omniboost

PMS ▸ Accounting

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

How to improve financial accuracy, reduce reconciliation complexity, and build the right accounting foundation from the start

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SECTION 1

Why this guide matters

Every day, a hotel's PMS captures a huge amount of financial activity.

Room revenue. Taxes. Payments. Deposits. Fees. Adjustments. Cancellations. No-shows. Packages. And potentially hundreds of different transaction codes representing how the property operates.

Eventually, all of that activity needs to become accurate financial information in the accounting system.

Connecting the two systems may sound straightforward, but it isn't.

Unlike some integrations where the primary challenge comes after go-live, PMS-to-accounting requires important decisions before the first transaction ever moves. Hotels can structure their accounting in different ways. PMS platforms handle financial data differently. Charts of accounts vary. Transaction codes vary. The level of detail finance wants in the general ledger varies.

The integration has to make sense of all of it.

That means a PMS-to-accounting implementation isn't simply a technical project. It requires accounting knowledge, PMS knowledge, and a clear understanding of how the hotel wants its financial activity represented.

The goal of this guide is to help hotel finance teams make those decisions earlier - so the integration reflects the way they actually want to run their accounting.

SECTION 2

PMS-to-Accounting is not plug-and-play

It is tempting to think of an integration as a pipe.

Connect the PMS at one end, connect the accounting system at the other, and let the data flow.

PMS-to-accounting doesn't work that way.

The systems need to agree on what the data means and where it belongs. That requires understanding the hotel's accounting structure as well as the way financial activity is configured inside the PMS.

Two hotels using the same PMS and the same accounting platform can still require different implementations because they may use different charts of accounts, transaction codes, subsidiaries, reporting structures, or accounting processes.

If those questions are unresolved, the integration project becomes the place where the hotel tries to resolve them - usually an expensive time to discover it.

Before configuration begins, the hotel should be able to answer:

- Is the chart of accounts finalized?
- Is the PMS accounting configuration complete?
- What entries should reach accounting?
- At what level of detail?
- How should those entries be mapped?
- How will finance reconcile the resulting data?
- Who has authority to make those decisions?



SECTION 3

Get your accounting house in order first

One of the most common problems our teams encounter happens before Omniboost ever moves a transaction: the accounting foundation isn't ready.

A chart of accounts may still be changing. PMS accounting categories or transaction codes may not have been configured logically. The finance team may know it wants automated journal entries but hasn't decided exactly what those entries should look like.

Those aren't integration decisions. They're accounting decisions that affect the integration.

A useful starting point is to work backward from the desired destination. What does finance want to see in the accounting system each day? What level of detail will actually be useful?

Finance teams sometimes choose a lower level of journal detail because it meets today's needs. But an integration can potentially make much richer financial data available.

The goal isn't maximum detail for its own sake. It's making an intentional decision rather than limiting tomorrow's financial visibility.



SECTION 4

Mapping is an accounting exercise

Mapping can sound technical. Much of it isn't.

Mapping is where the hotel decides how activity recorded in the PMS should be represented in the accounting system.

That means the person making those decisions needs to understand the financial outcome — not simply which fields can technically be connected.

PMS accounting can support many different flows. There isn't necessarily one universally "correct" way to structure the accounting.

The right configuration is the one that accurately reflects how the hotel wants to account for its business.



Before approving a mapping, finance should understand:

- What PMS activity is represented?
- Where will it land in accounting?
- At what level of detail?
- How will payments be represented?
- How will the resulting entries be reconciled?
- What happens when a mapping needs to change?

SECTION 5

Test the financial outcome, not just the connection

A successful technical test tells you that data moved.

