

Amadeus Sales & Catering – Delphi
Visual One/Versa Integration
Reference Guide

Index

- Booking and Room Blocks..... 3
- Event Only Bookings 6
- Accounts and Agencies 7
- Future Group Pickup..... 8
- Room Block Changes 9
 - Shoulder Dates (Pre/Post Dates) 9
 - Date Changes..... 9
 - Status Changes..... 11
 - Cancellations..... 12
- Actualized Pickup and Posted Revenue 13
- Availability 16
- Integration Tasks 17

Booking and Room Blocks

Bookings created in Delphi will be sent via the integration to Visual One/Versa to create a new Group Booking. Subsequent changes made to the room block and/or booking in Delphi will update the corresponding group booking in Visual One/Versa.

In addition to room block and booking details, the associated account, contact, and agency details will be sent to Visual One/Versa.

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

Name

The room block's **Name** will be displayed in the **Meeting Name** field on the Group Booking in Visual One/Versa. 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 Visual One/Versa is shorter than Delphi. Otherwise, name will be truncated in Visual One/Versa when it exceeds the field length.

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'. The 'Pickup Complete' checkbox is unchecked. A 'Help' link is visible in the top right corner.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' form. The 'Name' field contains '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 'Cutoff Date' (11/12/24). The 'Tax Group' is 'Default Tax Group' and the 'Group SRP' is 'AJT1623643'. There are checkboxes for 'Pickup Complete', 'Auto Default Rates', 'Move Room Block', and 'Confidential Rate'. The 'Room Block Status' is 'Booking Cancelled'. The 'Housing Method' is 'Rooming List'. There are fields for 'Billing Instructions', 'Incidentals Billing', '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 **Arrive** and **Depart** dates in Visual One/Versa. 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 PMS ID/Group Code settings are configured in Property Integrations Settings

1. The **PMS ID/Group Code** must be left blank. This field will be populated with the **Booking ID** from Visual One/Versa, when first sent to Visual One/Versa via the integration.
2. A **PMS ID/Group Code** is required. This will populate the Booking ID field in Visual One/Versa.

Status

The room block's **Status** will update the **Room Status** field in Visual One/Versa. 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 Visual One/Versa. Tentative status is optional and will be sent to Visual One/Versa, if configured in Property Integration Settings.

The screenshot shows the 'Basic' tab of a room block configuration. The 'Status' dropdown is set to 'Definite'. The 'Cutoff Date' is set to '06/02/15'. The 'Rate Code' field is empty. The 'Tax Group' dropdown is set to '--None--'.

Classic Guestroom Experience

The screenshot shows the 'Modify Block' form in the 'New Guestroom Experience'. Fields include: Name (The Kennedy Center - Honors), Property (dropdown), 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 (dropdown), Room Block Status (Definite), Billing Instructions (dropdown), Meal Plan Type (dropdown), Rooming List (dropdown), Incidentals Billing (dropdown), and Meal Plan Rate Per Person (dropdown). There are also checkboxes for '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** field on the Info Tab in Visual One/Versa. 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.

Rooms are not automatically released in Visual One/Versa. Users in Visual One/Versa can manually set up the Rolling Release Days Out setting on the group, which will automatically release rooms in Visual One/Versa.

When this cutoff date field is modified in Delphi, Visual One/Versa will be updated with this new date.

Note: Changes made to the cutoff field in Visual One/Versa 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.

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 room type will be sent to Visual One/Versa, if configured in Property Integration Settings.

Agreed

Agreed guestrooms will populate the **Gross** rooms in Visual One/Versa.

Forecasted

Forecasted guestrooms will not be utilized by Visual One/Versa.

Blocked

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

Rates

Rates should be entered for all room types and all occupancies (Single/Double/Triple/Quad), which will populate the **Occ Rates** in Visual One/Versa. If a rate is not entered for a room type in Delphi, a rate will not be available in Visual One/Versa, and a guest may not be able to be moved into a new room type in Visual One/Versa.

