



omni**boost**

POS ▶ Accounting

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

How to improve financial accuracy, reduce reconciliation time,
and build an integration that stays reliable as your
business changes

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SECTION 1

Why this guide matters

Every restaurant transaction creates financial data.

A guest pays for dinner. A discount is applied. A gift card is redeemed. A payment is split between cash and credit card. Taxes are calculated. A refund is processed.

At the end of the day, all of that activity eventually needs to become accurate financial information in the accounting system.

For many restaurant operators, getting that information from the point-of-sale system into accounting is still more manual than it should be. Finance teams export reports, manipulate spreadsheets, create journal entries, and investigate discrepancies before they can confidently close the books.

A POS-to-accounting integration can eliminate much of that work. And compared with many hospitality integrations, getting the initial connection in place can be relatively straightforward.

The harder part is keeping it accurate.

Restaurants change constantly. New menu items are introduced. Revenue categories change. Payment methods are added. Employees leave. System permissions change. Locations open. Operational processes evolve.

If those changes aren't reflected in the integration, a connection that worked perfectly yesterday can begin producing mapping errors or reconciliation issues tomorrow.

This guide explains how to get the foundation right, what tends to go wrong after implementation, and how restaurant operators can build a process that keeps financial data flowing accurately over time.

SECTION 2

Start with a clean foundation

An integration can only work with the information it receives.

That sounds obvious, but many downstream accounting issues actually begin upstream in the POS.

For example, open receipts can prevent a POS from completing its end-of-day close, potentially resulting in discrepancies or unexpected data. In some systems, turning off a cash register can make it unavailable for synchronization. Incorrect configuration in either the POS or accounting system can create problems before the integration ever touches the data.

It is the familiar principle of garbage in, garbage out.

Before implementing the integration, finance and operations should make sure the source and target systems are configured correctly. Revenue categories, payment methods, and other relevant POS settings should be finalized enough to support the desired accounting output.

Just as importantly, the team should agree on what that output is supposed to look like.



What information should land in accounting? At what level of detail? How will it be mapped? What reports will finance use to reconcile the data?

Those decisions should happen before go-live, not while the finance team is trying to understand its first discrepancy.



Assign an owner

One of the most easily overlooked implementation requirements isn't technical at all: someone on the customer side needs to own the project.

That person doesn't necessarily need to perform every task. But someone should be responsible for coordinating the appropriate people, responding to questions, and making sure decisions get made.

The integration provider knows the integration. The restaurant team knows its POS configuration, accounting requirements, and operational processes. A successful implementation requires both.

This becomes even more important as the organization grows.

Before implementation begins, establish:

- Who owns the integration internally?
- Who understands the POS configuration?
- Who can make or approve accounting decisions?
- Who will validate test data?
- Who should be contacted if something changes after go-live?

SECTION 3

Treat mapping as a living part of the integration

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Mapping is what translates operational activity into the appropriate financial destination.

A revenue category in the POS needs to reach the appropriate account in the accounting system. The same applies to payment methods and other financial data being transferred. Getting those relationships right during implementation is important. But there's another question restaurant operators should ask:

What happens when something changes?

Suppose a restaurant creates a new revenue category in its POS, or adds a new payment method. The POS understands the new configuration because that's where it was created. The accounting integration doesn't automatically know where that new category belongs unless the corresponding mapping is updated.



If it isn't, the result can be a mapping error and data that doesn't flow as expected into accounting.

This is one of the most common sources of support requests our teams see.

That's why mapping shouldn't be thought of as a configuration exercise completed during implementation. It is an ongoing part of maintaining the integration.

Whenever relevant configuration changes in the POS or accounting system, someone should ask whether the integration needs to change with it.

SECTION 4

The real work starts after Go-Live

Go-live can feel like the finish line. It isn't.

Once an integration is working, the operational environment around it continues to change. The restaurant introduces products. Someone reorganizes revenue categories. A new payment method is introduced. System settings change. The employee who originally authorized access to the POS or accounting platform leaves the company, potentially revoking the credentials the integration relies on.

