

Amadeus Sales & Catering – Delphi Opera Integration

Field Mapping Guide

The Opera Integration provides two way communication between Amadeus Sales & Catering – Delphi and Opera PMS for the objects and fields outlined below. Not all fields are communicated two way as indicated. Default Delphi field labels are listed below, and may differ from property field labels depending upon customization.

Delphi Room Block and Booking to Opera Business Block

The following fields from the Delphi Room Block and Booking will be sent to the Opera Business Block:

	Delphi		Opera
Object	Default Field Label		Business Block
Room Block	Name	→	Name
	Alternate Name	→	Alias ¹
	Arrival Date	→	Start Date
	Departure Date	→	End Date
	PMS ID/Group Code	→	Block Code
	Status	→	Status ¹ ; Res Type
	Cutoff Date	↔	Cutoff Date ¹
	Rate Code	↔	Rate Code
	Guestroom Type(s)	↔	Room Type(s)
	Agreed		N/A
	Forecasted	↔	Sell Limit ¹
	Blocked	↔	Block (Original / Current)
	Picked Up	←	Pickup (by occupancy)
	Rate(s)	→	Rates (1/2/3/4)
	Pickup Rate(s) (average, per occupancy)	←	Reservation Rates (Future) Stay Revenue – Room (Departed)

Delphi			Opera
Object	Default Field Label		Business Block
Booking	Owner	→	Owner
	Market Segment	→	Market ¹
	Lead Source	→	Source ¹
	Housing Method	→	Res Method; Origin ¹
	Comments	→	Notes
	Commission %	→	Notes
	Posted Guestroom Revenue	←	Stay Revenue – Room
	Posted F&B Revenue	←	Stay Revenue – F&B
	Posted Other Revenue	←	Stay Revenue - Other

¹ Some fields are optional based upon the following property configuration options:

- Alternate Language fields may be sent to corresponding Opera fields
- Allow block cancellation made in Opera to update Delphi Room Block Status to Block Cancelled
- Allow changes to Opera Cutoff Date to update Delphi Room Block Cutoff Date
- Forecasted rooms may be sent to Opera Sell Limit, if Sell Limit is utilized in Opera
- Booking Type may be sent to Opera Market, in place of Market Segment
- Account Region may be sent to Opera Source, in place of Lead Source
- Lead Source may be sent to Opera Origin, in place of Housing Method

Delphi Booking and Contact to Opera Group Profile

The following fields from the Booking and Contact objects will be used by Opera to create a Group Profile. When multiple Room Blocks are created from the same Delphi booking, the same Opera group profile will be used.

Delphi			Opera
Object	Default Field Label		Group Profile
Booking	Booking Post As	➔	Group Name
	Alternate Post As	➔	Alt Name
	Alternate Language Code	➔	Alt Language
Contact	Name	➔	Account Contact
	Mailing Street	➔	Address
	Mailing City	➔	City
	Mailing State/Province	➔	State
	Mailing Zip/Postal Code	➔	Postal Code
	Mailing Country	➔	Country
	Phone	➔	Phone Number (Business)
	Fax	➔	Phone Number (Fax)
Email	➔	Email	

Delphi Account to Opera Company Profile

The Account associated with the Delphi booking in the Account field will be sent to the Opera Company Profile. Matching criteria configured in Opera will determine if these details match an existing company profile, or if a new profile will be created.

The following fields from the Account object are sent to the Company Profile in Opera:

Delphi			Opera
Object	Default Field Label		Company Profile
Account	Account Name	➔	Account
	Billing Street	➔	Address
	Billing City	➔	City
	Billing State/Province	➔	State
	Billing Zip/Postal Code	➔	Postal Code
	Billing Country	➔	Country
	Phone	➔	Phone Number (Business)
	Fax	➔	Phone Number (Business Fax)
	Website	➔	Web
	Account ID/IATA	➔	Corporate ID
	Alternate Language Code	➔	Alt Language
	Alternate Name	➔	Alt Name
	Alternate Billing Street 1	➔	Address 1
	Alternate Billing Street 2	➔	Address 2
	Alternate Billing Street 3	➔	Address 3
	Alternate Billing City	➔	City
	Alternate Billing State	➔	State
	Alternate Billing Postal Code	➔	Postal Code
	Alternate Billing Country	➔	Country

Delphi Account to Opera Travel Agent Profile

The Account associated with the Delphi booking in the Agency field will be sent to the Opera Travel Agent Profile. Matching criteria configured in Opera will determine if these details match an existing travel agent profile, or if a new profile will be created.

The following fields from the Account object are sent to the Travel Agent Profile in Opera:

	Delphi		Opera
Object	Default Field Label		Travel Agent Profile
Agency	Account Name	➔	Account
	Billing Street	➔	Address
	Billing City	➔	City
	Billing State/Province	➔	State
	Billing Zip/Postal Code	➔	Postal Code
	Billing Country	➔	Country
	Phone	➔	Phone Number (Business)
	Fax	➔	Phone Number (Business Fax)
	Website	➔	Web
	Account ID/IATA	➔	IATA
	Alternate Language Code	➔	Alternate Language Code
	Alternate Name	➔	Alt Name
	Alternate Billing Street 1	➔	Address 1
	Alternate Billing Street 2	➔	Address 2
	Alternate Billing Street 3	➔	Address 3
	Alternate Billing City	➔	City
	Alternate Billing State	➔	State
	Alternate Billing Postal Code	➔	Postal Code
	Alternate Billing Country	➔	Country

