



omni**boost**

The operator's guide to POS-to-PMS integrations

How to keep your data aligned across systems,
reduce operational friction, and build an integration
that keeps working after go-live

POS ▶ PMS

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SECTION 1

Why this guide matters

A hotel restaurant may feel like a business within a business.

It has its own menus, employees, payment activity, outlets, service periods, and point-of-sale system. But to the guest, it is part of the hotel.

A guest has dinner and charges it to the room. A drink is posted from the bar. A transaction is voided. An outlet is added. A payment or room charge needs to appear correctly in the PMS. Behind those seemingly simple experiences, two operational systems have to stay aligned.

That's the job of a POS-to-PMS integration.

When it works, the interaction is almost invisible. Restaurant activity reaches the PMS as expected, room charges flow correctly, and hotel teams don't need to think about the systems communicating behind the scenes.

When it doesn't, the problem quickly becomes visible - to operations and potentially to the guest.



The important thing to understand is that requesting or activating an integration isn't the same as being ready to go live.

The POS needs to be configured. The PMS needs to be configured. Mappings need to be completed. The integration needs to be tested. And someone needs to think about what happens when any of those things change tomorrow.

This guide explains how to do that.

SECTION 2

A marketplace click is not an implementation

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Modern hospitality platforms have made integrations much easier to discover.

That can also create a misleading expectation: request the integration in a marketplace, and the systems are connected.

Our implementation teams see customers occasionally request an integration only a few days before they expect to go live. But activating access is only the beginning.

The integration still needs to be configured. POS and PMS requirements need to be completed. Data needs to be mapped. The connection needs to be tested. Any problems discovered during testing need enough time to be resolved.

If those steps are compressed into a few days, there may be no realistic opportunity to fix an issue before the intended launch.

Treat the integration request as the start of implementation, not the end of it.



SECTION 3

Both sides of the connection need to be ready

SECTION 3 Both sides of the connection need to be ready

A POS-to-PMS integration depends on two operational systems.

Problems in either one can affect the outcome.

Before mapping begins, the POS needs to meet the necessary setup requirements. The PMS also needs to be configured for the transactions it will receive.

Depending on the systems involved, that can include creating the appropriate transaction codes, enabling required posting behavior, and configuring relevant services and outlets.

If the setup is incomplete, the integration may technically exist while transactions still fail to behave as expected.

This is where teams sometimes get into trouble by planning to “finish the configuration later.”

Later tends to arrive after go-live, when the hotel is already processing live guest activity.

Complete the configuration first.
Then test the integration you're actually planning to operate.



SECTION 4

Mapping connects two operating worlds

SECTION 4 Mapping connects two operating worlds

The POS and PMS don't necessarily describe activity in the same way.

Mapping establishes the relationship between them.

For example, the integration needs to understand how the appropriate POS activity corresponds to the transaction codes, services, outlets, or other relevant configuration in the PMS.

Incomplete mapping is one of the recurring issues our teams encounter.

But the more important lesson isn't simply to complete the mapping before launch. It's to maintain it afterward.

If an outlet, category, transaction code, or relevant setting changes in the POS or PMS, the mapping layer may need to be updated as well. Changing one system doesn't automatically mean the other systems know what changed.

**Mapping is not a one-time implementation task.
It is part of operating the integration.**



SECTION 5

Ask “what happens tomorrow?”

SECTION 5 Ask “what happens tomorrow?”

Implementation teams naturally focus on getting today's configuration working. There's another question that's just as important:

What happens if something changes tomorrow?

A new outlet opens. A configuration changes in the POS.
A transaction code changes in the PMS. Someone adjusts the way
a particular type of activity is posted.

If the integration isn't included in that change, something that
worked perfectly before can begin behaving differently.

Our teams see this pattern repeatedly. Changes are made in the
POS or PMS, but corresponding adjustments aren't made in the
integration layer.

That creates a simple but important operating principle:

**An integration should be treated as part of the hotel's ongoing
operational process, not as a one-time IT project.**

The best time to decide how changes will be managed is before
the first one happens.



SECTION 6

Know what an error is telling you

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Not every unexpected result has the same cause.

A room charge may not reach the PMS because mapping is incomplete. Rounding differences may need to be understood. Voids may not process as expected. PMS configuration can affect how information is reflected after it arrives.

That makes troubleshooting much easier when ownership is clear.