None of those changes necessarily represents a problem by itself. The problem comes when the systems connected to one another don't change together.

A healthy integration needs a simple change-management process: when finance or operations makes a material change to the source or target system, the integration should be part of the conversation.

**If you change something that affects financial data,
ask whether the integration needs to know about it.**



SECTION 5

Know how you're going to reconcile

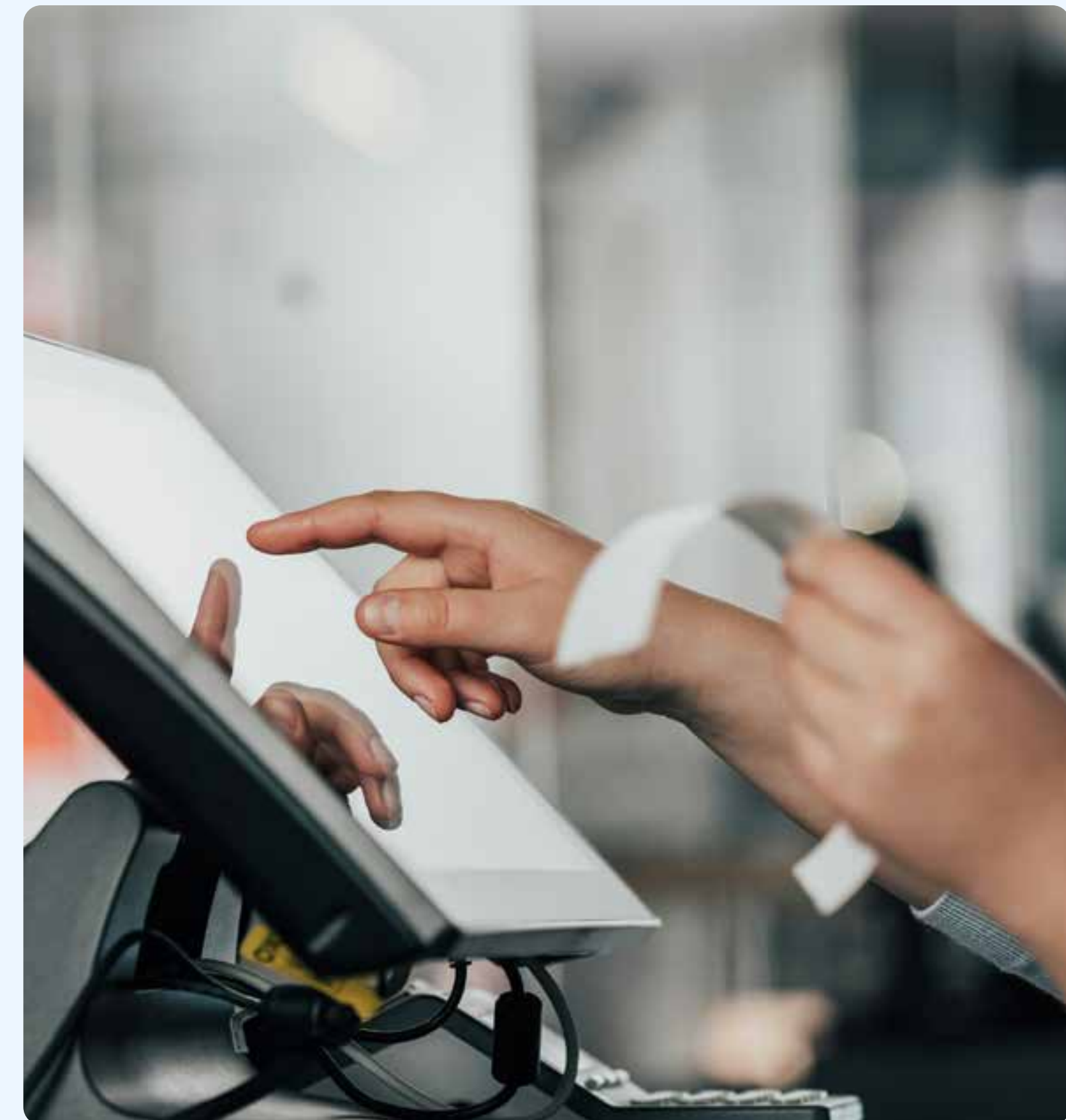
Automation doesn't eliminate the need for reconciliation. It should make reconciliation easier.

