

Amadeus Sales & Catering – Delphi
LMS Integration
Reference Guide

Index

- Room Blocks 3
- Event Only Bookings 7
- Future Group Pickup 9
- Room Block Changes 10
 - Bookings “In-House” in LMS 10
 - Shoulder Dates (Pre/Post Dates) 10
 - Date Changes 10
 - Status Changes 11
 - Cancellations 13
- Actualized Pickup and Posted Revenue 14
- Availability 17
- Integration Tasks 18

Room Blocks

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

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

Please refer to the *Field Mapping Guide – Delphi – LMS 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 Booking in LMS. 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 LMS is shorter than Delphi. Otherwise, name will be truncated in LMS 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 Date** and **Departure Date** fields in LMS. 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

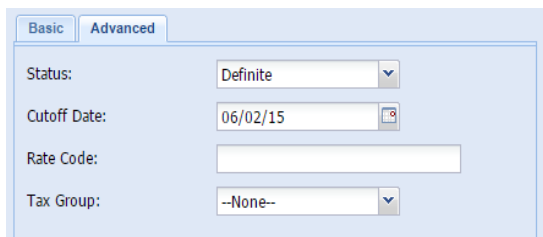
The room block's **PMS ID/Group Code** will become the **Group Code** in LMS, and must be entered on all room blocks, regardless of status. The value entered must be unique. A PMS ID/Group Code that has already been used on a Delphi room block at the property may not be saved and must be updated to a new, unique value.

Note: The PMS ID/Group Code field's minimum/maximum lengths are configured in Property Integration Settings.

Status

The room block's **Status** will update the **Booking Type** on the Group Booking in LMS. 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.

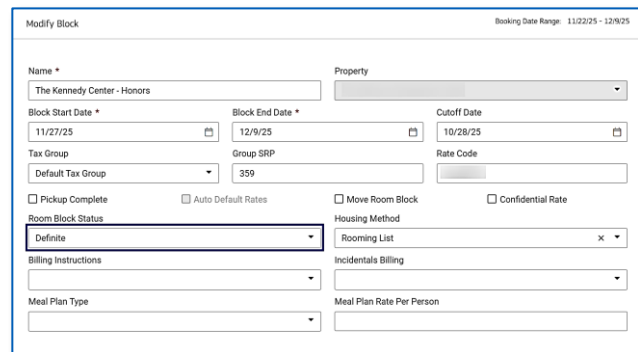
Note: Definite status room blocks will be sent to LMS. Tentative status is optional and will be sent to LMS, if configured in Property Integration Settings.



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

- Status:** A dropdown menu set to 'Definite'.
- Cutoff Date:** A date field set to '06/02/15' with a calendar icon.
- Rate Code:** An empty text input 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' with a calendar icon.
- Block End Date:** '12/9/25' with a calendar icon.
- Cutoff Date:** '10/28/25' with a calendar icon.
- Tax Group:** A dropdown menu set to 'Default Tax Group'.
- Group SRP:** '350'.
- Rate Code:** An empty text input field.
- Room Block Status:** A dropdown menu set to 'Definite'.
- Housing Method:** A dropdown menu set to 'Rooming List'.
- Incidentals Billing:** A dropdown menu.
- Meal Plan Type:** A dropdown menu.
- Meal Plan Rate Per Person:** An empty text input field.

Additional checkboxes include: Pickup Complete, Auto Default Rates, Move Room Block, and Confidential Rate.

New Guestroom Experience

Cutoff Date

The room block's **Cutoff Date** will populate the **Cutoff Day** field in LMS. 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, LMS will be updated with this new date. The LMS cutoff date will appear as the Delphi cutoff date + 1 day.

Blocked rooms will automatically release in LMS at the cutoff date, which will update the Delphi room block accordingly, if configured in Property Integration Settings.

Note: LMS will not accept changes to the Cutoff Date after group creation in LMS. If the Delphi Cutoff Date is updated, the LMS Cutoff Date will need to be manually updated as needed, if configured in LMS.

Note: Changes made to the cutoff date in LMS will update the room block's cutoff date in Delphi, if configured in Property Integration Settings. When the LMS cutoff date is updated, a block or pickup change must also be made to the group booking, in order for LMS to update the Delphi cutoff date.

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 (ROH) room type will not be sent to LMS. Prior to updating the room block to an interfaced status, all rooms must be allocated to specific room types.

The Run of House (ROH) room type will be sent to the //// room type in LMS, if configured in Property Integration Settings.

Agreed

Agreed guestrooms will not be utilized by LMS.

Forecasted

Forecasted guestrooms will not be utilized by LMS.

