



Integration Setup & Support Guide

Overview:

Running a hotel restaurant shouldn't mean managing five disconnected systems. Simpra POS is a cloud-based restaurant and F&B point-of-sale system built specifically for hotel properties, connecting reservations, recipes, inventory, and accounting in one fast, intuitive platform trusted across Turkey's top hospitality venues.

With the Simpra-Cloudbeds integration, Food & Beverage charges post directly to a guest's Cloudbeds reservation folio the moment an order is placed, whether at the bar, in the restaurant, or through room service. No manual entry, no reconciliation headaches at checkout. Your team spends less time chasing data and more time delivering exceptional guest experiences.

Built on a "Simple + Practical" philosophy, Simpra POS is fast to learn (staff onboarding in hours, not days), resilient in offline conditions, and scales effortlessly from a single café to a multi-outlet hotel operation. It's the enterprise-grade control your property needs, without the enterprise complexity.

Simpra can be seamlessly used on devices like iMin Swan, as well as tablets, smartphones, macOS and Windows systems.

More Details: <https://simprasuite.com/>

Key Benefits



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 Charge to room Post F&B bills directly to guest folios in Cloudbeds — single-checkout convenience.	 Reservation-aware POS Instantly look up in-house guests and link orders to the correct room.	 Inventory & recipe management Real-time stock tracking tied to every sale, reducing waste and cost.	 Accounting integration Automated sync with ERP systems; VUK 507-compliant e-invoice ready.
 Offline mode Operations never stop, even when connectivity does.	 AI-powered menu management Smart menu updates and an AI chatbot for operational support.	 Delivery platforms Connected to Yemeksepeti, Getir, Trendyol Go and more.	

1 · How to Sign Up for Simpra POS

Getting started with Simpra POS is quick and straightforward:

1. Download the Simpra POS application to your preferred device (iOS, Android, or desktop).
2. Open the app and tap "Register."
3. Enter your property information to complete sign-up instantly.
4. You will receive a confirmation with your credentials and access to the Simpra Backoffice.

For enterprise on-boarding or multi-outlet setup, contact the Simpra sales team at <https://simprasuite.com.tr>

2 · How to Connect Simpra POS with Cloudbeds for the First Time

Follow these steps to activate the integration between Cloudbeds and Simpra POS:

Step 1 — Submit the Integration Request

1. Log in to your Cloudbeds account.
2. Navigate to Account > Apps & Marketplace
3. Search for "Simpra", click on Learn More and, on App preview, click Connect App



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4. The Application Authorization page will show you the list of permissions the app wants to access. Click Allow Access to confirm the connection. .

After the request is submitted, the relevant Simpra integration team will be notified automatically.

Step 2 — Integration Setup by the Simpra Team

5. The Simpra integration team will review the request.
6. An authorized Simpra team member will access Cloudbeds and obtain the required API key.
7. The API key will be securely configured in the Simpra integration settings.
8. Once the technical configuration and required mappings are completed, the property will be informed that the integration is ready for testing and activation.

For assistance with the activation process, please contact info@simprasuite.com.

✓ Integration activated: Once the setup and testing are completed by the Simpra integration team, Simpra POS can begin posting supported F&B charges to guest folios in Cloudbeds.

3 · Integration Functionality

The Simpra-Cloudbeds integration delivers the following capabilities:

Charge to Room

- F&B transactions processed in Simpra POS are posted directly to the guest's room folio in Cloudbeds.
- All transaction details (items, amounts, timestamps) are transparently recorded and instantly visible in the PMS.
- Guests can review their complete stay charges , including dining, at a single checkout.

Guest Lookup

- Staff can search for in-house guests by name or room number directly from the Simpra POS terminal.
- Orders are linked to the correct reservation folio without manual intervention.

Real-Time Sync

- Charges appear in Cloudbeds immediately, no batch processing or end-of-day reconciliation required.
- Any voids or adjustments made in Simpra are reflected accordingly.

💡 **Tip:** For multi-outlet properties (restaurant + bar + pool bar), each outlet can be configured separately in Simpra Backoffice while all charges consolidate into one guest folio in Cloudbeds.



