

# Amadeus Sales & Catering – Delphi SMS | Host Integration

## Reference Guide

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# Room Blocks

Room Blocks created in Delphi will be sent via the integration to <sup>SMS</sup>|Host to generate a Group Tile, Guest Tile and City Ledger. Subsequent changes made to the room block and/or booking in Delphi will update the corresponding Group Tile in <sup>SMS</sup>|Host.

In addition to room block and booking details, the associated account, contact, and agency details will be sent to <sup>SMS</sup>|Host.

Please refer to the *Field Mapping Guide – Delphi – <sup>SMS</sup>|Host 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 Tile in <sup>SMS</sup>|Host. 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 <sup>SMS</sup>|Host is shorter than Delphi. Otherwise, name will be truncated in <sup>SMS</sup>|Host 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 **Depart** dates in <sup>SMS</sup>|Host. 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 **Group Code** from <sup>SMS</sup>|Host, when the room block is first sent to <sup>SMS</sup>|Host via the integration

## Status

The room block's **Status** will update the **Status** field in <sup>SMS</sup>|Host. 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 <sup>SMS</sup>|Host. Tentative status is optional and will be sent to <sup>SMS</sup>|Host, if configured in Property Integration Settings.

**Note:** Tentative status room blocks will appear as 'Definite' status in <sup>SMS</sup>|Host, in order to deduct from <sup>SMS</sup>|Host inventory. The **Block Ref** field on the <sup>SMS</sup>|Host Group Tile will reference the actual Delphi room block status.

Classic Guestroom Experience

New Guestroom Experience

## Cutoff Date

The room block's **Cutoff Date** will populate the **Cutoff Date** field in <sup>SMS</sup>|Host. 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, <sup>SMS</sup>|Host will be updated with this new date.

**Note:** Changes made in Delphi after the cutoff date will not update <sup>SMS</sup>|Host, and must be manually updated in <sup>SMS</sup>|Host, if configured in <sup>SMS</sup>|Host.

## 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 <sup>SMS</sup>|Host. 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 <sup>SMS</sup>|Host **Contract** counts when the group is first created in <sup>SMS</sup>|Host. Subsequent changes made to Agreed guestrooms will not update <sup>SMS</sup>|Host.

### Forecasted

Forecasted guestrooms will not be utilized by <sup>SMS</sup>|Host.

### Blocked

Blocked guestrooms will update <sup>SMS</sup>|Host **Block** room counts. Blocked rooms communicate in both directions via the integration; therefore, any modifications made in <sup>SMS</sup>|Host 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 <sup>SMS</sup>|Host. Block changes made in <sup>SMS</sup>|Host 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.

**Note:** Delphi rates will not be utilized by SMS|Host. Rates must be managed in SMS|Host.

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 <sup>SMS</sup>|Host, 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 SMS|Host to generate a Group Tile, City Ledger and Guest Tile, 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 Group Code from SMS|Host, when first sent to SMS|Host via the integration.

**Note:** If blocked rooms and/or reservations are added in SMS|Host, 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 SMS|Host, if configured in Property Integration Settings.

## Booking Types

Event Only Bookings with certain Booking Type values selected will not be sent to SMS|Host, 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 <sup>SMS</sup>|Host.


Please refer to the *Field Mapping Guide – Delphi – <sup>SMS</sup>|Host Integration* for a complete list of fields communicated via the integration.

## Corporate Track

The Account associated with the Delphi booking in the Account field will be sent to SMS|Host to create a Corporate Track, if configured in SMS|Host.

## Travel Agency

The Account associated with the Delphi booking in the Agency field will be sent to SMS|Host to create a Travel Agency, if configured in SMS|Host. A Travel Agency will only be created 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 SMS|Host, the existing Travel Agency will be used.

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

# Future Group Pickup

As group room reservations are created in <sup>SMS</sup>|Host, pickup details will be returned to Delphi and update the corresponding room block.

## Picked Up

**Picked Up** guestrooms will be sent from <sup>SMS</sup>|Host as the total number of rooms per guestroom type. This value will be populated in Delphi based upon the occupancy distribution of Agreed guestrooms.

