

# Delphi-Stay PMS Customer Reference Guide

The API integration between Delphi and Stay PMS facilitates the flow of information between the two systems. Below you will find information that can easily be referenced as needed.

## Bookings and Room Blocks

Event Only Bookings	Bookings created in Delphi with no attached room block are not part of the integration. If users want to have event only bookings in Stay, they can create a room block on the booking in Delphi without adding rooms or rates to the room block.
Name	When a new room block is created in Delphi, its Name defaults from the Booking Post As, and may be modified as needed.  If a booking has multiple room blocks, it is recommended the names be specific to each room block (e.g., ABC Annual Meeting – Staff Rooms).
Arrival/Departure Dates	The room block’s arrival and departure dates can be updated in Delphi or Stay, the integration will update the other system.
PMS ID	PMS ID can be populated in Delphi when a room block is created, following corporate standards (if applicable).  If PMS ID/Group Code is not entered in Delphi, Stay will auto-generate the group code and return to Delphi. NOTE: Stay will use the last 15 characters of Salesforce ID as the group code.
Status	The room block Status will update the Status field in Stay. The status field will default from the booking status when a new room block is created, and may be updated as needed.  Status changes should be made in Delphi only, not in Stay.
Cutoff Date	Depending on how Stay PMS is configured, block updates may not process after the cutoff date has passed.  Once the cutoff date has passed, users can change the cutoff date in Delphi to a future date to process updates successfully in Stay.
Guestrooms	It is recommended that users add rate amounts to the ROH room type, if ROH room type is used in Stay.  Blocked rooms can be updated either in Delphi or Stay.

	Blocked rooms are populated from Delphi as a total value per room type (not by occupancy). Blocked room updates are sent from Stay as a total value with 0 values for Double, Triple, and Quad occupancy.
Rates	Rate amounts entered on the room block in Delphi will show in Stay. Rates modified in Stay will update Delphi rates.  Rate code field is not part of the integration.

## Group Pickup

Pickup Rooms	Pickup rooms from Stay are sent to Delphi as a single value of the total rooms picked up for a room type - not broken out by occupancy.
Pickup Rates	Stay sends Blocked (contracted) rates and not true pickup rates to Delphi. Pickup complete checkbox is not automatically checked via the integration.  Once a group has departed, users will need to update pickup rate in Delphi to the average rate from Stay, and mark it pickup complete to ensure accuracy in reporting.

## Room Block Changes

Date Changes	Extending a block – Blocks may be extended in Stay, but only for up to 15 days. Block extensions in Stay beyond 15 days will not process through to Delphi. Blocks extended in Delphi will update the block dates in Stay.  Shortening a block or moving a block to completely new dates should be done in Delphi. If a block is shortened or moved to completely new dates in Stay, those changes will not process through to Delphi.
Move Booking button	Use the Move Booking button to move a group from one week to another or one month to another. This will move the booking + associated events + associated room blocks, and will update Stay correctly.  If a booking with pickup needs to be moved, reservations will need to be cancelled or detached from the block in Stay. Once cancelled or detached in Stay, the the pickup count in Delphi will show 0, and users can move the booking.
Move Room Block button	Use the Move Room Block button to move a room block from one week to another or one month to another.
Status Changes	Room Block Status – Sent to Stay, should always be updated in Delphi. Statuses cannot be downgraded (e.g. updating a status from Definite to Tentative).

	<p>Booking Status – Not sent to Stay. When the booking status matches the status of an attached room block, changing 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 the room block status can be modified manually.</p>
Cancellations	<p>Room Block – Updating the room block status to Cancelled will cancel the block in Stay To cancel a room block with pickup, reservations will need to be cancelled or detached from the block in Stay. Once cancelled or detached in Stay, users can cancel the block.</p> <p>Booking – 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 Stay.</p>

## Availability

Frequency	Availability is updated by Stay every two hours.
Out of Order Rooms	Out of Order rooms in Stay will reflect in Delphi.
PMS Only Groups	Groups that are managed exclusively in Stay (if applicable) will reflect in the availability numbers in Delphi.

## Managing the Integration

Integration Tasks	<p>If there are failed notifications from Stay to Delphi, a task will be created and assigned to the booking owner. Necessary action can then be taken to correct the discrepancies as soon as possible.</p> <p>Failed notifications from Delphi to Stay do not generate a task.</p> <p>Any errors not specific to a room block, will create a task assigned to the property owner in Delphi.</p> <p>Integration tasks are visible from the My Tasks section of the Delphi Home page.</p>
Setup Values	<p>Certain Delphi setup values are used by the integration, these setup values in Delphi need to match the corresponding values in Stay. The default value configured in Stay is applied if the Delphi value does not match a Stay value.</p> <p>Changes to the following will impact the integration:</p>

	<ul style="list-style-type: none"><li>• Guestroom Types (guestroom type days need to be created in Delphi, it is recommended to create them for up to five years in the future)</li><li>• Market Segments</li><li>• Booking Types</li><li>• Lead Sources</li><li>• Housing Methods</li></ul> <p>Note: If any changes are needed to any of the above setup values, including adding new values or changing existing values, it is critical that there is a corresponding value in Stay. Please contact Agilysys for assistance with this step.</p>
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