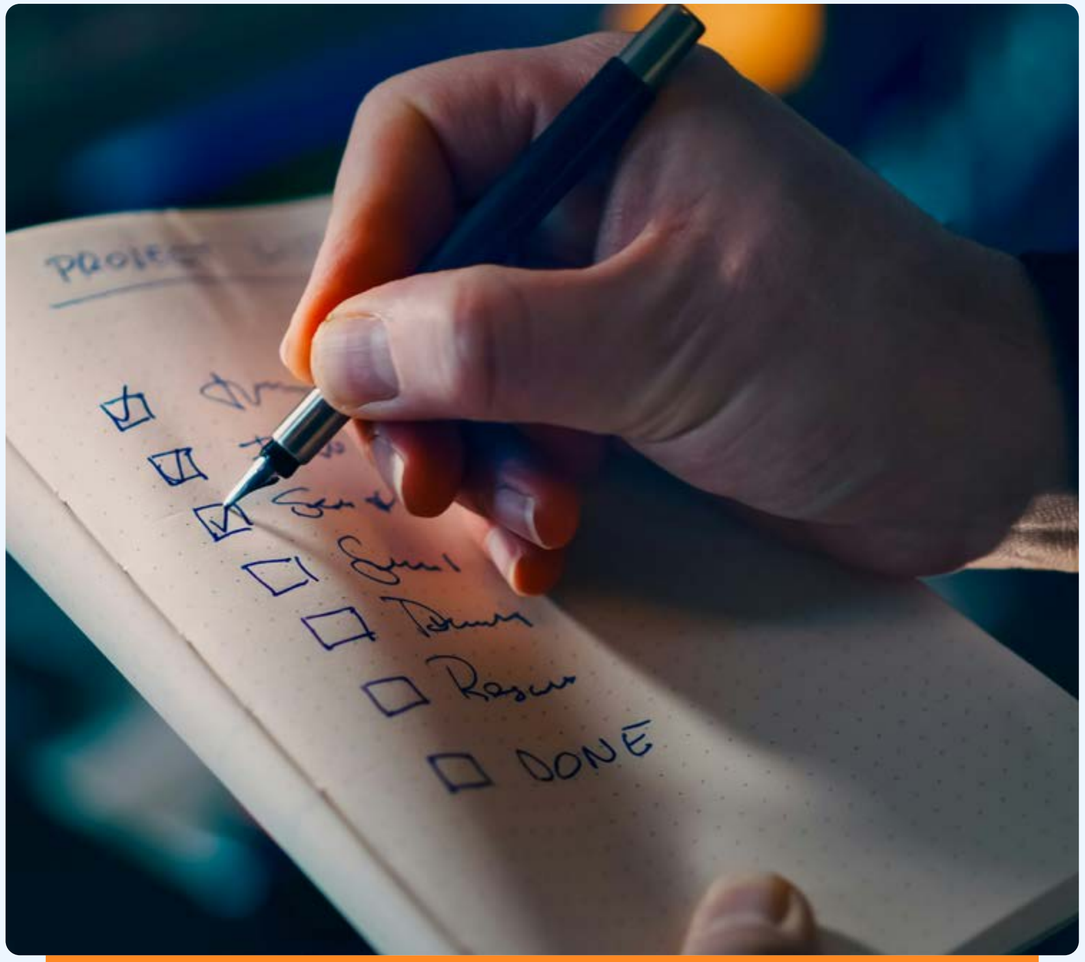
A successful accounting test tells you that it moved correctly.

That distinction matters.

Our teams sometimes see customers move through implementation without fully validating the test data that has been generated. The connection works, so everyone is eager to move forward.

But testing is the moment to ask harder questions: Does the journal look the way finance expected? Are the right entries reaching the right accounts? Is the level of detail appropriate? Can finance reconcile the output against the PMS?

A discrepancy discovered during testing is an implementation task. The same discrepancy discovered during a close is a finance problem.



SECTION 6

Decide how you will reconcile before Go-Live



Automation should reduce reconciliation work. It does not eliminate the need to understand reconciliation.