One of the issues our teams encounter is not necessarily that data is wrong, but that customers don't know which POS report they should use to compare against the information sent to accounting.

Before go-live, determine exactly how the integration will be validated. Which source report should finance use? Which accounting output should it compare against? What should match? What differences are expected? What should trigger investigation?

The finance team shouldn't have to figure this out during month-end close.

A good reconciliation process also helps identify issues earlier - not simply moving the data faster, but making problems easier to catch while they're still manageable.



SECTION 6

Don't overlook access and authorization

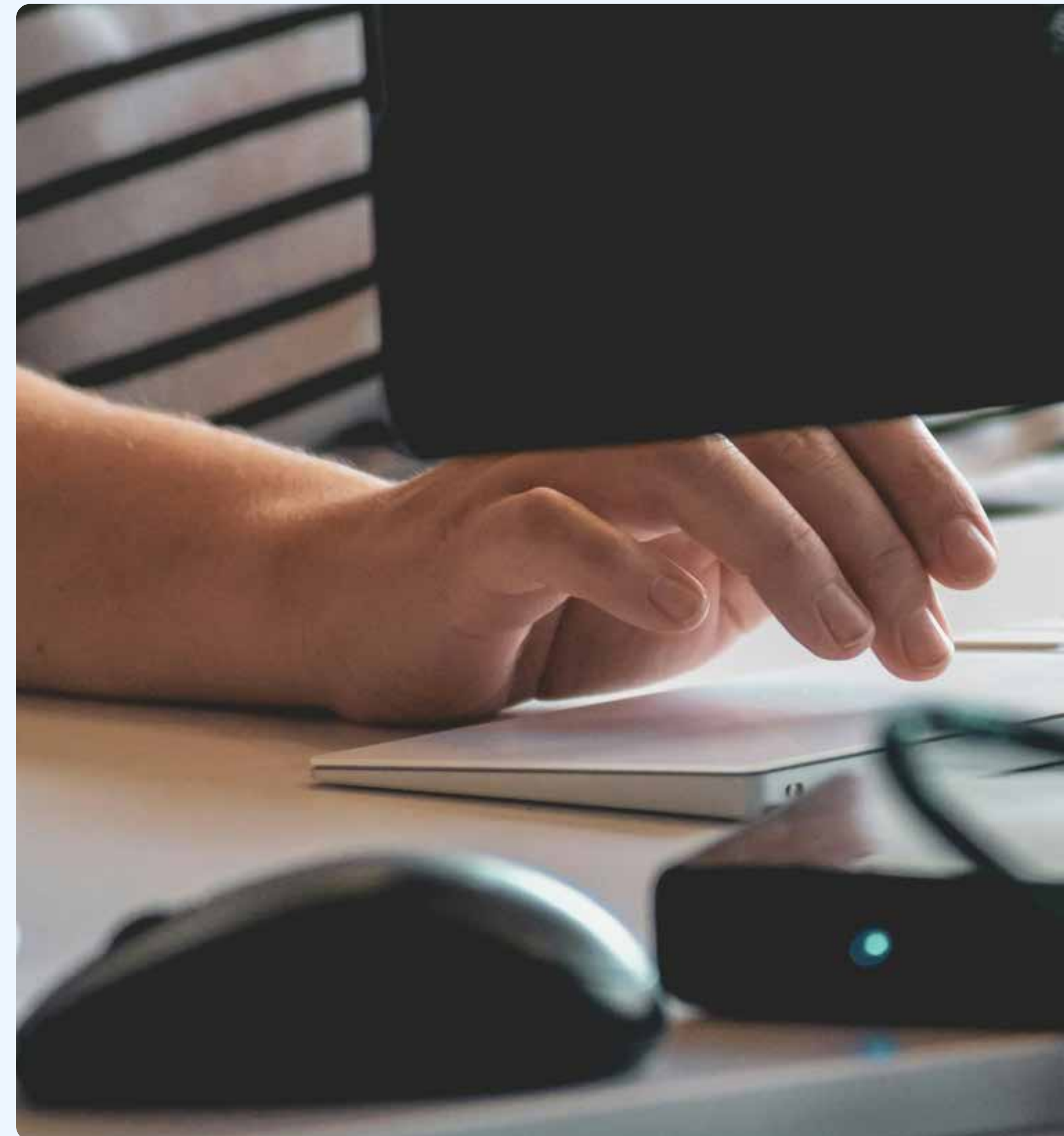
Not every integration problem is a data problem.