Note: If Inclusive Pricing is enabled in Delphi, please note that only Exclusive Rates are sent to Visual One/Versa.

Event Only Bookings

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

Event only Bookings will be sent to Visual One, if configured in Property Integration Settings.

PMS ID/Group Code

The PMS ID/Group Code settings are configured in Property Integration Settings.

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

Booking Types

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

Accounts and Agencies


Company File Card

The Account associated with the Delphi booking in the Account field will be sent to Visual One/Versa to create a Group/Company File Card. When the same Delphi Account is used for subsequent room blocks, Visual One/Versa will match to the existing Group/Company File Card.

Agency File Card

The Account associated with the Delphi booking in the Agency field will be sent to Visual One/Versa to create an Agency File Card.

An Agency File Card will only be created in Visual One/Versa if an IATA number has been entered into the Account ID/IATA field on the Delphi Account. If the IATA number entered into Delphi matches an existing Travel Agency in Visual One/Versa, the existing Travel Agency will be used.

Account Detail		Edit Delete Sharing	
Account Owner	 Howard Craig [Change]	Phone	(603) 555-1212
Account Name	Acme Travel [View Hierarchy]	Fax	(603) 555-2121
Parent Account		Website	http://acmetravel.com
		Account ID/IATA	12345678

Future Group Pickup

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

Picked Up

Picked Up rooms for future room blocks are sent from Visual One/Versa as a total value (per room type) and updated in Delphi based upon occupancy distribution of Agreed guestrooms.

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)

Shoulder dates added to the Delphi room block will be sent to Visual One/Versa, extending the group dates accordingly.

Alternatively, if blocked rooms and/or reservations are added in Visual One/Versa on shoulder dates, this will update the Delphi room block. The rate entered for the same room type on the adjacent date will be applied to the new date in Delphi.

Note: If pickup already exists on the room block, shoulder dates may not be added in Delphi and must be added in Visual One/Versa, updating the Delphi room block as outlined above.

Date Changes

Date changes must always be made in Delphi, which will update the block dates in Visual One/Versa. Shifting block dates in Visual One/Versa will not update the Delphi room block, resulting in discrepancies between systems.

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

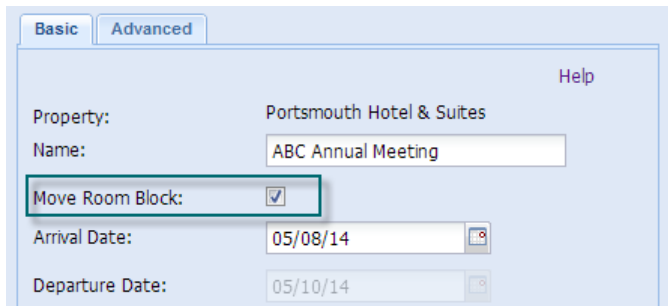
Move Booking

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

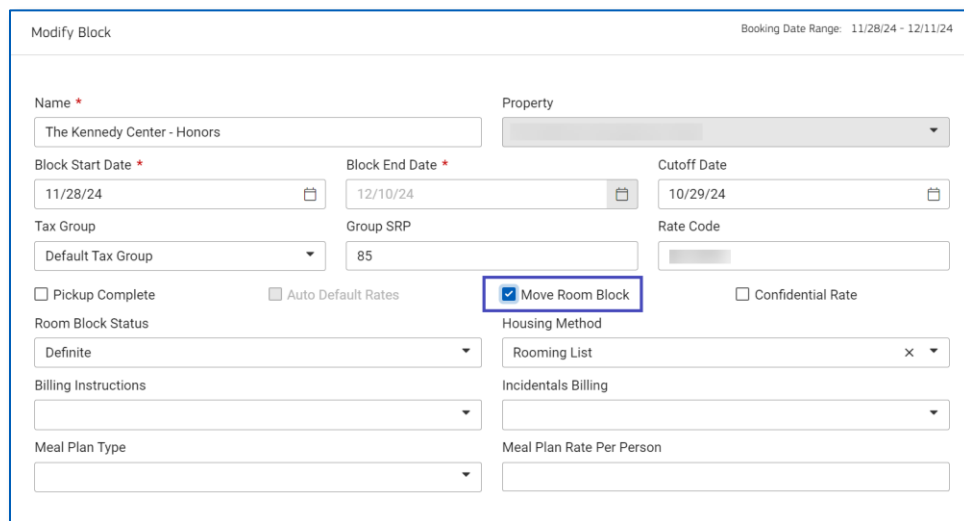
Move Room Block

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'.