Accounting reconciliation is one of the recurring reasons customers contact our support teams. In some cases, the underlying issue isn't the integration itself, but rather uncertainty about what should be compared and how.

Historical data is another consideration. PMS platforms can differ in what historical information is available and how far back it can be retrieved.

The best time to learn those rules is during implementation - not after finance discovers it needs information it can no longer retrieve.

Before go-live, finance should document:

- Which PMS report represents the source activity?
- Which entries in the accounting system should correspond to it?
- How should payments be treated?
- What timing differences are expected?
- What should match exactly?
- What should trigger an investigation?

SECTION 7

One hotel can be complicated. Twenty changes the project.

A single-property implementation has a defined set of systems, stakeholders, and accounting decisions.

A portfolio introduces another layer.

A hotel group may have multiple PMS platforms. Different subsidiaries may exist within the accounting system. In some cases, subsidiaries may even have different charts of accounts or properties may have different PMS transaction-code configurations.

The implementation itself becomes more complex as well. There are more people involved — multiple members of the finance team, property-level stakeholders, and potentially different system owners.

That means scaling isn't simply a matter of repeating the first implementation.

The organization needs a framework for deciding what should be standardized and what legitimately needs to vary by property or entity. The first implementation should help establish that framework.

Document the accounting decisions. Establish configuration standards where possible. Define testing and approval processes. Identify who owns decisions centrally and who owns them at the property level.

As the portfolio grows, process becomes as important as configuration.

SECTION 8

Make room for the project

There is one implementation requirement that doesn't appear in a system specification: time.

A PMS-to-accounting implementation requires participation from the customer. Someone needs to finalize accounting decisions. Someone needs to confirm PMS configuration. Someone needs to review mappings, validate test results, and resolve questions when they arise.

Our implementation teams consistently see better outcomes when capable people are assigned to the project, expectations are established upfront, and there are regular touchpoints between the customer and implementation team.

The opposite is also true. Long gaps between responses and unresolved blockers can slow momentum and lead to disengagement.

Do we actually have the capacity to do this well right now?
A realistic implementation timeline isn't only about the integration provider's availability. It's about yours.



SECTION 9

PMS-to-Accounting implementation checklist

Before Implementation

Accounting readiness

- Finalize the chart of accounts.
- Confirm the desired accounting flow.
- Decide what entries should reach the accounting system.
- Determine the appropriate level of journal detail.
- Identify any entity, subsidiary, or property-specific requirements.

People and process

- Assign an internal project owner.
- Identify who can make accounting decisions.
- Identify who understands PMS configuration.
- Make sure the team has sufficient capacity for implementation and testing.
- Establish a timeline and clear responsibilities.

PMS readiness

- Complete the PMS accounting configuration.
- Review accounting categories and transaction codes.
- Confirm that the configuration logically reflects hotel operations.
- Identify relevant historical-data requirements and system limitations.