Blocked

Blocked guestrooms will update the **Block** room counts in LMS. Blocked rooms communicate in both directions via the integration; therefore, any modifications made in LMS 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 LMS. Block changes made in LMS will be updated in Delphi by occupancy, based upon the occupancy distribution of Agreed guestrooms.

In addition to the *Block* in LMS, the Delphi blocked guestrooms will also update **Agreed Block** and **Contract Block** values in LMS. The Contract Block in LMS will only be updated when the booking is first created in LMS, and will not be further updated, if configured in LMS.

Rates

LMS is configured with one of the following rate options:

1. Rates entered into Delphi will not be accepted by LMS. The LMS Rate Strategy must be manually created in LMS.
2. Rates entered into Delphi will be sent to LMS, creating the LMS Rate Strategy
3. LMS rate strategy will only be created when the booking is first created via the interface. Subsequent changes to the Delphi rates will not update LMS and will need to be manually updated in LMS as needed.

Note: In order for a rate strategy to be created in LMS, the same rate must be entered into Delphi for all room types in the same LMS rate set. If different rates are entered for room types in the same LMS rate set, the rate strategy will not be created in LMS.

Event Only Bookings

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

Event only Bookings will be sent to LMS to create a Group Booking, if configured in Property Integration Settings.

PMS ID/Group Code

The **PMS ID/Group Code** will become the **Group Code** in LMS, and must be entered regardless of status. The value entered must be unique. A PMS ID/Group Code that has already been used may not be saved and must be updated to a new, unique value.

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

Booking Types

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

Super/Sub Groups in LMS

If using Super/Sub Groups in LMS, only the super group should be created as a room block in Delphi. Sub groups may be manually added in LMS, after the group booking has been created via the integration.

Any block and pickup related to the sub group(s) will be “rolled up” to the super group when these details are sent from LMS, updating the Delphi room block accordingly.

Note: The use of sub groups in LMS requires special handling of cancellations. Please refer to the [Room Block Changes](#) section of this reference guide for further details.

Future Group Pickup

As group room reservations are created in LMS, 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

Bookings “In-House” in LMS

LMS will not accept any changes from Delphi if the LMS booking status is set to “In-House” (typically set on date of arrival). Block changes may be made in LMS, which will update Delphi in near real time. Other changes (e.g., Group name, comments, etc.) will need to be updated manually in both systems.

Shoulder Dates (Pre/Post Dates)

If blocked rooms and/or reservations are added in LMS 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 LMS. Shifting block dates in LMS will not update the Delphi room block, resulting in discrepancies between systems.

Note: If pickup exists in LMS the room block may not be moved unless all reservations are first detached from the block in LMS. Once all pickup has been removed from the block, the room block may be moved to new dates, and reservations updated as needed.