Delphi Contact to Opera Contact Profile

If Contact Profiles are utilized in Opera, the following fields from the Contact associated with the Delphi booking will be used by Opera to create a contact profile:

Delphi Module			Opera
Object	Default Field Label		Contact Profile
Contact	Salutation	→	Title
	First Name	→	First Name
	Last Name	→	Last Name
	Title	→	Position
	Mailing Street	→	Address
	Mailing City	→	City
	Mailing State/Province	→	State
	Mailing Zip/Postal Code	→	Postal Code
	Mailing Country	→	Country
	Phone	→	Phone Number (Business)
	Fax	→	Phone Number (Fax)
	Email	→	Email
	Alternate Language Code	→	Alt Language
	Alternate Salutation	→	Alt Salutation
	Alternate First Name	→	Alt First
	Alternate Last Name	→	Alt Last
	Alternate Mailing Street 1	→	Address 1
	Alternate Mailing Street 2	→	Address 2
	Alternate Mailing Street 3	→	Address 3
	Alternate Mailing City	→	City
Alternate Mailing State	→	State	
Alternate Mailing Postal Code	→	Postal Code	
Alternate Mailing Country	→	Country	

Opera Reservation to Delphi Reservation

Reservations created in Opera will be sent to Delphi via the integration. Reservations associated with a Delphi room block will be accessible from the Reservation related list on the booking. The following fields are sent from Opera and visible from the reservation record:

Note: As of R35, to support compliance with GDPR and data privacy, reservation records will no longer populate personal data fields such as guest name, address, and phone number

Opera			Delphi	
Reservation		Object	Default Field Label	
Reservation Number	→	Reservation - General	Confirmation #	
Arrival	→		Arrival Date	
Departure	→		Departure Date	
Arrival Time	→		Guest ETA	
Departure Time	→		Guest ETD	
Status	→		Status	
Cancellation Number	→		Cancellation #	
Cancellation Date	→		Cancellation Date	
Adults	→		Adults	
Child	→		Children	
Property ID	→		Property	
Rate	→	Reservation – Room & Rate Info	Rate	
Print Rate	→		Is Rate Suppressed	
Room Type	→		Guestroom Type Occupied	
RTC	→		Guestroom Type Charged	
Room	→		Guestroom Number	
Res Type	→		Guarantee Type	
Payment	→		Payment Method	
Rate Code	→		Rate Code	
GDS/Third Party System	→	Reservation – Additional Info	GDS System	
Source	→		Source	
Channel	→		Channel	
Market	→		Market Segment	

Opera		Delphi		
Reservation		Object	Default Field Label	
Campaign Code	→		Campaign Code	
Guest Name	→	Reservation - Guest	Guest Full Name	
Guest Profile ID	→		External Guest Profile ID	
Title	→		Guest Salutation	
First	→		Guest First Name	
Last	→		Guest Last Name	
Email	→		Guest Email	
Allow Email	→		Guest Email Opt Out	
Language	→		Guest Language Preference	
Date of Birth	→		Guest Birthdate	
VIP	→		VIP	
Accompanying Guest	→		Accompanying Guest	
Address 1	→		Reservation – Guest Address	Guest Street 1
Address 2	→			Guest Street 2
Address 3	→	Guest Street 3		
City	→	Guest City		
State	→	Guest State		
Postal Code	→	Guest Postal Code		
Country	→	Guest Country Code		
Phone (Primary)	→	Guest Phone		
Fax	→	Guest Fax		
Stay Revenue – Room	→	Reservation – Posted Revenue	Posted Guestroom Revenue	
Stay Revenue – F&B	→		Posted F&B Revenue	
Stay Revenue - Other	→		Posted Other Revenue	
Membership Type	→	Reservation - Membership	Membership Program Code	
Membership Card Number	→		Membership Number	
Membership Level	→		Membership Level	
Company Profile ID	→		External Account ID	
Account	→		Account Name	

Opera			Delphi	
Reservation		Object	Default Field Label	
Address 1	→	Reservation - Account	Account Street 1	
Address 2	→		Account Street 2	
Address 3	→		Account Street 3	
City	→		Account City	
State	→		Account State	
Postal Code	→		Account Postal Code	
Country	→		Account Country Code	
Web Page	→		Account Website	
Corporate ID	→		Account ID	
Travel Agent Profile ID	→	Reservation – Travel Agency	External Travel Agency ID	
Account	→		Travel Agency Name	
Address 1	→		Travel Agency Street 1	
Address 2	→		Travel Agency Street 2	
Address 3	→		Travel Agency Street 3	
City	→		Travel Agency City	
State	→		Travel Agency State	
Postal Code	→		Travel Agency Postal Code	
Country	→	Reservation – Travel Agency	Travel Agency Country Code	
IATA	→		IATA Number	
Block Code	→	Reservation - Group	PMS ID/Group Code	
Group Profile ID	→		External Group Profile ID	
Deposit Code	→	Reservation – Deposit & Cancellation Policy	Deposit Code	
Deposit Rule	→		Deposit Policy	
Due Date	→		Deposit Due	
Deposit Amount	→		Deposit Amount	
Cancellation Code	→		Cancellation Code	
Cancellation Rule	→		Cancellation Policy	
Cancel Date	→		Cancel By Date	
Cancel Amount	→		Cancellation Fee	

Opera		Delphi	
Reservation		Object	Default Field Label
Comments	➔	Reservation - Notes	Notes
Created By	➔	Reservation – PMS Audit	PMS Reserved By Clerk
Updated By	➔		PMS Last Modified Clerk
Caller Details	➔		Caller