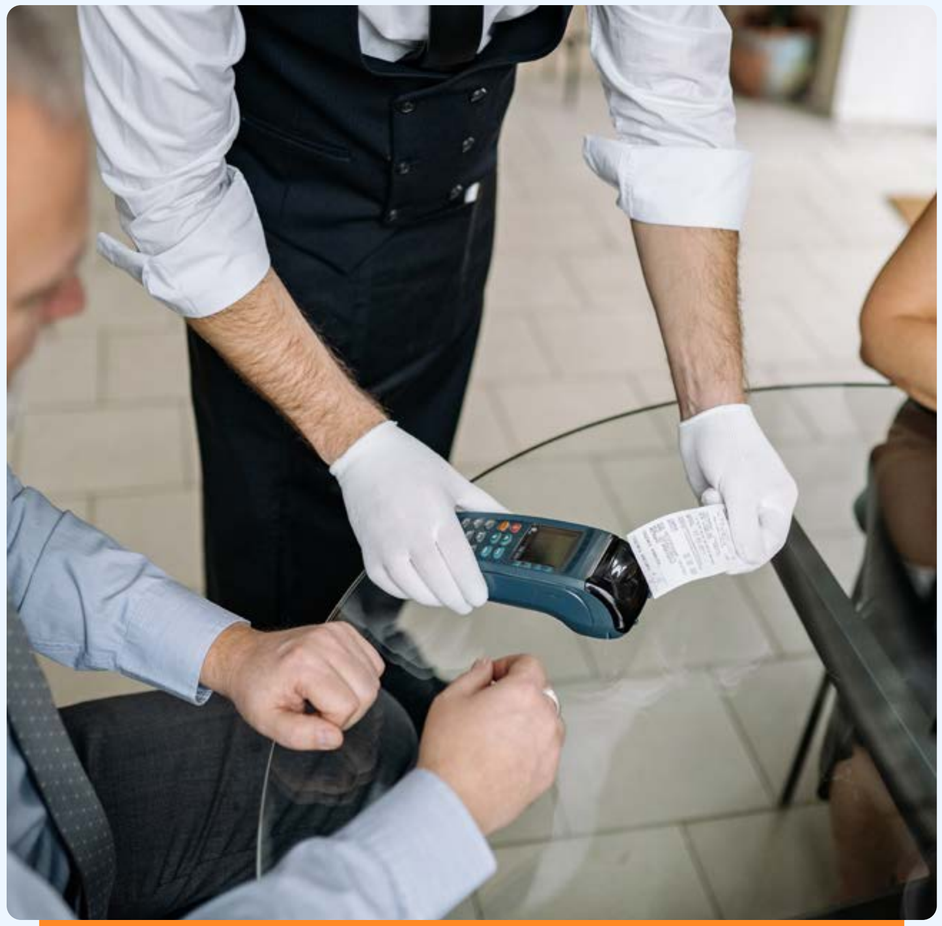
Before Go-Live

Mapping and testing

- Complete and review mappings.
- Validate the test data generated by the integration.
- Confirm journal entries appear as expected.
- Investigate missing or unexpected data.
- Confirm payments are represented correctly.

Reconciliation

- Identify the PMS reports finance will use for reconciliation.
- Document what should match.
- Define expected differences.
- Establish how discrepancies will be investigated.
- Obtain finance approval before go-live.



SECTION 10

Questions to ask your integration provider

SECTION 10 Questions to ask your integration provider

A PMS-to-accounting integration provider should be able to do more than confirm that two systems can connect.

Ask:

- What information do you need from our finance team before implementation?
- What PMS accounting configuration must be completed first?
- How will our transaction codes and accounting categories be mapped?
- How much flexibility do we have in the accounting flow?
- How do you handle different subsidiaries or charts of accounts?
- How will we test and validate the accounting output?
- What should our finance team use to reconcile the integration?
- How do you handle missing data or mapping errors?
- What historical data can be retrieved, and what limitations should we understand?
- How are mapping changes handled after go-live?
- How do you approach multi-property implementations?
- Who needs to participate from our team?
- What support will we receive during onboarding?



SECTION 11

Get the accounting right before you automate it



A PMS-to-accounting integration can remove significant manual work from hotel finance.

But automation doesn't resolve accounting decisions.

It executes them.

That's why the quality of the integration depends heavily on the work that happens before go-live: a finalized chart of accounts, thoughtful PMS configuration, clear mapping decisions, thorough testing, a defined reconciliation process, and people with enough time and expertise to participate.

The objective isn't simply to get data from the PMS into accounting.

It's to make sure finance can trust what arrives there.

Do that well at the beginning, and the integration can become part of the financial infrastructure the hotel relies on every day.

SECTION 12

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 configure those connections correctly for the way hospitality businesses actually operate.

Our approach combines hospitality accounting expertise with the technology required to translate operational data into reliable financial information across complex hotel environments..

Explore Omniboost integrations

www.omniboost.com

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

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