Modern cloud platforms frequently use authorization methods that give an integration permission to access or send data. Those permissions can expire or be revoked.

One particularly easy scenario to miss occurs when the person who originally authorized access leaves the company. Depending on the source or target system, the integration may no longer have the access it needs to fetch or send data.

From finance's perspective, this can initially look like an integration failure or missing-data problem. It's actually an access problem.

It's a small operational detail - until data stops flowing.



SECTION 7

Build the first location for the twentieth

SECTION 7 Build the first location for the twentieth

A single restaurant can often manage processes through institutional knowledge. A multi-location organization needs a standard.

If you expect to roll out a POS-to-accounting integration across multiple locations, resist the urge to rush through the first implementation just to get it live.

Use the first location to establish the model. Test it thoroughly. Confirm the POS configuration. Validate mappings. Agree on the accounting output. Establish the reconciliation process. Determine who owns changes. Document what the restaurant team is responsible for and what the integration provider is responsible for.



Then use that standard as the starting point for subsequent locations.

Our implementation teams have seen this firsthand. In one successful multi-location rollout, a hospitality group worked with Omniboost to connect Trivec and Exact Online across its properties. Two factors made a meaningful difference: qualified people were assigned to the project on both sides, and the teams met upfront to establish expectations and requirements before moving into implementation.

**The technology mattered.
So did the process around it.**

For operators going from one restaurant to 20, the objective shouldn't be to implement the same integration 20 separate times. It should be to solve it well once and create a repeatable process.

SECTION 8

POS-to-Accounting setup and maintenance checklist

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Before Go-Live

Source and target systems

- Confirm the POS is configured correctly.
- Confirm the accounting system is configured correctly.
- Review relevant revenue categories and payment methods.
- Make sure open receipts and end-of-day processes are handled correctly.

Integration requirements

- Define what data should flow into accounting.
- Agree on the required level of financial detail.
- Complete and validate mappings.
- Confirm the proposed output meets finance's requirements before proceeding.

People and process

- Assign a qualified internal owner for the implementation.
- Identify who is responsible for POS and accounting configuration.
- Establish what the restaurant team owns vs. the integration provider.
- Make sure the project team has sufficient time to participate.

Testing and reconciliation

- Test the integration before go-live.
- Validate the resulting accounting data.
- Identify the correct POS report for reconciliation.
- Document what should match and what requires investigation.

SECTION 8 POS-to-PMS setup and maintenance checklist

After Go-Live

Ongoing maintenance

- Review mappings whenever new revenue categories or payment methods are introduced.
- Include the integration when relevant POS or accounting configurations change.
- Monitor for mapping errors and missing data.
- Maintain a current internal owner for the integration.
- Reconcile regularly rather than waiting until month-end.

Governance and monitoring

- Review integration access when authorized employees leave or change roles.
- Notify the integration provider of material changes to source or target systems.
- Investigate discrepancies promptly so missing data doesn't accumulate.
- Periodically confirm the integration still produces the output the business needs.

SECTION 9

Questions to ask your integration provider

The obvious question when evaluating a POS-to-accounting integration is:

“Can you connect our POS to our accounting system?”