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4 · Limitations

The following limitations apply to the current version of the integration. Simpra's development roadmap addresses many of these in upcoming releases.

- The integration currently supports one-way posting (Simpra → Cloudbeds). Folio data is not pulled back into Simpra.
- Reservation details (check-in/check-out dates, rate plan) are visible but not editable from Simpra POS.
- Split-folio scenarios (e.g., company billing vs. personal charges) require manual handling in Cloudbeds.
- Offline-mode transactions are queued and synced once connectivity is restored; real-time posting requires a stable internet connection.
- Charging to House Accounts is currently not supported.

5 · How to Disconnect the Integration

Disconnecting from Simpra Backoffice

1. Log in to your Simpra Backoffice.
2. Navigate to Settings → Integrations → Cloudbeds.
3. Click Deactivate and confirm your choice.

Once deactivated in Simpra, charge-to-room postings will stop immediately.

6 · How to Get Support

Simpra's expert support team is available 24 hours a day, 7 days a week for any questions, configuration assistance, or technical issues:

Channel	Contact
WhatsApp	https://wa.me/08503337675
Web Support	https://cwa.protel.com.tr/
Simpra Knowledgebase	https://bilgibankasi.simprasuite.com.tr/

7 · Frequently Asked Questions (FAQ)



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Q: Does the integration work with all Cloudbeds property types?

A: Yes. The integration is compatible with hotels, boutique properties, resorts, and any property type managed in Cloudbeds.

Q: What happens to charges if the internet goes down?

A: Simpra POS has a built-in offline mode. Transactions are queued locally and automatically synced to Cloudbeds once connectivity is restored.

Q: Can I use the integration for multiple F&B outlets?

A: Yes. Each outlet (restaurant, bar, pool service, etc.) can be configured separately in Simpra Backoffice, with all charges routing to the correct guest folio in Cloudbeds.

Q: Is there an additional cost for the integration?

A: Please contact the Simpra sales team at <https://simprasuite.com.tr/> for current pricing information.

Q: Is Simpra compliant with Turkish fiscal regulations?

A: Yes. Simpra POS is VUK 507-compliant and supports e-invoice generation in line with Turkish tax authority requirements.

8- Helpful Documents

<https://apps.apple.com/us/app/simpra-pos-cloud-based-rms/id1356460037>

<https://play.google.com/store/apps/details?id=com.protein.rms.pos&pli=1>

Youtube Channel: <https://www.youtube.com/@getsimpra>

How to work Simpra: <https://simprasuite.com.tr/simpra-nasil-calisir/>

Simpra Products

Simpra KDS Kitchen Display System

Simpra KDS ensures seamless communication between service and kitchen teams. Fully integrated with the POS system, it instantly transmits orders to the kitchen and updates order status back to the service staff. It also tracks preparation times from order to delivery, helping you improve kitchen efficiency and service speed.

Simpra Insight Mobile Reporting

Simpra Insight is the mobile reporting module that comes with Simpra POS. It provides real-time reports for business owners and managers, allowing you to monitor performance anytime, anywhere. With AI-powered analytics and approval mechanisms, you can stay in control of your operations at all times.

Simpra Inventory Stock & Cost Management

Simpra Inventory enables easy stock tracking and supply management across all locations.



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With two-way integration with ERP systems, it keeps your operations fully connected. By using moving weighted average cost calculations that update after every purchase and sale, Simpra Inventory helps you accurately track costs, strengthen financial control, and optimize your profit margins.

Check & Place Table Reservation System

Continue accepting reservations at any time of the day. With seamless POS integration, centralized management, and features that help reduce no-show risk, manage your reservations more efficiently. Make smarter decisions with data-driven reporting.

Simpra Loyalty

Simpra Loyalty helps restaurants, cafés, and bars recognize their guests and turn them into loyal customers. By rewarding guest behavior and spending habits, it creates a more personalized, engaging, and memorable experience.

Self Service Kiosk

Simpra Kiosk goes beyond being just an additional sales channel by being customized to fit your business model and customer demographics. Thanks to its loyalty program, customers can easily place orders, earn points, redeem points for payment, and make card payments. This helps reduce long queues at the counter, keeps customers satisfied, and supports your staff.

