

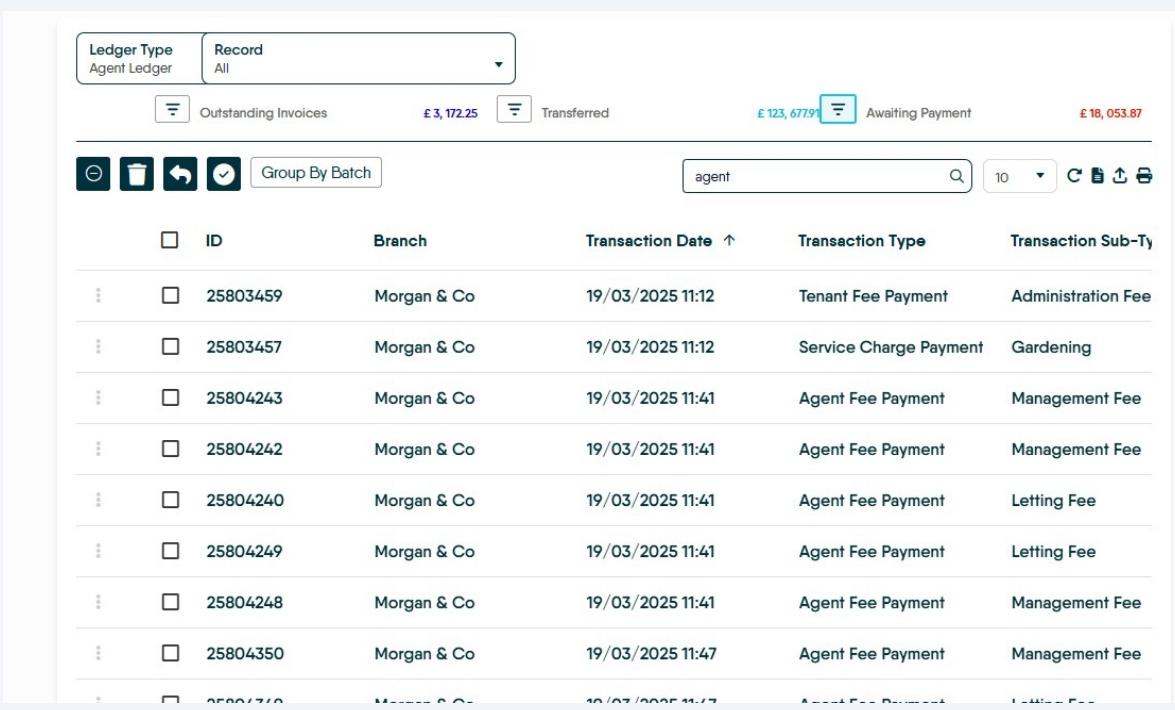
Creating an Adjustment .



In this case we are creating an adjustment to fix an error in the tenant ledger. An adjustment can add or remove (credit or debit) funds from CRM records.

1

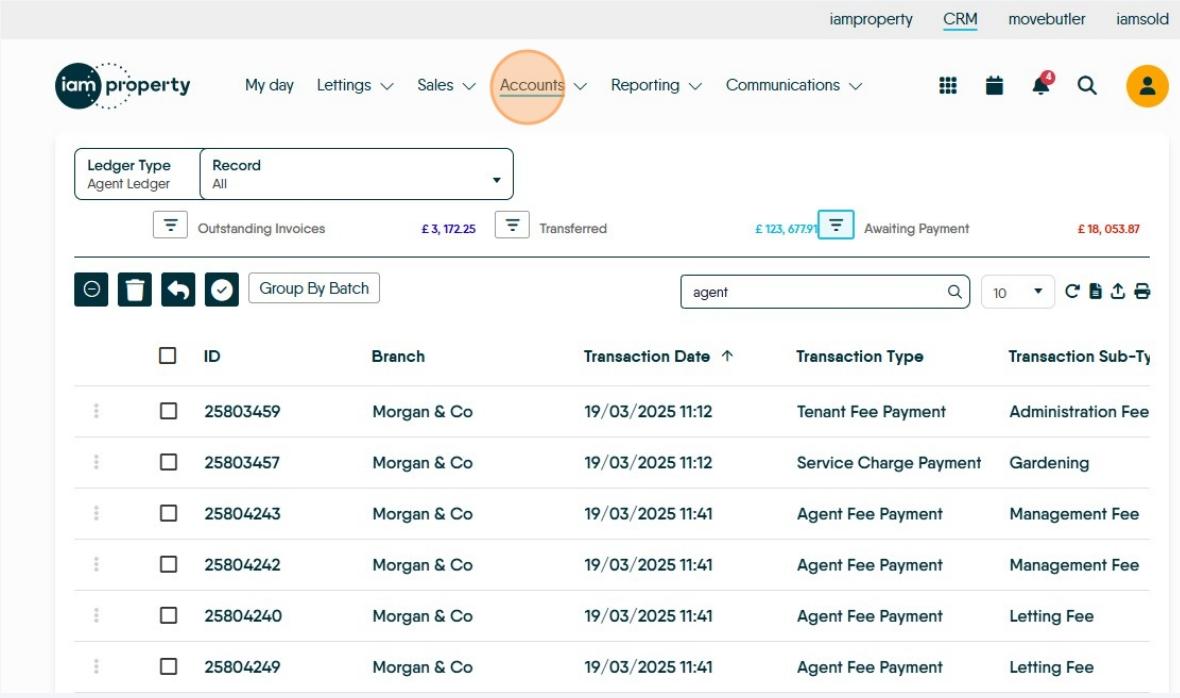
Navigate to <https://crm.iampoperty.com/Dashboards/Accounts>



