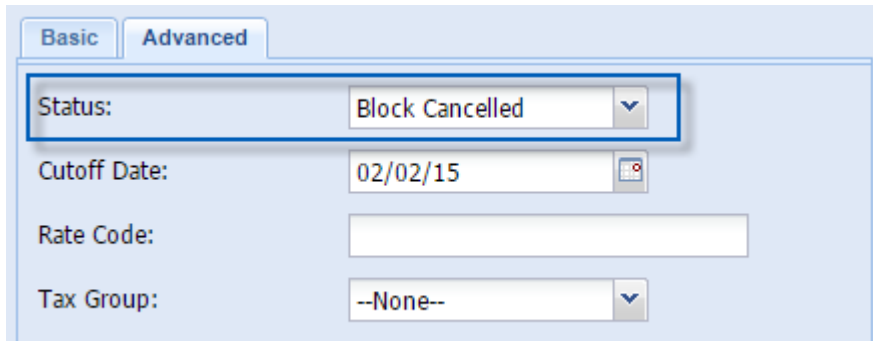
The screenshot shows the 'Modify Block' interface for the Classic Guestroom Experience. The 'Name' is 'The Kennedy Center - Honors' and the 'Property' is a dropdown menu. The 'Block Start Date' is '11/28/24', the 'Block End Date' is '12/10/24', and the 'Cutoff Date' is '10/29/24'. The 'Tax Group' is 'Default Tax Group', the 'Group SRP' is '85', and the 'Rate Code' is a dropdown menu. The 'Move Room Block' checkbox is checked and highlighted with a red box. Other options include 'Pickup Complete', 'Auto Default Rates', and 'Confidential Rate'. The 'Room Block Status' is 'Definite', the 'Housing Method' is 'Rooming List', and the 'Billing Instructions' and 'Meal Plan Type' are dropdown menus.

## 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

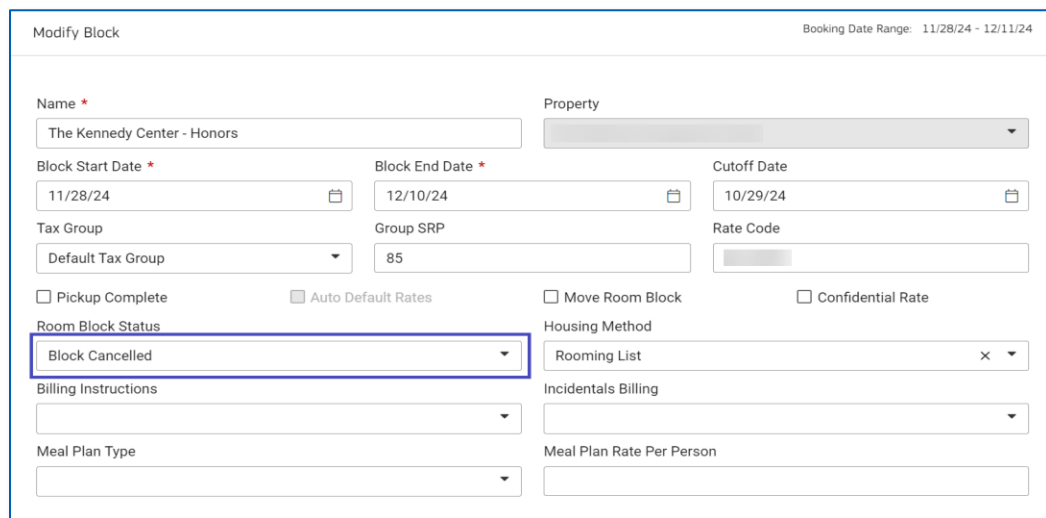
Status: Block Cancelled

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 ResortSuite. 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 ResortSuite.

## Cancellations

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

**Note:** ResortSuite will not allow cancellations if a folio balance exists on the group booking, and will reject a cancellation sent from Delphi. Confirm in ResortSuite prior to cancelling in Delphi.

### Block Cancelled

To cancel a room block, update the room block status to Block Cancelled, which will update the ResortSuite status accordingly.