Simpra QR Menu

Simpra QR Menu offers a contactless and hygienic ordering experience with QR codes tailored to your restaurant. Customers can scan the QR code to access your current menu, place orders, and complete payment through the system. All steps can be customized according to your preferences.

Simpra Service Robot

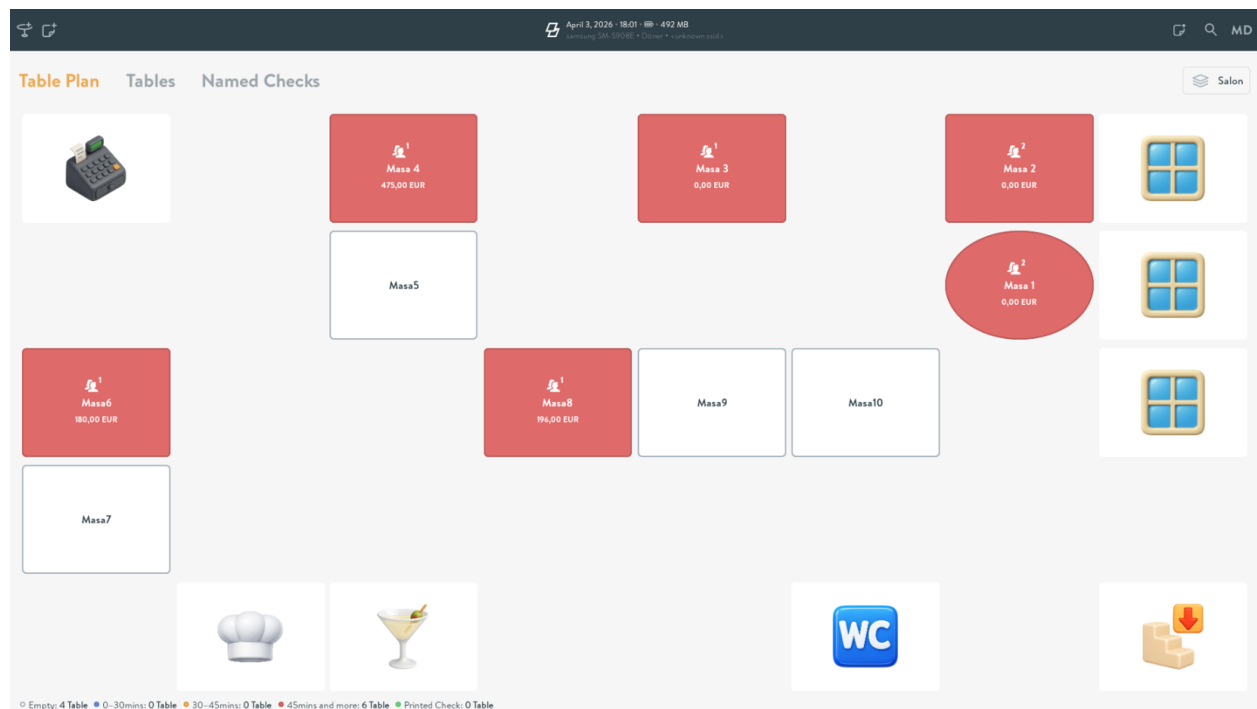
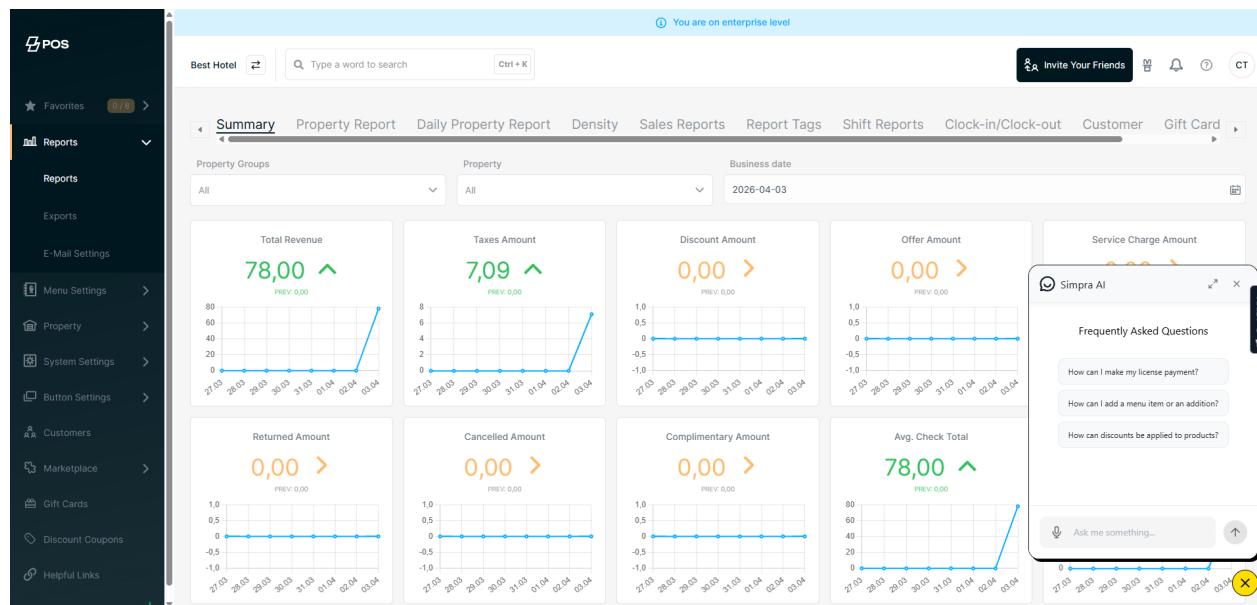
Simpra Service Robots simplify restaurant operations using advanced technology, enhancing both efficiency and guest satisfaction. Equipped with lidar and depth cameras, the robot navigates autonomously, detects obstacles, and follows predefined routes to deliver food and beverages safely. With high carrying capacity and precise navigation, it accelerates service while improving hygiene by collecting used dishes. It can also interact with guests to provide information about menus, promotions, and events, fully integrated with the Simpra POS system for a seamless experience.

