

Amadeus Sales & Catering – Delphi
Stayntouch Cloud PMS Integration
Reference Guide

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Room Blocks

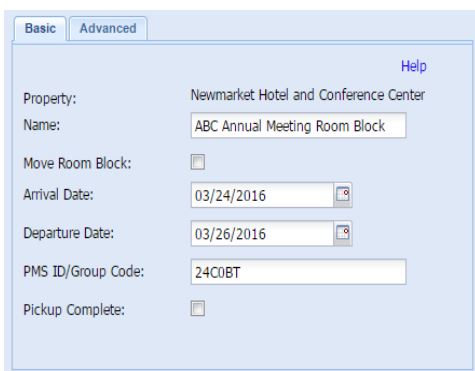
Room Blocks created in Delphi will be sent via the integration to Stayntouch Cloud PMS to create a new Group. Subsequent changes made to the room block and/or booking in Delphi will update the corresponding Group in Stayntouch Cloud PMS.

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

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

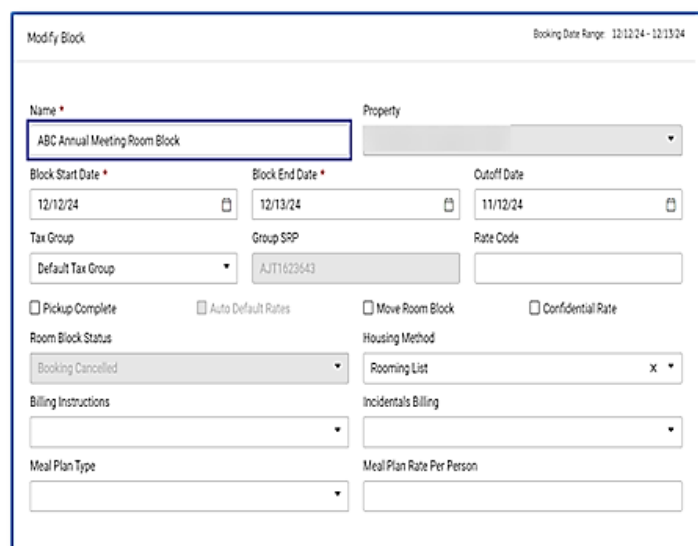
Name

The room block's **Name** will be displayed in the **Name** field on the Group in Stayntouch Cloud PMS. 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).



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'. There are fields for 'Arrival Date' (03/24/2016) and 'Departure Date' (03/26/2016). The 'PMS ID/Group Code' is '24C0BT'. There are checkboxes for 'Move Room Block' and 'Pickup Complete'.

Classic Guestroom Experience



The screenshot shows the 'Modify Block' form in the 'New Guestroom Experience'. The 'Name' field is 'ABC Annual Meeting Room Block'. The 'Property' is a dropdown menu. There are fields for 'Block Start Date' (12/12/24), 'Block End Date' (12/13/24), and 'Outoff Date' (11/12/24). There are dropdowns for 'Tax Group' (Default Tax Group) and 'Group SPP' (AJT1623643). There are checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'. There are dropdowns for 'Room Block Status' (Booking Cancelled), 'Housing Method' (Rooming List), 'Billing Instructions', and 'Incidentals Billing'. There are dropdowns for 'Meal Plan Type' and 'Meal Plan Rate Per Person'.

New Guestroom Experience

Arrival / Departure Dates

The room block's **Arrival Date** and **Departure Date** will update the **From** and **To** dates in Stayntouch Cloud PMS. 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

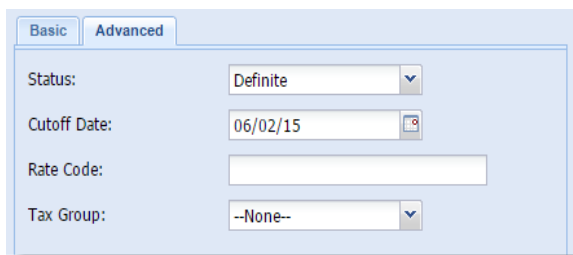
The room block's **PMS ID/Group Code** must be left blank. This field will be populated with the **Group Code** from Stayntouch Cloud PMS, when the room block is first created in Stayntouch Cloud PMS via the integration.

Status

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

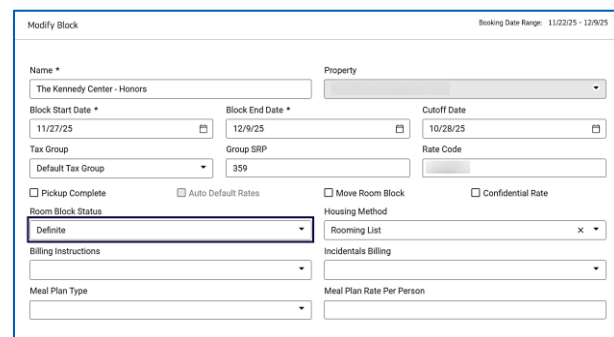
Note: Based upon status configuration in Stayntouch, tentative status room blocks created in Stayntouch will not deduct from Stayntouch availability.