### King Standard

<b>Group Available</b>	<b>34</b>	<b>37</b>
Agreed	10	5/5
Forecasted	10	5/5
Blocked	10	5/5
<b>Picked Up</b>	<b>8</b>	<b>4/4</b>
Rate (USD)	150.00/200.00/250.00/300.00	150.00/200.00/250.00/300.00
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			
<b>Pickup</b>	<b>7</b>				<b>25</b>			
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 <sup>SMS</sup>|Host 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 <sup>SMS</sup>|Host. Shifting block dates in <sup>SMS</sup>|Host will not update the Delphi room block, resulting in discrepancies between systems.

**Note:** If pickup exists in <sup>SMS</sup>|Host, the room block may not be moved unless all reservations are first detached from the group in <sup>SMS</sup>|Host. Once all pickup has been removed from the group, the room block may be moved to new dates, and reservations updated as needed.

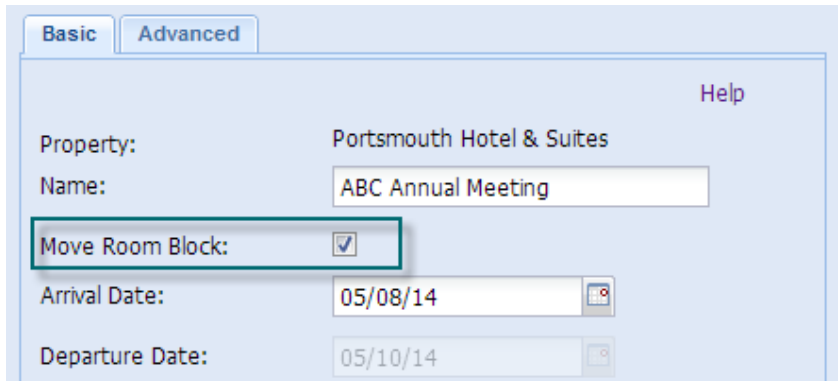
### Move Booking

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

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

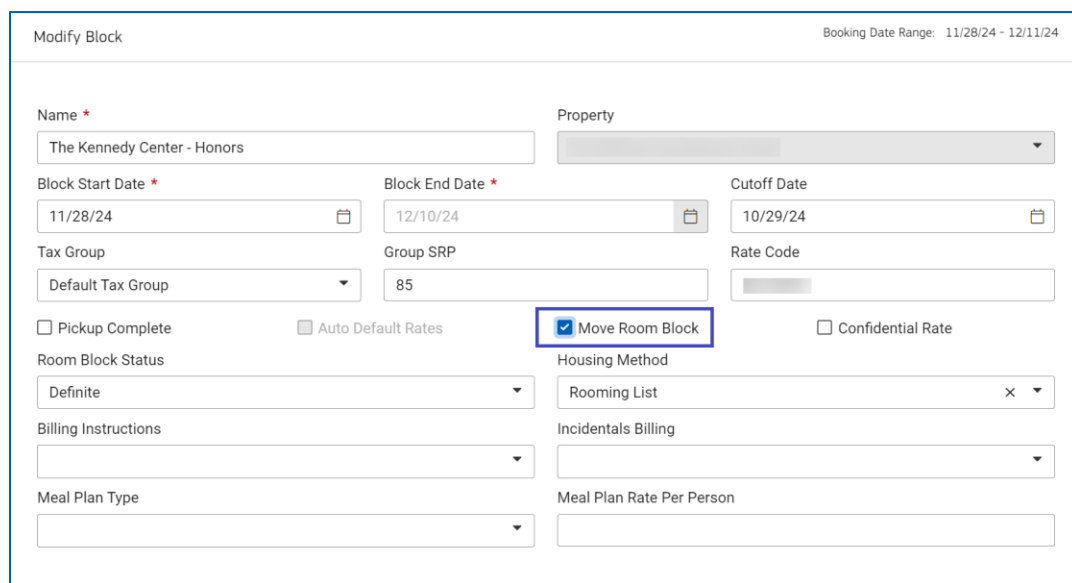
## Move Room Block

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



The screenshot shows the 'Basic' tab of the Amadeus Classic Guestroom Experience 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