### 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 ResortSuite.

**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 booking in ResortSuite.

# Actualized Pickup and Revenue

On a nightly basis, ResortSuite 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 ResortSuite, 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

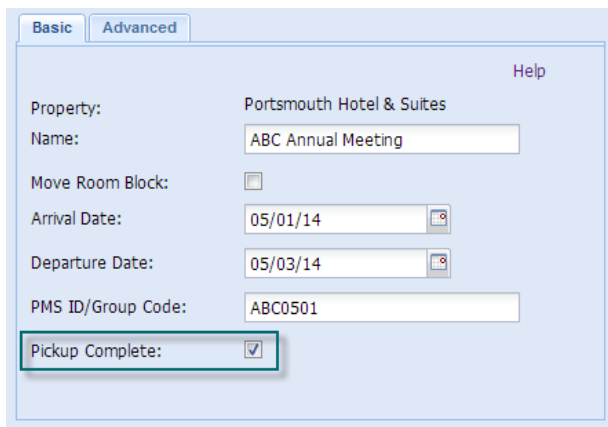
King		FRI SEP 6				SAT SEP 7			
KD1									
Total Rooms		7 / 88				25 / 65			
Agreed	8					28			
Forecast	8					28			
Block	7					25			
Pickup	7					25			
Exclusive Rate	261.00					261.00	261.00	261.00	261.00
Inclusive Rate	261.00					261.00	261.00	261.00	261.00
Excl Pickup Rate	261.00					261.00		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

### New Guestroom Experience

## Pickup Complete

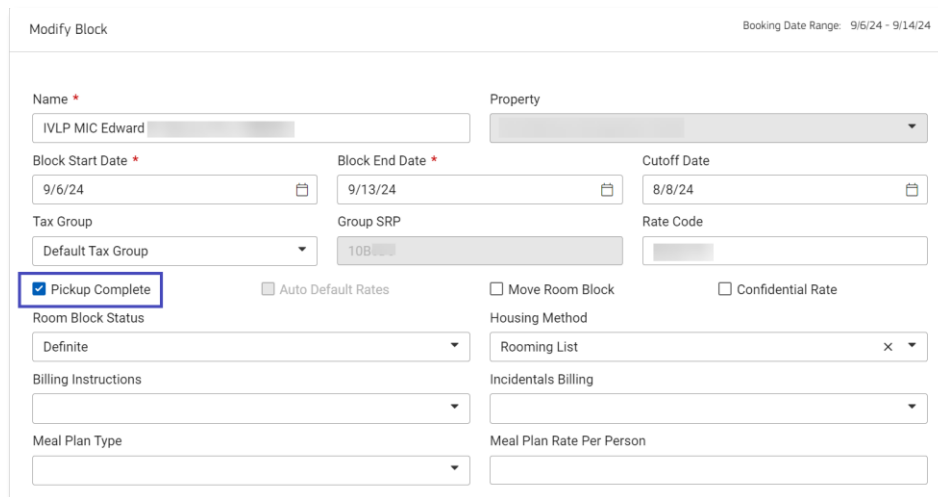
Pickup Complete will be marked on the room block automatically via the integration after the departure date of the room block. This is configured in Property Integration Settings.

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 the 'Basic' tab of a settings window for 'Portsmouth Hotel & Suites'. The 'Name' field contains '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. The 'Name' field contains 'IVLP MIC Edward'. The 'Block Start Date' is '9/6/24', 'Block End Date' is '9/13/24', and 'Cutoff Date' is '8/8/24'. The 'Tax Group' is 'Default Tax Group', 'Group SRP' is '108', and 'Rate Code' is empty. The 'Pickup Complete' checkbox is checked and highlighted with a red box. Other options like 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate' are unchecked. The 'Room Block Status' is 'Definite', 'Housing Method' is 'Rooming List', 'Billing Instructions' is empty, 'Incidentals Billing' is empty, 'Meal Plan Type' is empty, and 'Meal Plan Rate Per Person' is 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, and reflects the final Picked Up Rooms and Pickup Rate calculation based upon actualized rooms and revenue sent from ResortSuite.

▼ 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

## Availability

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

## Transient Sold

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

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 ResortSuite.

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 ResortSuite.

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

## Integration Tasks

If a message sent from Delphi fails to update ResortSuite, or if a message sent from ResortSuite 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.

My Tasks <span>New</span>				
Complete	Date	Status	Subject	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"/>   <a href="#">Edit</a>   <a href="#">Cls</a>	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	<a href="#">Howard Craig</a>
<input type="checkbox"/>   <a href="#">Edit</a>   <a href="#">Cls</a>	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	<a href="#">Howard Craig</a>
<input type="checkbox"/>   <a href="#">Edit</a>   <a href="#">Cls</a>	PMS failed to update Amadeus		✓	6/25/2014	Not Started	High	<a href="#">Howard Craig</a>

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

EditDeleteCreate Follow-Up TaskCreate Follow-Up Event

Assigned To

[Howard Craig](#)

Related To

[ABC Annual Meeting](#)

Subject

PMS failed to update Amadeus

Name

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

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.