The integration provider shouldn't be expected to control configuration inside every source or destination platform. At the same time, hotel teams shouldn't have to guess where to begin when something doesn't look right.

Clear ownership makes it much easier to determine whether the problem originates in the POS, the PMS, the mapping, or the connection between them.



Before go-live, establish who is responsible for:

- POS configuration
- PMS configuration
- Integration mapping
- Approving mapping changes
- Monitoring exceptions
- Investigating unexpected transactions

SECTION 7

Twenty outlets need a process

SECTION 7 Twenty outlets need a process

With one restaurant outlet, a few people may know exactly how everything is configured.

Add the lobby bar, pool bar, café, room service, spa, retail, and multiple restaurant concepts, and institutional knowledge stops being enough.

One hotel can often operate through knowledge.



Twenty outlets need a process.

That means standardizing where it makes sense:

- How are outlets configured?
- How are mappings documented?
- Who is allowed to change them?
- Who approves changes?
- Who monitors exceptions?
- What testing happens when something new is added?

The objective isn't to make every outlet identical.
Different concepts legitimately operate differently.

The objective is to prevent every outlet from becoming its own integration project. Establish a structure with the first implementation that can support the next one.

SECTION 8

POS-to-PMS setup and maintenance checklist

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Before Go-Live

Project planning

- Request the integration with enough time for configuration and testing.
- Identify the intended go-live date.
- Assign an internal owner.
- Identify the people responsible for POS and PMS configuration.

POS setup

- Complete required POS configuration.
- Confirm relevant outlets and services are configured.
- Confirm the integration has the required access.

PMS setup

- Create required transaction codes.
- Confirm required posting settings are enabled.
- Configure relevant services and outlets.
- Validate any system-specific requirements.

Mapping and testing

- Complete mapping in the integration platform.
- Test representative transaction types.
- Test room-charge behavior.
- Investigate rounding or posting differences.
- Confirm the output appears correctly in the PMS.



SECTION 8 POS-to-PMS setup and maintenance checklist

After Go-Live

Change management

- Update mappings when relevant POS configuration changes.
- Update mappings when relevant PMS configuration changes.
- Include the integration when adding outlets, services, or transaction codes.
- Maintain a clear owner for mapping changes.

Monitoring

- Monitor exceptions.
- Investigate missing room charges promptly.
- Review unexpected rounding or posting behavior.
- Test after material configuration changes.
- Keep POS, PMS, and integration owners aligned.

SECTION 9

Questions to ask your integration provider

SECTION 9 Questions to ask your integration provider

Don't stop at: "Can you connect our POS and PMS?"
Ask how the connection will actually operate.

- What needs to be configured in our POS before implementation?
- What needs to be configured in our PMS?
- How are outlets, services, and transaction codes mapped?
- How much time should we allow for configuration and testing?
- How will we test room charges before go-live?
- What happens if a transaction isn't mapped correctly?
- How are voids and adjustments handled?
- What rounding behavior should we expect?
- What happens when we add an outlet or change configuration?
- Who is responsible for updating mappings?
- How are exceptions surfaced and monitored?
- Which issues belong to the integration provider versus the POS or PMS provider?
- How should we structure the integration if we operate many outlets?



SECTION 10

The integration isn't finished when it goes live

SECTION 10 The integration isn't finished when it goes live**CONCLUSION** Staying Live**A successful POS-to-PMS integration should eventually become almost invisible.**

Restaurant activity reaches the hotel system correctly. Room charges work. Operations knows what to expect. When something changes, everyone knows what else needs to change with it.

Getting there starts before launch.



Give implementation enough time. Configure both systems completely. Finish the mapping. Test real operating scenarios. Establish ownership.

Then keep doing the part that's easiest to forget:

Ask what changed.

Because the systems aren't static. Your hotel isn't static either. The integration shouldn't be treated as if it is.

About Omniboost

Omniboost builds the data infrastructure that connects hospitality operational systems.

Across more than 10,000 integrations, we've developed deep experience in how POS, PMS, and accounting platforms exchange data - and what it takes to keep those connections reliable as hospitality businesses change.

Our approach combines hospitality domain expertise with the technology required to translate data between the systems hotels and restaurants rely on every day.

Explore Omniboost integrations
Talk to an integration specialist



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How to keep restaurant and hotel data aligned across systems, reduce operational friction, and build an integration that keeps working after go-live

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