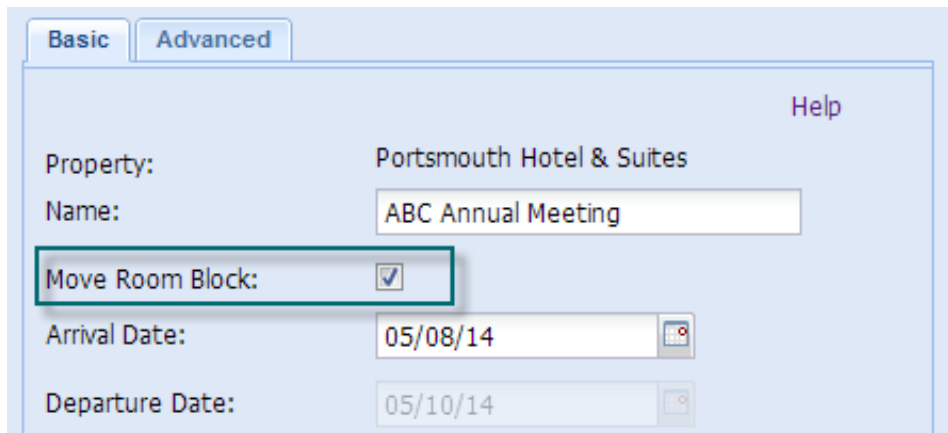
Move Booking

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

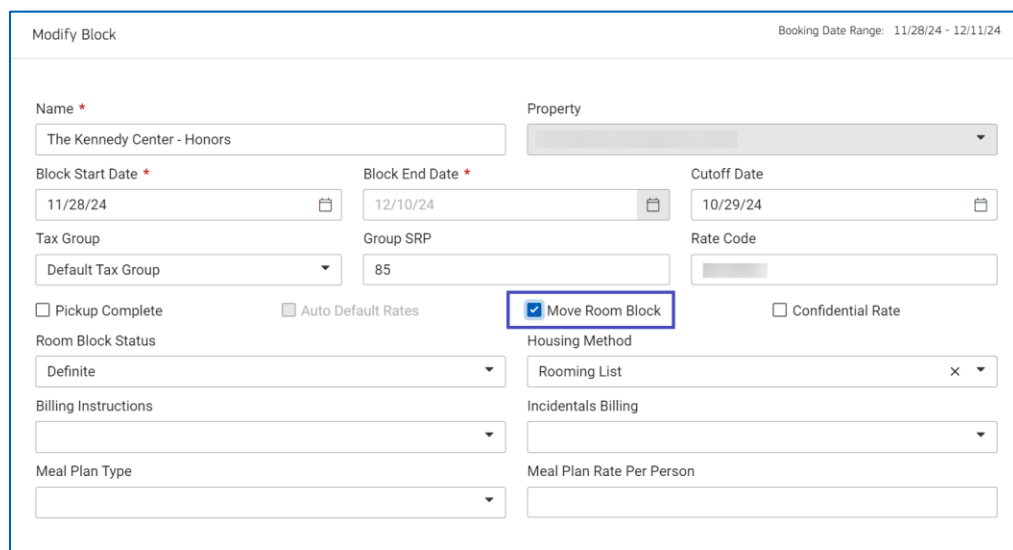
Move Room Block

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 a 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



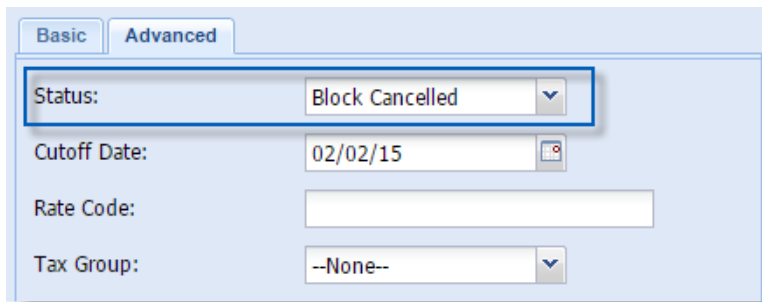
The screenshot shows the 'Modify Block' interface for 'The Kennedy Center - Honors'. The 'Booking Date Range' is '11/28/24 - 12/11/24'. The 'Block Start Date' is '11/28/24', 'Block End Date' is '12/10/24', and 'Cutoff Date' is '10/29/24'. The 'Tax Group' is 'Default Tax Group' and 'Group SRP' is '85'. 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', 'Incidentals Billing', and 'Meal Plan Rate Per Person'.

New Guestroom Experience

Status Changes

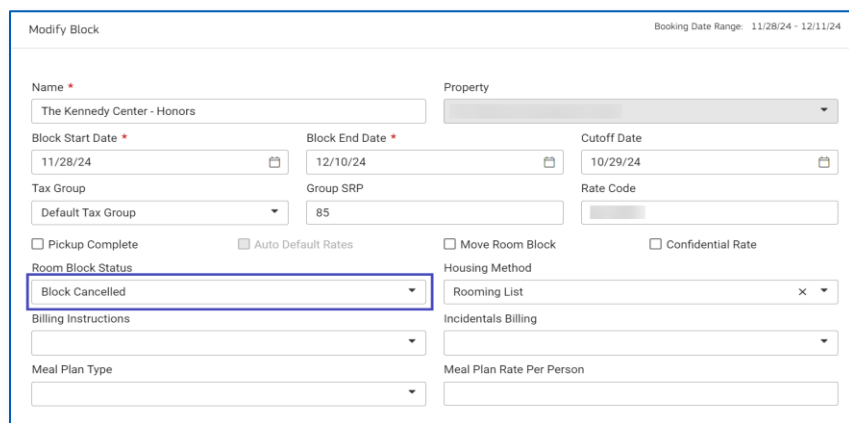
Room Block Status

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.



The screenshot shows the 'Basic' tab of a Delphi interface. The 'Status' dropdown menu is highlighted with a blue box and is set to 'Block Cancelled'. Other visible fields include 'Cutoff Date' (02/02/15), 'Rate Code' (empty), and 'Tax Group' (--None--).

