



HOSPITALITY  
INTELLIGENCE  
ACCOUNTING

# THE ULTIMATE HOSPITALITY ERP & ACCOUNTING IMPLEMENTATION GUIDE

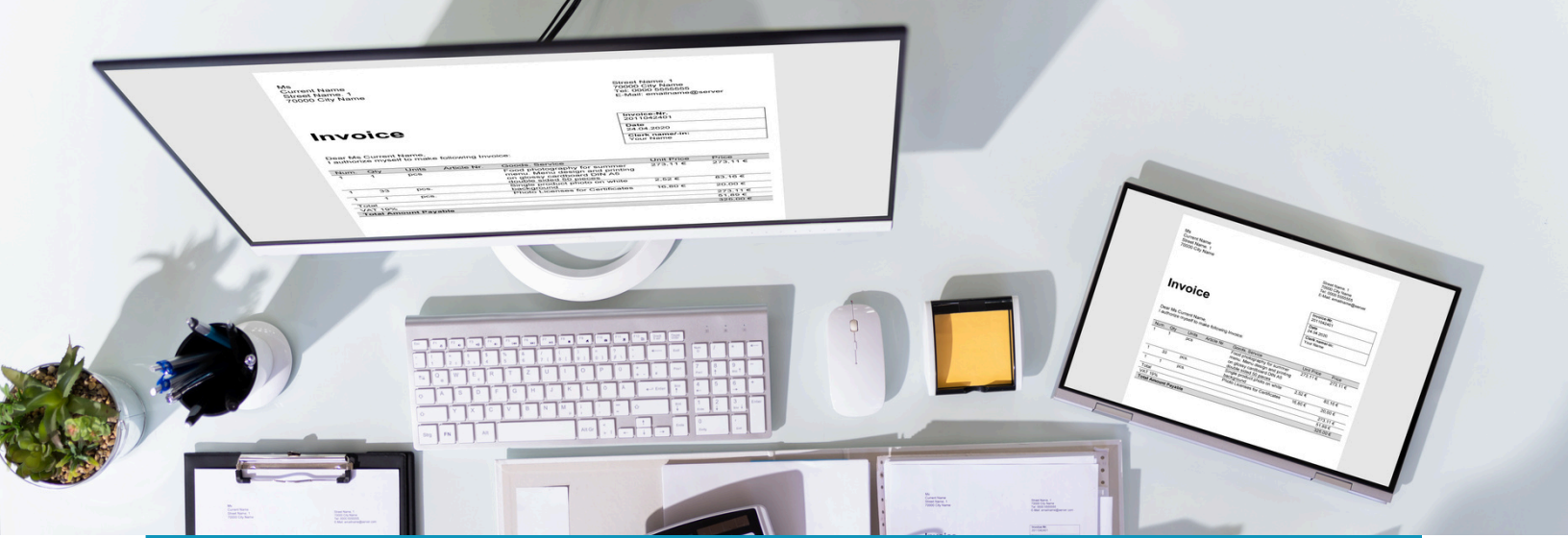


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The Ultimate Hospitality ERP & Accounting Implementation Guide

# Introduction

Legacy accounting software holds hospitality businesses back with clunky interfaces, manual processes, and limited functionality. In today's environment of rising costs and shrinking margins, hospitality companies need a modern accounting solution that consolidates data onto a single platform, streamlines workflows, eliminates errors, and delivers reliable reporting for scalable growth.

Migrating to a new accounting system doesn't have to be overwhelming. With the right implementation partner and proven best practices, you can achieve a smooth and successful transition.

This guide outlines a step-by-step framework organized into three phases and nine actionable steps to help your team achieve a faster, more efficient, and more confident hotel ERP & accounting implementation.

# Phase 1: Orientation

Orientation is the critical first phase of any hotel ERP and accounting system implementation. This stage establishes the foundation for success by aligning objectives, clarifying responsibilities, and gathering essential data before system setup begins.

## Kick-off

The process begins with a kickoff meeting to introduce your internal project lead and implementation team, along with any external consultants. During this session, you should review the list of properties being onboarded, confirm team roles and responsibilities, and set clear expectations for scope and outcomes. A strong kickoff ensures alignment from day one.



## Pre-Discovery

In the pre-discovery stage, your team will provide an overview of current accounting practices, property management systems, reporting requirements, and other back-office processes and software. This step often involves completing structured discovery forms to document your baseline environment. Having this information early allows your implementation partner to design a configuration that supports efficient operations and scalable growth.

## Discovery

Discovery is a deeper dive into your financial structure, reporting needs, and process flows. At this stage, you will be asked to provide your Chart of Accounts (COA), which should be aligned to USALI standards for consistency and comparability across properties. Other key deliverables include vendor lists, cash accounts, check formats, property budgets, and two to three years of financial history.

**Best Practice:** Take the implementation process as an opportunity to clean up and standardize the COA portfolio-wide. Addressing duplicates, outdated entries, and inconsistencies before system setup prevents delays and ensures a stronger foundation for reporting and financial analysis.

## Phase 2: System Setup

Once Orientation is complete, the focus shifts to configuring the new accounting system. This is when your provider and internal team work together to load financial history, write financial reports, and preparing integrations. Clear responsibilities and disciplined execution are essential to avoid delays and ensure data accuracy.



### Setup

The first step in System Setup is establishing the framework of the new accounting environment. This includes adding properties, uploading the final Chart of Accounts (COA), and setting system preferences to align with organizational workflows.

At this point, system administrator training may begin so internal leads are equipped to manage ongoing configuration.