Classic Guestroom Experience



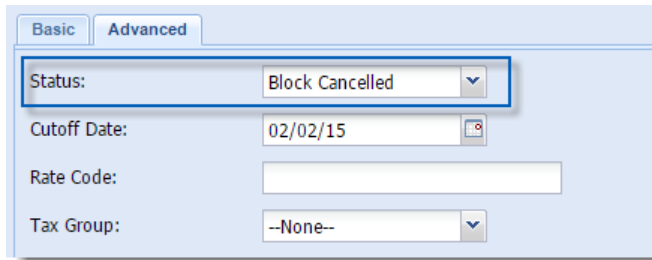
The screenshot shows the 'Modify Block' interface for the Classic Guestroom Experience. The 'Name' is 'The Kennedy Center - Honors' and the 'Property' is selected from a dropdown. The 'Block Start Date' is '11/28/24', the 'Block End Date' is '12/10/24', and the 'Cutoff Date' is '10/29/24'. The 'Tax Group' is 'Default Tax Group', the 'Group SRP' is '85', and the 'Rate Code' is empty. 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', 'Incidentals Billing', 'Meal Plan Type', and 'Meal Plan Rate Per Person'.

New Guestroom Experience

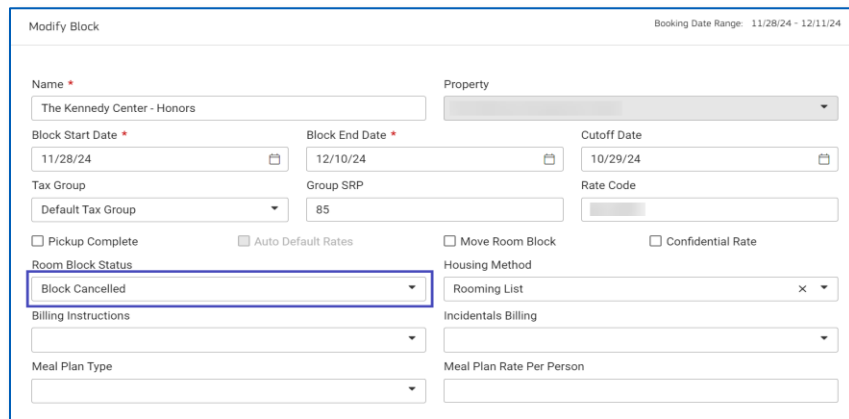
Status Changes

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.



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 Visual One/Versa. 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 Visual One/Versa.

Cancellations

The room block status may not be cancelled if there are active reservations picked up in Visual One/Versa. The reservations must first be cancelled in Visual One/Versa, 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 Visual One/Versa block status.

Note: The booking may also be cancelled in Visual One, 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 Visual One/Versa.

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 Visual One/Versa.

Actualized Pickup and Posted Revenue

On a nightly basis, Visual One/Versa 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 Visual One/Versa, 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' window 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: 108, 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, and reflects the final Picked Up Rooms and Pickup Rate calculation based upon actualized rooms and revenue sent from Visual One/Versa.

▼ 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 bookings in Visual One/Versa.

Note: Posted Revenue values are populated based upon the revenue categories sent from Visual One/Versa

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

Transient Sold

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

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 Visual One/Versa.

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 Visual One/Versa.

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 Visual One/Versa, or if an update sent from Visual One/Versa fails to update Delphi, a task will be created 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

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 guestroom availability.