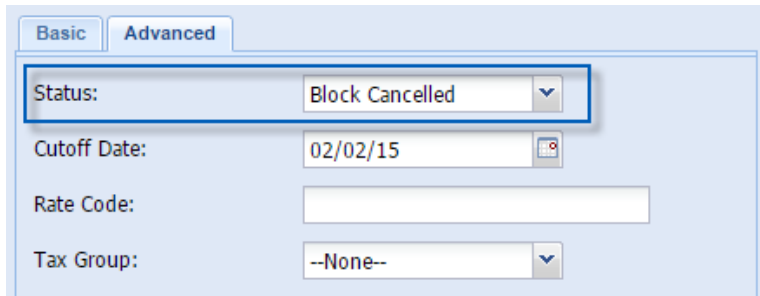
The screenshot shows the 'Modify Block' interface in the Amadeus New Guestroom Experience. The 'Name' is 'The Kennedy Center - Honors' and the 'Property' is selected from a dropdown. The 'Block Start Date' is '11/28/24', the 'Block End Date' is '12/10/24', and the 'Cutoff Date' is '10/29/24'. The 'Tax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

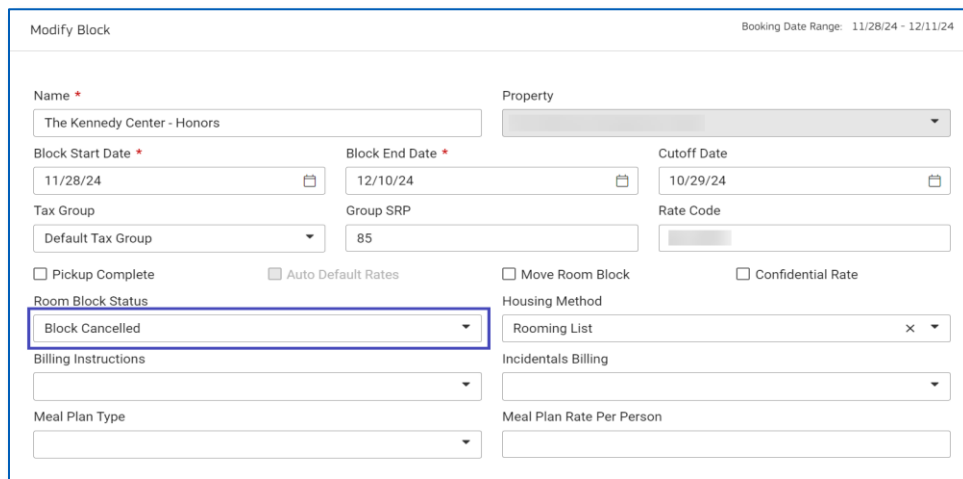
Status: Block Cancelled

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 either Delphi or <sup>SMS</sup>|Host. 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 <sup>SMS</sup>|Host.

## Cancellations

Cancellations must always be completed in Delphi. Cancelling a group in <sup>SMS</sup>|Host will not cancel the Delphi room block.

The room block status may not be cancelled if there are active reservations picked up in <sup>SMS</sup>|Host. The reservations must first be cancelled in <sup>SMS</sup>|Host, 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 <sup>SMS</sup>|Host block status.

### 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 <sup>SMS</sup>|Host.

**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 <sup>SMS</sup>|Host.

# Actualized Pickup and Posted Revenue

On a nightly basis, <sup>SMS</sup>|Host 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 <sup>SMS</sup>|Host, 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