It's important, but it doesn't tell you very much about what happens after the connection is established. A restaurant operator should also understand how the integration will be maintained.

- How are revenue categories and payment methods mapped between systems?
- What happens when we add a new category or payment method?
- How will we know when something is unmapped?
- What happens to data when there is a mapping error?
- How should we reconcile the data you send to our accounting system?
- What happens if data cannot be retrieved from our POS?
- How are missing or failed transfers identified and resolved?
- What system access or authorization does the integration require, and what happens if it expires or the authorizing person leaves?
- What changes do we need to communicate to you?
- What is our responsibility for maintaining the integration after go-live?
- How do you support multi-location rollouts, and can we replicate a standard configuration across locations?

SECTION 10

**The goal isn't Go-Live.
It's staying live.**

CONCLUSION Staying Live

The best POS-to-accounting integration isn't the one everyone talks about.

It's the one finance eventually stops thinking about.

Transactions flow. Revenue reaches the right accounts.

Payments reconcile. The books close with less manual intervention.

When something changes, there's a clear process for keeping the systems aligned.

Getting there doesn't require making a relatively straightforward integration unnecessarily complicated. It requires recognizing where the real risks are.

Start with clean source data. Get the mappings right.

Establish ownership. Know how you'll reconcile. And create a process for communicating changes after go-live.

Because your restaurant will change.

A good integration should be able to change with it.

SECTION 11

Base platform

One home for every integration.

Omniboost Base gives you a single platform to onboard, monitor, and manage all your Omniboost accounting integrations across all your properties. From reviewing integration status and updating mapping to tracking data runs and resolving errors, everything you need to keep your connections running smoothly is in one place..

Powerful Features

Get new integrations up and running on your own schedule. Your team logs into Base, accepts the terms, connects your source and destination systems, and works through the onboarding form step by step. Progress saves automatically, so anyone on your team can pick up right where the last person left off. No re-entering information, and no waiting on a consultant to walk you through it.

Check Integration Status & Logs

Always know where things stand. The Integrations overview lists every connection by name, property, and system combination, along with its onboarding step and live status: Live, Onboarding, or Terminated. Want more detail on a specific run? Open the full history and technical logs for a clear, transparent view of what happened and when.

Real-Time Monitoring & Error Management

Catch issues the moment they happen. The Runs overview tracks every data transfer in real time, so you always know whether it went through, ran into a problem, or was corrected after an error. When something needs your attention, we surface the details right away, so your team (and ours) can get to the root cause fast.

Self-Service Re-Runs

Fix it and move on - without waiting on support. Once an error has been resolved (a missing ledger added, a mapping corrected, a source-system value updated), your team can trigger a re-run directly from Base with a single click. Failed, partial, or outdated transfers can be resent in minutes, keeping your financial data accurate and up to date.

Update Integration Mapping

Review and update accounting mapping yourselves at any time, including revenue categories, ledger codes, and cost centers, all pulled directly from your connected PMS or POS. Save your changes, and our team will review and push them live. No emails, no back-and-forth.

Full Control Over Integration Settings

Set things up the way that works for your business. Beyond mapping, Base gives you direct access to each integration's settings, including timing, scheduling, and fallback ledger accounts. That means fewer requests to us and more control for you over exactly how and when your data moves.

Raise and track support in one place

Need help? Raise a request right from Base, next to the integration it's about. It reaches our team already tagged with the integration, property, and who's asking, so there's no back-and-forth setting the scene.

About Omniboost

Omniboost builds the financial data infrastructure that connects hospitality operational systems with accounting platforms.

Across more than 10,000 integrations, we've developed deep experience in how hospitality data moves between systems - and what it takes to keep connections reliable as businesses grow and change.

Our approach goes beyond the initial connection. Omniboost helps restaurant and hospitality organizations translate operational data into accounting-ready information, manage mappings, identify exceptions, and create a more reliable flow of financial data.

www.omniboost.com

Explore Omniboost integrations
Talk to an integration specialist



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