

RESORTSUITE INTERFACE

Delphi.FDC

Interface Functionality

Delphi.FDC (also known as Amadeus Sales & Event Management) is a Sales & Catering software used to create room rates and room blocks, Banquet Event Orders (BEOs), and other Sales & Catering functions.

The ResortSuite interface to Delphi.FDC is a two-way integration that allows for the synchronization of the guest room portion of the Delphi.FDC events. Changes to availability and group bookings happen in near-real-time (typically less than one minute).

Group bookings are created in Delphi.FDC as either 'Event Only' or with 'Room Blocks'. When ResortSuite receives a booking export message from Delphi.FDC, a new booking is created, or an existing one is updated, and the booking is linked to Delphi.FDC.

ResortSuite is the source of truth for pickups on group blocks. When guest pickups or cancellations occur against a linked group booking in ResortSuite, ResortSuite sends an update message to Delphi.FDC providing the dates and the occupancy of the guest reservation changes.

ResortSuite is also the source of truth for overall room availability. ResortSuite updates to Delphi.FDC to report changes in transient inventory availability for the linked property. This includes transient guest reservation counts and out of order room counts for the linked property.

ResortSuite will also send posted room revenue and final pickup for 'In House' groups to Delphi.FDC as part of the night audit process for use in Delphi.FDC reporting.

Interface Benefits

- Synchronize rooms and rates with ResortSuite PMS
- Synchronize groups and contact details with ResortSuite PMS

Information Transferred



* New & Modified Room Blocks includes the account, customer contacts, and rates for the blocks

Software Requirements

Mandatory

ResortSuite 7.7.02 or higher

Delphi.FDC 9.5.1 or higher

Hardware Requirements

The Delphi.FDC interface is installed on a ResortSuite internal interface server which has access to the internet. The following components are required for Delphi.FDC.

Server Hardware:

WEB SERVER	MINIMUM	RECOMMENDED
Processor-CPU	Dual Core 2.4 GHz	Quad Core 3.0GHz
Memory-RAM	4 GB	8 GB
Hard Disk	2x250GB	2x250GB
Video	XGA min 1024x768	XGA min 1024x768
Network Card	1 GB	1 GB
Operating System	Windows 2016\2019 Server Standard 64-Bit	Windows 2016\2019 Sever Standard 64-Bit
File System	NTFS	NTFS
RAID	1	1

Also Required

- Apache Tomcat
- USoft Rules Service
- ResortSuite Oracle client application
- Windows operating system

Notes:

ResortSuite requires a dedicated server to host the Delphi.FDC interface. If a client decides that they want to host the Delphi.FDC Agent software on this server as well, it requires changes to the server configuration that could cause issues with other interfaces the client is running on this server. It also requires ResortSuite to change the Apache Tomcat configuration to use non-default HTTP and HTTPS ports.

Sharing a server with other ResortSuite interfaces is not ideal as Delphi.FDC can be a very demanding interface, and it can create significant challenges and troubleshooting issues with the integration.

Contact your ResortSuite sales professional for full specifications on the hardware requirements.

Functional Requirements & Limitations

Mapping

The integration requires a 1 to 1 mapping of ResortSuite PMS Venues to Delphi.FDC Properties. This means that if it is desired to configure multiple venues in ResortSuite and more than one venue will be mapped in the integration, then it is a requirement for a multi-property implementation to exist in Delphi.FDC.

We can only support a single web service endpoint for the integration with Delphi.FDC.

Locked Down Functionality

For any group booking in ResortSuite, the following details are locked down and cannot be edited directly in ResortSuite. Changes to these items must be performed in Delphi.FDC and pushed to ResortSuite through the interface.

- Group Arrival/Departure Dates
- Editing of the room blocks and # of rooms held in the blocks
- Rate values on the group rate cards
- Customer details including contact information
- Room block status

Rates

Rates that are defined on the group blocks in Delphi.FDC are considered to be “Room-Only” rates. Delphi.FDC cannot define additional allotments for package inclusions or additional charges beyond the room-only portion of the rate. This means that the rate cards created by the interface in ResortSuite will be room only.

Rates created by the interface are not user editable in ResortSuite and if any changes to the rate amounts need to be made, the changes must be made in Delphi.FDC and pushed to ResortSuite through the interface.

If additional allocations, charges, or inclusions are needed to be applied to the rates for a group, then it is necessary to use an alternative method to add those charges or inclusions to the guest reservations in ResortSuite.

Options

- If the additional charges or inclusions apply to all group members, special services can be defined in the group folio in ResortSuite and configured to cascade to the group member folios.
- If the additional charges or inclusions do not apply to all group members, special services can be defined directly in the group member folios themselves.
- If neither of the above options are suitable, it may be necessary for custom rate cards to be defined in ResortSuite and assigned to guest folios rather than the rate cards created in ResortSuite.

Regions using VAT

Currently, in the data sent to ResortSuite from Delphi.FDC, only rate values driven from the pre-tax rate field on the room blocks are sent, not VAT inclusive rates. For the integration to function correctly, ResortSuite needs to receive the VAT inclusive rates for the room blocks. This may require changes to how rates are typically set up on a room block and require entering a VAT inclusive rate in the field that is normally designated for pre-tax rates.

Room Blocks

The integration can only support a single room block for each date and room type for a group booking. Users cannot manually add additional room blocks to a linked booking in ResortSuite.