The screenshot shows the 'Advanced' tab of a room block configuration interface. It includes the following fields:

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

Classic Guestroom Experience



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

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

New Guestroom Experience

Cutoff Date

The room block's **Cutoff Date** will populate the **Room Release Date** field in Stayntouch Cloud PMS. 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, Stayntouch Cloud PMS will be updated with this new date.

Blocked rooms will automatically release in Stayntouch Cloud PMS at the start of the room release date, which will update the Delphi room block accordingly.

Note: Changes made to the room release date field in Stayntouch 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.

Tax Group

The room block's **Tax Group** 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		1	1	1	1	1	1	1	1
Total Rooms		7 / 88				25 / 65			
Agreed	8					28			
Forecast	8								
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 Stayntouch Cloud PMS. Prior to updating the room block to an interfaced status, all rooms must be allocated to specific room types.

Agreed

Agreed guestrooms will not be utilized by Stayntouch Cloud PMS.

Forecasted

Forecasted guestrooms will not be utilized by Stayntouch Cloud PMS.

Blocked

Blocked guestrooms will update the **Total Rooms** blocked in Stayntouch Cloud PMS. Blocked rooms communicate in both directions via the integration; therefore, any modifications made to

the Total Rooms blocked in Stayntouch Cloud PMS will update the Blocked guestroom counts in Delphi.

Blocked rooms will be updated in both Delphi and Stayntouch Cloud PMS by room type and by occupancy.

Rates

Rates should be entered for all room types and all potential occupancies (Single/Double/Triple/Quad), regardless if the room type has been contracted. Rates entered in Delphi will be used by Stayntouch Cloud PMS to create group rates, and will apply to reservations made in Stayntouch Cloud PMS. If a rate is not entered for a room type in Delphi, a group rate will not be available in Stayntouch Cloud PMS.

Note: Stayntouch Cloud PMS only accepts the Single and Double occupancy rates sent from Delphi. If triple or quad rates are needed, this will need to be managed manually in Stayntouch Cloud PMS when reservations are created.

If rates are not added for all room types, and a new room type is added to the room block from Stayntouch Cloud PMS, 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, which will subsequently be sent to Stayntouch Cloud PMS, overwriting any manually entered group rate in Stayntouch Cloud PMS.

Event Only Bookings

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

Event only Bookings will be sent to Stayntouch to generate a Group, 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 Stayntouch, when the booking is first created in Stayntouch via the integration.

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

Booking Types

Event Only Bookings with certain Booking Type values selected will not be sent to Stayntouch, 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 Stayntouch Cloud PMS.

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

Company Card

The Account associated with the Delphi booking in the Account field will be sent to Stayntouch Cloud PMS to create a Company Card. When the same Delphi Account is used for subsequent room blocks, Stayntouch Cloud PMS will utilize the existing Company Card.

Travel Agency

The Account associated with the Delphi booking in the Agency field will not be accepted by Stayntouch Cloud PMS. Travel Agencies will not be created in Stayntouch Cloud PMS via the integration, and will need to be managed manually.

Future Group Pickup

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

Picked Up

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

King Standard

Group Available	32	32
Agreed	20	20
Forecasted	20	20
Blocked	20	19/1
Picked Up	2	2/1
Rate (USD)	100.00/125.00/150.00/175.00	100.00/125.00/150.00/175.00
Pickup Rate (USD)		

Classic Guestroom Experience

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

New Guestroom Experience

Room Block Changes

Shoulder Dates (Pre/Post Dates)

If blocked rooms are added in Stayntouch Cloud PMS 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 Stayntouch Cloud PMS. Shifting group dates in Stayntouch Cloud PMS will not update the Delphi room block, resulting in discrepancies between systems.

Note: If pickup exists in Stayntouch Cloud PMS, the room block may not be moved unless all reservations are first detached from the group in Stayntouch Cloud PMS. 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 [8/28/2016]	
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 room block 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'.

