

# Amadeus Sales & Catering – Delphi SIHOT Integration

## Reference Guide

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# Room Blocks

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

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

Please refer to the *Field Mapping Guide – Delphi – SIHOT Integration* for a complete list of fields communicated via the integration.

## Name

The room block’s **Name** will be displayed in the **Allotment/group block name** field on the Allotment in SIHOT. 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).

Classic Guestroom Experience

New Guestroom Experience

## Arrival / Departure Dates

The room block’s **Arrival Date** and **Departure Date** will update the **Date from** and **Date until** dates in SIHOT. 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 **Contract number** from SIHOT, when the room block is first created in SIHOT via the integration.

## Status

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

Classic Guestroom Experience

New Guestroom Experience

## Cutoff Date

The room block's **Cutoff Date** will be used by SIHOT to calculate the **Release in days** value populated on the allotment. 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, SIHOT will be updated with this new date.

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

**Note:** Changes made to the “Release in days” value in SIHOT 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

<b>Available</b>	<b>34</b>	<b>34</b>
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
<b>Total Rooms</b>	<b>7 / 88</b>	<b>25 / 65</b>
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 SIHOT. 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 SIHOT.

### Forecasted

Forecasted guestrooms will not be utilized by SIHOT.

## Blocked

Blocked guestrooms will update the **Scope** and **No. of rooms** in SIHOT. Blocked rooms communicate in both directions via the integration; therefore, any modifications made to the Scope value in SIHOT 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 SIHOT. Block changes made in SIHOT will be updated in Delphi by occupancy, based upon the occupancy distribution of Agreed guestrooms.

## Rates

Rates entered in Delphi will be utilized by SIHOT to populate the Seasonal Rates on the Allotment's Package Code.

**Note:** Exclusive Rates are sent from Delphi to SIHOT. Taxes and any additional package elements will need to be managed manually in SIHOT.

☰ Regular Room

<b>Group Available</b>	<b>43</b>	<b>43</b>
Agreed	10	10
Forecasted	10	10
Blocked	10	10
Picked Up		
Excl. Rate (EUR)	188,68/235,85/283,02/330,19	188,68/235,85/283,02/330,19
Incl. Rate (EUR)	200,00/250,00/300,00/350,00	200,00/250,00/300,00/350,00
Excl. Pickup Rate (EUR)		
Incl. Pickup Rate (EUR)		

Classic Guestroom Experience

^ King Standard

TUE DEC 31

<b>KING</b>	↑	↑↑	↑↑↑	↑↑↑↑
<b>Total Rooms</b>			1 / 22	
Agreed	3			
Forecast	2			
Block	1			
Pickup	1	1	1	
Exclusive Rate	500.00	525.00	550.00	575.00
Inclusive Rate	500.00	525.00	550.00	575.00
Excl Pickup Rate	500.00	525.00	550.00	
Incl Pickup Rate	500.00	525.00	550.00	

New Guestroom Experience

Rates should be entered for all room types and all potential occupancies (Single/Double/Triple/Quad), regardless if the room type has been contracted.

If rates are not added for all room types, and a new room type is added to the room block from SIHOT, 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 SIHOT to create an Allotment, 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 **Contract number** from SIHOT, when first sent to SIHOT via the integration

**Note:** If blocked rooms and/or reservations are added in SIHOT, 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
<b>PMS ID/Group Code</b>	<b>24B0CT</b>

### Market Segment

Event Only Bookings with certain Market Segment values selected will not be sent to SIHOT, if configured in Property Integration Settings.

### Booking Types

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

# Future Group Pickup

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

## Picked Up

**Picked Up** guestrooms will be sent from SIHOT as the total number of **Occupied** 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 are added in SIHOT 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 allotment dates in SIHOT. Shifting dates in SIHOT will not update the Delphi room block, resulting in discrepancies between systems.