Classic Guestroom Experience



The screenshot shows the 'Modify Block' form in the Classic Guestroom Experience. The 'Room Block Status' dropdown menu is highlighted with a blue box and is set to 'Block Cancelled'. Other visible fields include 'Name' (The Kennedy Center - Honors), 'Property' (dropdown), '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' (dropdown), 'Pickup Complete' (checkbox), 'Auto Default Rates' (checkbox), 'Move Room Block' (checkbox), 'Confidential Rate' (checkbox), 'Housing Method' (Rooming List), 'Billing Instructions' (dropdown), 'Incidentals Billing' (dropdown), 'Meal Plan Type' (dropdown), and 'Meal Plan Rate Per Person' (dropdown).

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 LMS. 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 LMS.

Cancellations

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

Note: If sub groups exist in LMS, they must be cancelled manually prior to cancelling the room block in Delphi. Cancellations will fail to update LMS if there are active sub groups, even if no pickup exists.

Block Cancelled

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

Note: The group may also be cancelled in LMS, 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 LMS.

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 LMS.

Actualized Pickup and Posted Revenue

On a nightly basis, LMS 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 LMS, 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

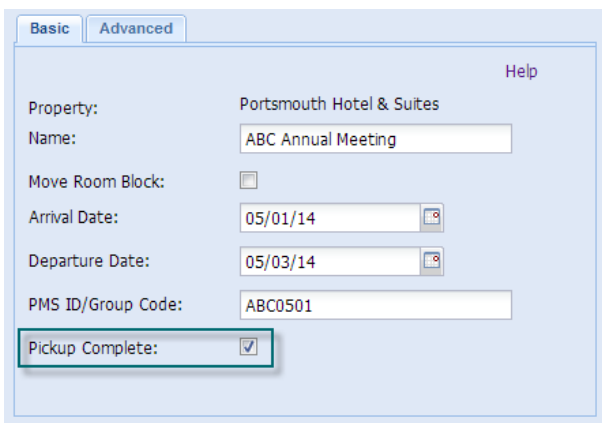
King		FRI SEP 6				SAT SEP 7			
KD1		↑	↑↑	↑↑↑	↑↑↑↑	↑	↑↑	↑↑↑	↑↑↑↑
Total Rooms		7 / 88				25 / 65			
Agreed	8					28			
Forecast	8					28			
Block	7					25			
Pickup	7					25			
Exclusive Rate	261.00					261.00	261.00	261.00	261.00
Inclusive Rate	261.00					261.00	261.00	261.00	261.00
Excl Pickup Rate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

New Guestroom Experience

Pickup Complete

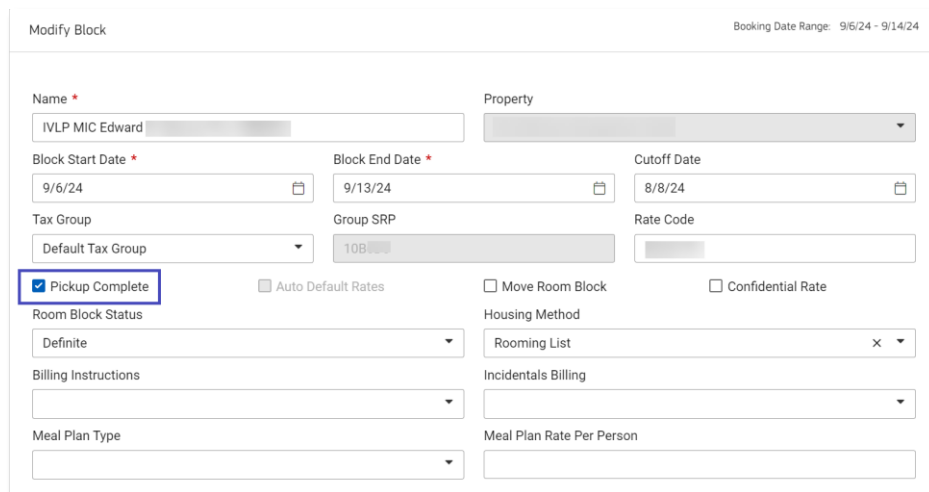
Pickup Complete will be marked on the room block automatically via the integration after the departure date of the room block. This is configured in Property Integration Settings.

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 'Pickup Complete' checkbox is checked and highlighted with a red box. 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 Classic Guestroom Experience. The 'Pickup Complete' checkbox is checked and highlighted with a red box. 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 LMS.

▼ 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 guest or group folios in LMS.

Note: Revenue sent from LMS is based upon the mapping of Revenue Categories in LMS

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

Transient Sold

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

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 LMS.

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 LMS.

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 LMS, or if an update sent from LMS 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 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 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 0

Task Detail

Assigned To

Howard Craig

Subject

PMS failed to update Amadeus

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

Related To

ABC Annual Meeting

The **Comments** field in the Task Detail 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.