Classic Guestroom Experience

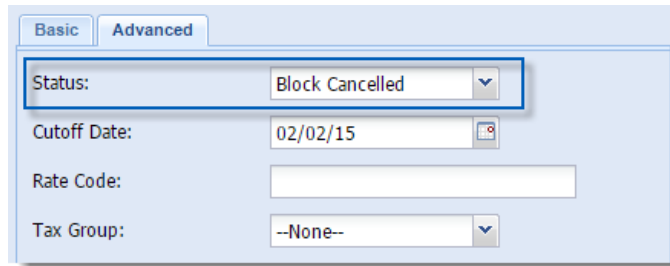
The screenshot shows the 'Modify Block' interface for the Classic Guestroom Experience. The 'Name' is 'The Kennedy Center - Honors' and the 'Property' is a dropdown menu. The 'Block Start Date' is '11/28/24', the 'Block End Date' is '12/10/24', and the 'Cutoff Date' is '10/29/24'. The 'Tax Group' is '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. The 'Room Block Status' is 'Definite', the 'Housing Method' is 'Rooming List', and the 'Meal Plan Type' is a dropdown menu.

New Guestroom Experience

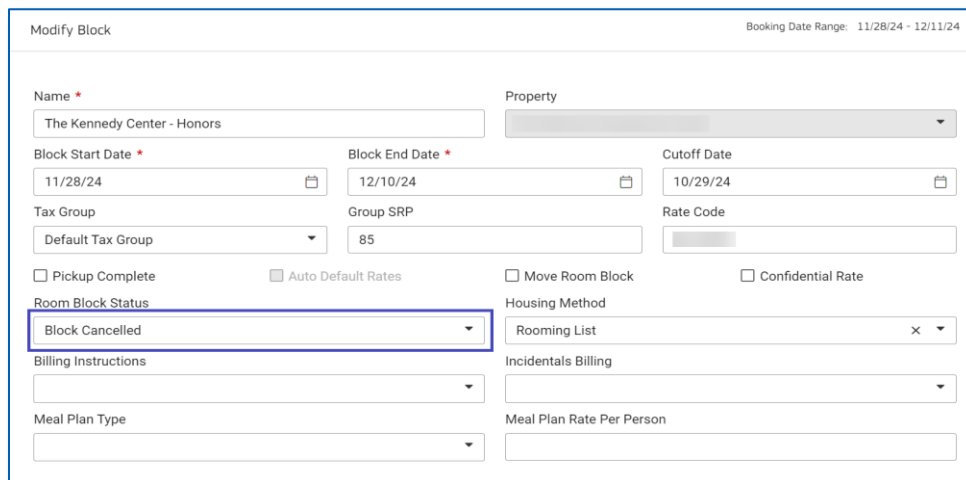
Status Changes

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.



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 Stayntouch Cloud PMS. 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 Stayntouch Cloud PMS.

Cancellations

The room block status may not be cancelled if there are active reservations picked up in Stayntouch Cloud PMS. The reservations must first be cancelled in Stayntouch Cloud PMS, 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 Stayntouch Cloud PMS hold status to Cancelled.

Note: The block may also be cancelled in Stayntouch, 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 Stayntouch Cloud PMS.

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 Stayntouch Cloud PMS.

Actualized Pickup and Posted Revenue

On a nightly basis, Stayntouch Cloud PMS 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 Stayntouch Cloud PMS, as an average rate per room type, per occupancy.

King Standard

Group Available	50	50
Agreed	20	10/10
Forecasted	20	10/10
Blocked	18	9/9
Picked Up	18	9/9
Rate (USD)	100.00/125.00/150.00/1...	100.00/125.00/150.00/1...
Pickup Rate (USD)	94.45	94.45/125.00

Classic Guestroom Experience

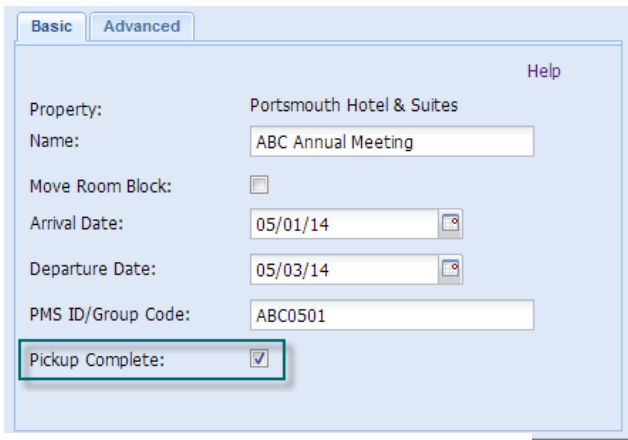
King		FRI SEP 6				SAT SEP 7			
KD1									
Total Rooms		7 / 88				25 / 65			
Agreed		8				28			
Forecast		8				28			
Block		7				25			
Pickup		7				25			
Exclusive Rate		261.00				261.00	261.00	261.00	261.00
Inclusive Rate		261.00				261.00	261.00	261.00	261.00
Excl Pickup Rate		261.00				261.00		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