**Note:** If pickup exists in SIHOT the room block may not be moved unless all reservations are first detached from the allotment in SIHOT. Once all pickup has been removed from the allotment, 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			
<div style="background-color: #e0f0e0; padding: 2px;"> <span style="font-size: 0.8em;">▼ General Information</span> </div>			
Booking Name	ABC Annual Meeting	Arrival Date	3/24/2017 [6/28/2016]
<div style="background-color: #e0f0e0; padding: 2px;"> <span style="font-size: 0.8em;">Guestroom Blocks to Move</span> </div>			
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 management interface. The 'Move Room Block' checkbox is checked and highlighted with a red box. Other fields include Property: Portsmouth Hotel & Suites, Name: ABC Annual Meeting, Arrival Date: 05/08/14, and Departure Date: 05/10/14.

## Classic Guestroom Experience

The screenshot shows the 'Modify Block' interface for 'The Kennedy Center - Honors'. The 'Move Room Block' checkbox is checked and highlighted with a red box. Other fields include Block Start Date: 11/28/24, Block End Date: 12/10/24, Cutoff Date: 10/29/24, and Group SRP: 85.

## 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 a 'Basic' tab in a software interface. The 'Status' dropdown menu is highlighted with a blue border and contains the text 'Block Cancelled'. Other fields include 'Cutoff Date' with the value '02/02/15', an empty 'Rate Code' field, and a 'Tax Group' dropdown menu set to '--None--'.

### Classic Guestroom Experience

The screenshot shows a 'Modify Block' form with a 'Booking Date Range' of 11/28/24 - 12/11/24. The 'Room Block Status' dropdown menu is highlighted with a blue border and contains the text 'Block Cancelled'. Other 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), and 'Rate Code' (dropdown). There are also checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'. Other fields include 'Housing Method' (Rooming List), 'Billing Instructions', 'Incidentals Billing', 'Meal Plan Type', and '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 Delphi or SIHOT. 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 SIHOT.

## Cancellations

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

**Note:** The block may also be cancelled in SIHOT, 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 SIHOT.

**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 SIHOT.

# Actualized Pickup and Posted Revenue

On a nightly basis, SIHOT 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 guestroom revenue reported by SIHOT, as an average rate per room type, per occupancy.

### King Standard

<b>Group Available</b>	<b>50</b>	<b>50</b>
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...
<b>Pickup Rate (USD)</b>	<b>94.45</b>	<b>94.45/125.00</b>

### 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
<b>Excl Pickup Rate</b>	<b>261.00</b>	<b>261.00</b>
<b>Incl Pickup Rate</b>	<b>261.00</b>	<b>261.00</b>

### 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 form for 'Portsmouth Hotel & Suites'. The form includes the following fields:
 

- Property: Portsmouth Hotel & Suites
- Name: ABC Annual Meeting
- Move Room Block:
- Arrival Date: 05/01/14
- Departure Date: 05/03/14
- PMS ID/Group Code: ABC0501
- Pickup Complete:

 A 'Help' link is visible in the top right corner of the form area.

### Classic Guestroom Experience

The screenshot shows a 'Modify Block' form for 'Classic Guestroom Experience'. The form includes the following fields:
 

- 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: [Text]
- Pickup Complete
- Auto Default Rates
- Move Room Block
- Confidential Rate
- Room Block Status: Definite
- Housing Method: Rooming List
- Billing Instructions: [Text]
- Incidentals Billing: [Text]
- Meal Plan Type: [Text]
- Meal Plan Rate Per Person: [Text]

 The 'Pickup Complete' checkbox is highlighted with a red box.

### 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 SIHOT.

▼ 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 folios in SIHOT.

**Note:** Revenue is based upon the posted revenue categories configured in SIHOT

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

## Transient Sold

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

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 SIHOT.

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 SIHOT.

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 SIHOT, or if an update sent from SIHOT 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 <span style="float: right;">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 style="float: right;">New Event   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](#)

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**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](#)

Edit Delete Create Follow-Up Task Create Follow-Up Event

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.