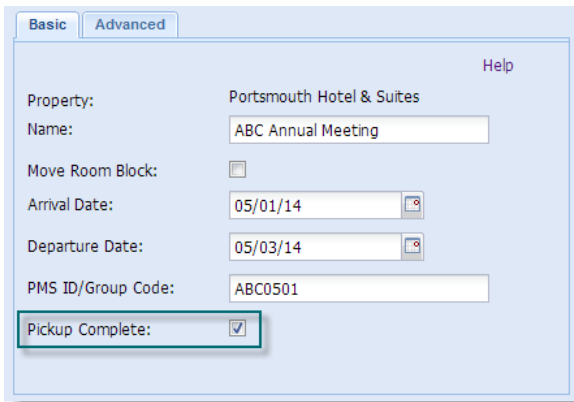
King		FRI SEP 6				SAT SEP 7			
KD1		↑	↑↑	↑↑↑	↑↑↑↑	↑	↑↑	↑↑↑	↑↑↑↑
Total Rooms		7 / 88				25 / 65			
Agreed		8				28			
Forecast		8				28			
Block		7				25			
Pickup		7				25			
Exclusive Rate		261.00				261.00	261.00	261.00	261.00
Inclusive Rate		261.00				261.00	261.00	261.00	261.00
Excl Pickup Rate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

## New Guestroom Experience

## Pickup Complete

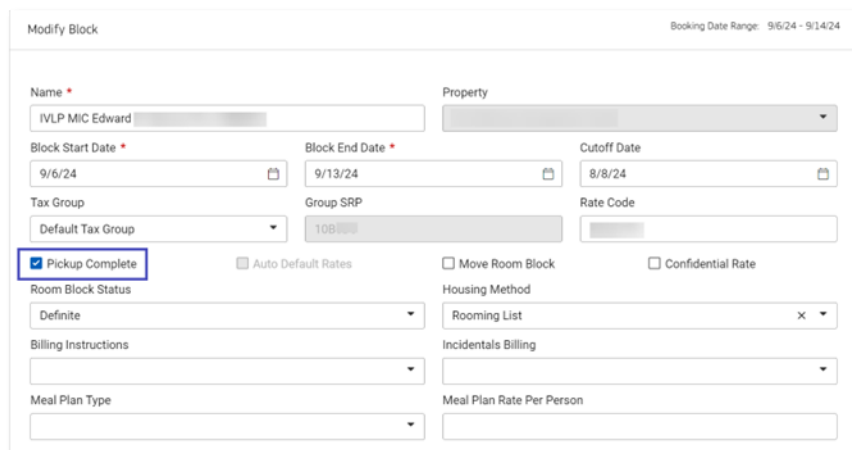
Pickup Complete will be marked on the room block automatically via the integration after the departure date of the room block. This is configured in Property Integration Settings.

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

## Classic Guestroom Experience



The screenshot shows the 'Modify Block' window in the Classic Guestroom Experience. The 'Name' is 'IVLP MIC Edward' and the 'Property' is selected. The 'Block Start Date' is '9/6/24' and the 'Block End Date' is '9/13/24'. The 'Cutoff Date' is '8/8/24'. The 'Tax Group' is 'Default Tax Group' and the 'Group SRP' is '108000'. The 'Rate Code' is empty. The 'Pickup Complete' checkbox is checked and highlighted with a red box. Other options include 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'. The 'Room Block Status' is 'Definite' and the 'Housing Method' is 'Rooming List'. The 'Billing Instructions' and 'Meal Plan Type' are empty.

## New Guestroom Experience

## Guestroom Revenue

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

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

▼ 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 in <sup>SMS</sup>|Host to either group guest's folio or the group city ledger.

**Note:** Revenue sent from <sup>SMS</sup>|Host is based upon the mapping of Revenue Department Codes in <sup>SMS</sup>|Host

▼ 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, <sup>SMS</sup>|Host will also send transient reservation details and block and pickup details for groups created only in <sup>SMS</sup>|Host. These additional details will update the Availability tab in Delphi.

### Transient Sold

Transient Sold will reflect the total of all transient reservations sent from <sup>SMS</sup>|Host, as well as block or pickup rooms for any groups created only in <sup>SMS</sup>|Host.

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 <sup>SMS</sup>|Host.

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 <sup>SMS</sup>|Host.

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 <sup>SMS</sup>|Host, or if an update sent from <sup>SMS</sup>|Host 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 the Delphi Home page.

My Tasks <span>New</span>					
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 <span>New Event</span> <span>New Task</span>							
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](#)

**Task Detail**

Edit
Delete
Create Follow-Up Task
Create 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 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.