New Guestroom Experience

Pickup Complete

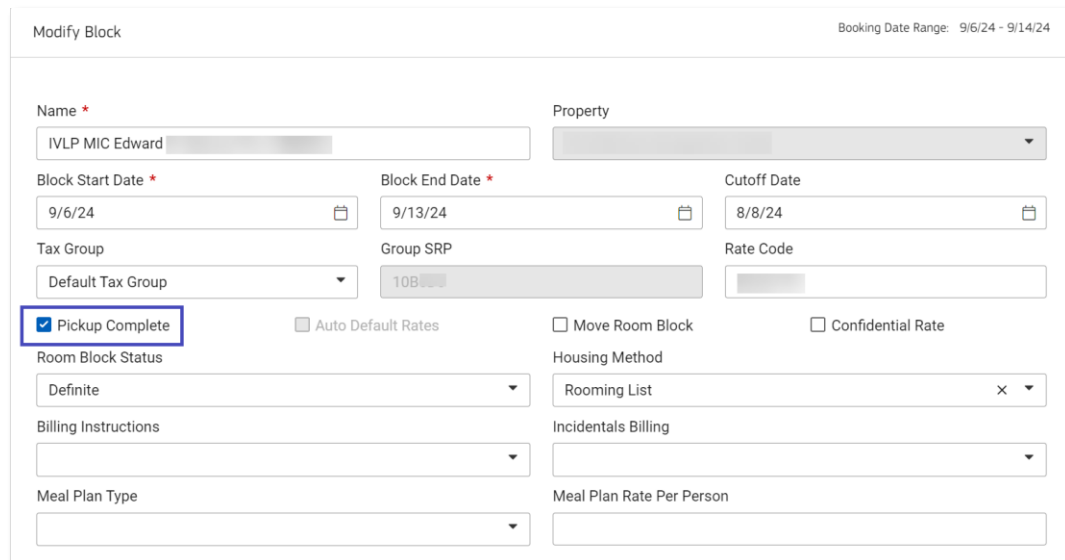
Pickup Complete will be marked on the room block automatically via the integration after the departure date of the room block. This is configured in Property Integration Settings.

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 room block configuration window. The 'Pickup Complete' checkbox is checked, indicating that the room block is marked as pickup complete. Other fields include Property: Portsmouth Hotel & Suites, Name: ABC Annual Meeting, Move Room Block: unchecked, Arrival Date: 05/01/14, Departure Date: 05/03/14, and PMS ID/Group Code: ABC0501.

Classic Guestroom Experience



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

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 Stayntouch Cloud PMS.

▼ Guestroom Information (Calculated)	
Total Roomnights Agreed 🍌 20	Agreed Guestroom Revenue Total 🍌 USD 2,020.00
Total Roomnights Forecasted 🍌 38	Forecasted Guestroom Revenue Total 🍌 USD 4,449.00
Total Roomnights Blocked 🍌 30	Blocked Guestroom Revenue Total 🍌 USD 3,547.00
Total Roomnights Picked Up 🍌 11	Pickup Guestroom Revenue Total 🍌 USD 3,745.57
	Actual Guestroom Revenue Total USD 3,745.57

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

Posted Revenue

The Posted Revenue section on the booking will reflect a total for all room blocks associated with the booking. These amounts will include any revenue posted to group reservations in Stayntouch Cloud PMS.

Note: Revenue sent from Stayntouch Cloud PMS is based upon the mapping of Charge Codes in Stayntouch Cloud PMS configuration

▼ 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, Stayntouch Cloud PMS will also send transient reservation details and block details for groups created only in Stayntouch Cloud PMS. These additional details will update the Availability tab in Delphi.

Transient Sold

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

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 Stayntouch Cloud PMS.

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 Stayntouch Cloud PMS.

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 Stayntouch Cloud PMS, or if an update sent from Stayntouch Cloud PMS 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 booking, 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 New					
Complete	Date	Status	Subject	Name	Related To
X	6/25/2014	Not Started	PMS failed to update Amadeus !		Newmarket Group Booking
X	6/25/2014	Not Started	PMS failed to update Amadeus !		Newmarket Group Booking
X	6/25/2014	Not Started	PMS failed to update Amadeus !		Newmarket Group Booking
X	6/26/2014	Not Started	Amadeus failed to update PMS !		Music Medley 2014
X	6/26/2014	Not Started	Amadeus failed to update PMS !		Music Medley 2014

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

Open Activities New Event New Task								
Action	Subject	Name	Task	Due Date	Status	Priority	Assigned To	
<input type="checkbox"/> Edit 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

[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.