**Best Practice:** Enter and validate cash accounts early in the process. This allows the implementation team to confirm banking workflows before broader financial history is imported.



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### Build

Next comes building the financial structure of the system. This step involves importing vendors, uploading historical general ledger data, mapping daily reports from the property management system (PMS) and point of sale (POS) software. Standard financial reports—such as the daily report, income statement, balance sheet, and cash flow—are built or validated during this stage. Visual dashboards for corporate roles, property managers, and customized roles are built to deliver the real-time, at-a-glance insights your team needs.

**Best Practice:** Assign internal stakeholders to review and validate every data import and report. Early validation ensures accuracy, avoids costly rework, and builds user confidence in the new system. A well-structured build also enables more reliable comparisons across properties and portfolio-wide reporting.

## Integrations & Customizations

The final step in System Setup is connecting your accounting software to third-party applications and tailoring workflows to your organization's needs. Coordinate between your accounting and third-party providers on an expected time-frame for development, which may be different from your cut-over date.

Choosing a hospitality-specific accounting solution with an open API and a marketplace of pre-built integrations can significantly streamline this process. Pre-built connectors accelerate onboarding and allow your team to benefit from automation sooner.

Common integration partners in hospitality include: AP automation, payment automation, live banking, payroll, purchasing software, and hospitality benchmarking and intelligence tools.



**Best Practice:** Use integrations not just to connect systems, but to automate manual, repetitive tasks. Automating workflows such as invoice posting, payroll imports, and reconciliations saves time, reduces human error, and frees finance teams to focus on higher-value strategic work.

# Phase 3: Deployment

With the system configured and data validated, Deployment is where the new accounting software transitions from setup to daily use. This stage focuses on training, go-live execution, and post-implementation support to ensure the system delivers immediate and lasting value.

## Training

Training equips your team with the skills needed to use the new system effectively. Some training can begin even during system setup. The most successful training programs break training into functional areas, ensuring each user learns the workflows most relevant to their role. Areas of training typically include: accounts payable, vendors, Daily Report setup, general ledger, loading financial history, and month-end.

**Best Practice:** Deliver role-specific training for accountants, property managers, and executives. Tailored sessions build confidence faster, minimize resistance to change, and promote long-term adoption. Offering flexible options such as virtual sessions or recorded modules can also support busy hospitality teams.



## Cut-Over

Cut-over day marks the official transition to the new system. This is when teams should begin processing daily reports, accounts payable, banking, journal entries, and payroll within the new environment—while completing final period-end tasks in the legacy system. This overlap ensures continuity and accuracy during the transition.

**Best Practice:** Clearly define responsibilities for transferring open AP balances, importing remaining history, and validating reports during the first week. Structured checklists and parallel runs help identify issues early and prevent disruption to financial operations.

## Post-Implementation Support

Once users are in the new system, dedicated support is critical to stabilize processes and address questions as the team becomes comfortable in the new environment. Strong post-implementation programs provide not only troubleshooting but also guidance on best practices for closing periods, reconciling accounts, and automating recurring entries.

**Best Practice:** Establish an internal support hierarchy before escalating issues to your provider. This reduces bottlenecks, improves response times, and strengthens your internal team's knowledge base. A focused first month of support can set the tone for long-term efficiency and confidence in the system.



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# Results of a Successful Accounting Implementation

A successful hotel accounting implementation delivers immediate value: faster closes, fewer errors, real-time visibility across the portfolio, and a scalable foundation for growth. Finance teams gain time back from manual tasks, while executives and owners benefit from reliable insights to make smarter, data-driven decisions.

With the right foundation and continued attention to best practices, your accounting system becomes more than just software—it becomes a strategic driver of efficiency and profitability.

# Choosing Your Hotel Accounting Provider

Implementing a new hotel accounting and ERP solution is one of the most impactful steps a hospitality organization can take. With the right partner, the transition streamlines processes, unifies financial data, and provides the visibility needed to manage efficiently and scale with confidence.

As you consider making a change, it's essential to follow a structured approach as you thoroughly evaluate your options. Clearly define your business needs and goals, then evaluate how potential providers align with hospitality-specific requirements. Reviewing demos, comparing ease of use, analyzing customer feedback, checking references, and studying case studies will help you assess each option. Considering total cost of ownership, implementation methodology, and the quality of ongoing support ensures you select a system that will deliver sustainable success.

For a deeper dive into how to approach this process, explore our eBook: [Unlocking Efficiency: How to Choose the Right ERP for Hospitality](#)

**Total Operations And Accounting  
Clarity For All Your Properties On  
*One Platform***




## About HIA

HIA is the only ERP purpose-built for hospitality. As a total back-office solution, HIA unifies accounting and operations into a single platform with pre-built hospitality integrations, delivering cleaner data, more reliable portfolio-wide reporting, and substantial time savings through automation.

Combining advanced functionality with the expertise of a dedicated implementation team, HIA ensures a smooth transition, faster adoption and long-term success. By reducing manual work and streamlining workflows, HIA empowers finance and operations teams to focus on higher-value activities.

To see how HIA can transform your back office into a strategic advantage, [schedule a demo today.](#)

<https://hiasoftware.com>



# THE 3 PHASES OF Hospitality ERP & Accounting Software Implementation



## Orientation

1. Kick-Off
2. Pre-Discovery
3. Discovery



## System Setup

1. Setup
2. Build
3. Customizations



## Deployment

1. Training
2. Cut-Over
3. Post-Implementation Support