Simpra Menuboard

Simpra Menuboard automatically syncs product and pricing information from Simpra POS, ensuring your screens are always up to date. When you update prices or menu items, there is no need for manual changes; the system updates everything instantly for you. It also enables centralized management for multi-location businesses. You can control all screens across your locations from a single panel and schedule what content is displayed, where, and when all from your computer or tablet.

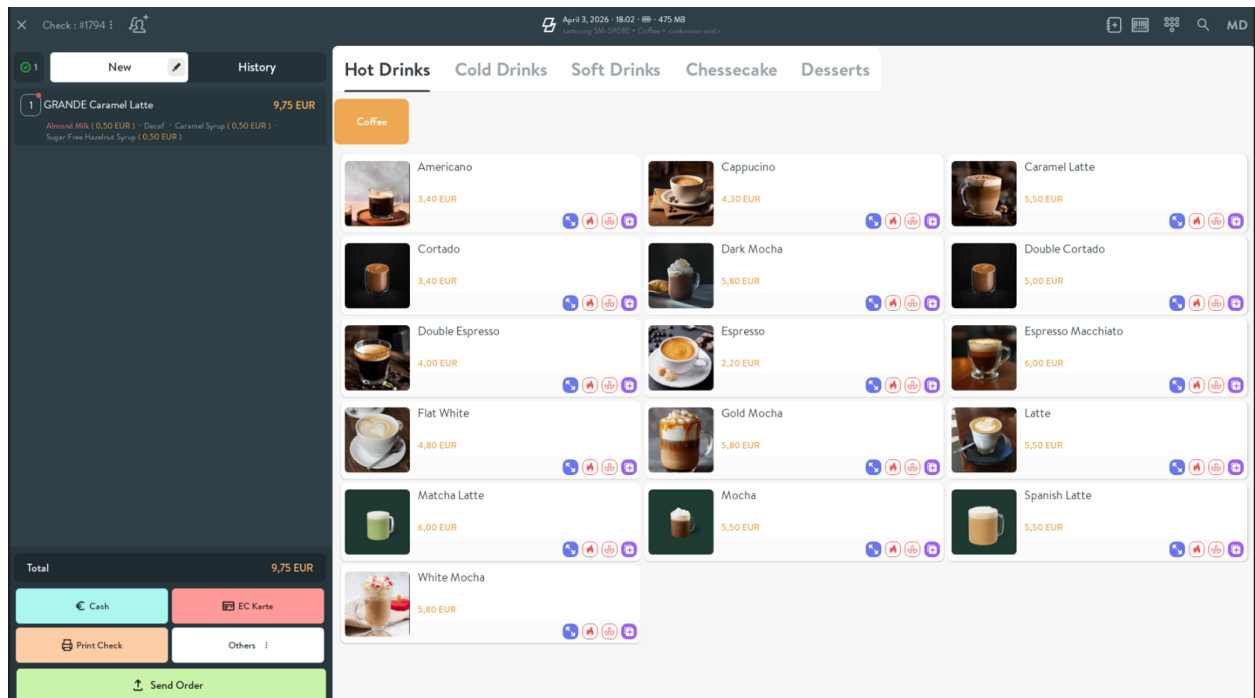
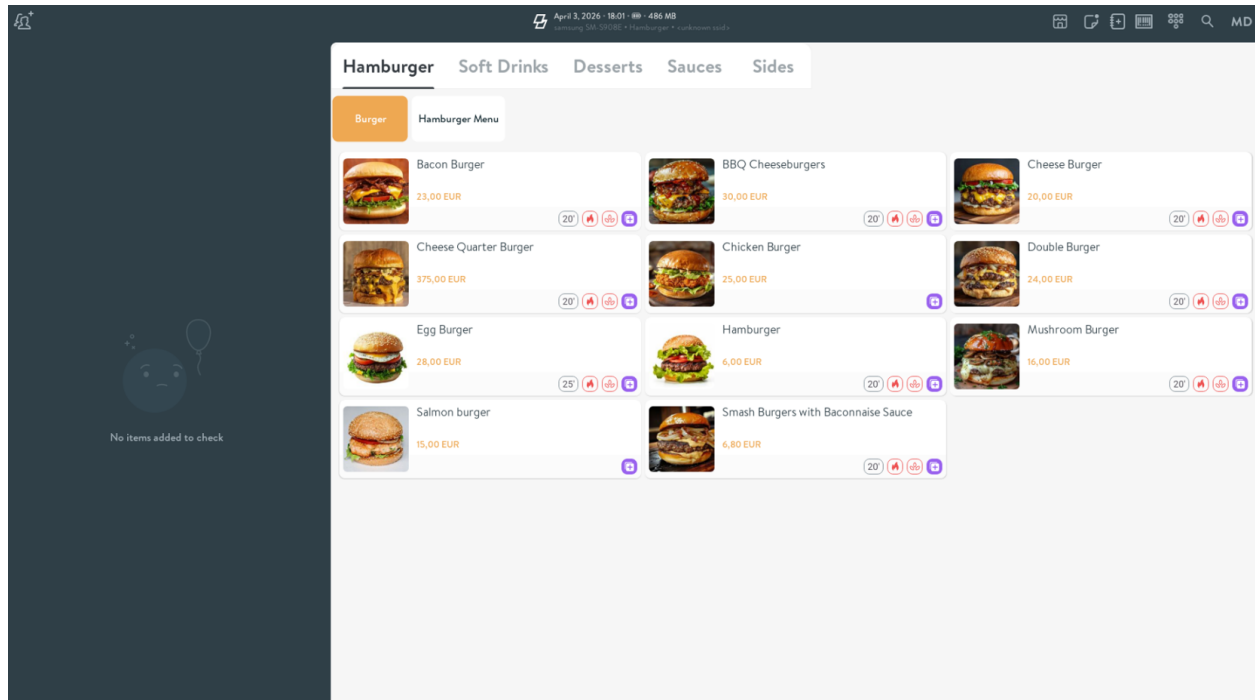


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Simpra Universe:

Simpra Universe