The screenshot shows a CRM interface for managing accounts. At the top, there are filters for 'Ledger Type' (set to 'Agent Ledger') and 'Record' (set to 'All'). Below the filters are four summary boxes: 'Outstanding Invoices' (£ 3,172.25), 'Transferred' (£ 123,677.91), 'Awaiting Payment' (£ 18,053.87), and another box showing £ 123,677.91. Below these are buttons for 'Group By Batch' and a search bar with the placeholder 'agent'. The main area is a table with the following columns: 'ID', 'Branch', 'Transaction Date', 'Transaction Type', and 'Transaction Sub-Type'. The table lists several transactions for 'Morgan & Co' on 19/03/2025, categorized by transaction type and sub-type.

ID	Branch	Transaction Date	Transaction Type	Transaction Sub-Type
25803459	Morgan & Co	19/03/2025 11:12	Tenant Fee Payment	Administration Fee
25803457	Morgan & Co	19/03/2025 11:12	Service Charge Payment	Gardening
25804243	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804242	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804240	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee
25804249	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee
25804248	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804350	Morgan & Co	19/03/2025 11:47	Agent Fee Payment	Management Fee
25804240	Morgan & Co	19/03/2025 11:47	Agent Fee Payment	Management Fee

2 Click "Accounts"

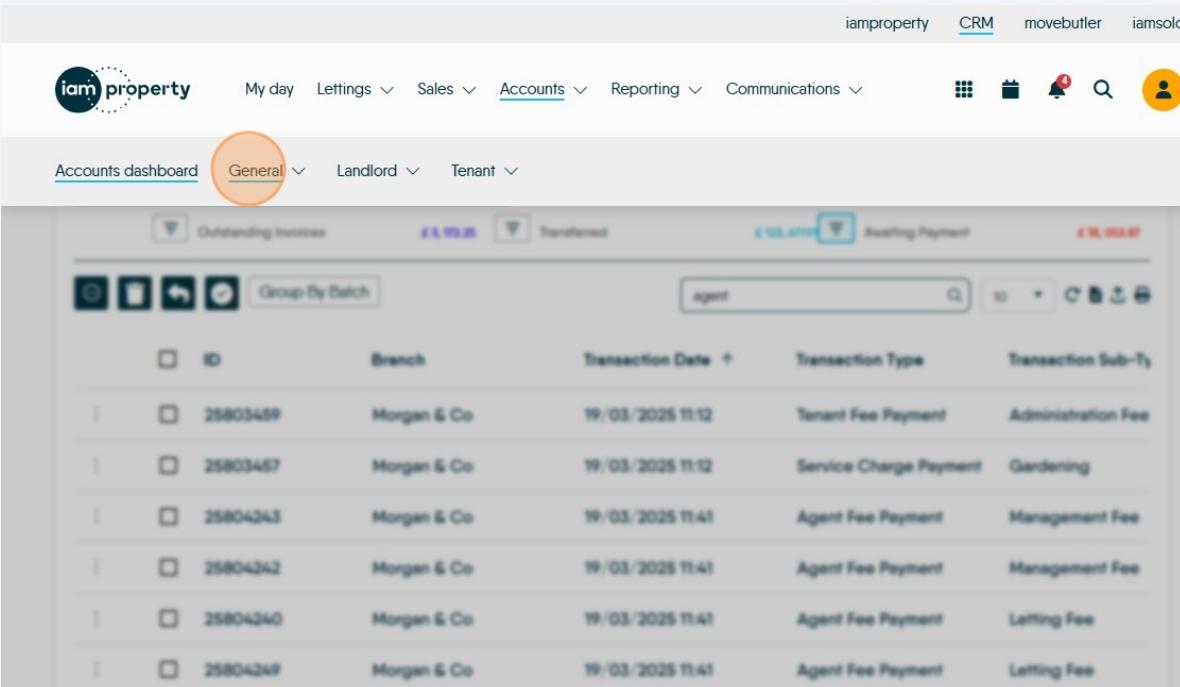


Ledger Type: Agent Ledger Record: All

Outstanding Invoices: £ 3,172.25 Transferred: £ 123,677.91 Awaiting Payment: £ 18,053.87

ID	Branch	Transaction Date	Transaction Type	Transaction Sub-Type
25803459	Morgan & Co	19/03/2025 11:12	Tenant Fee Payment	Administration Fee
25803457	Morgan & Co	19/03/2025 11:12	Service Charge Payment	Gardening
25804243	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804242	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804240	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee
25804249	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee

3 Click "General"

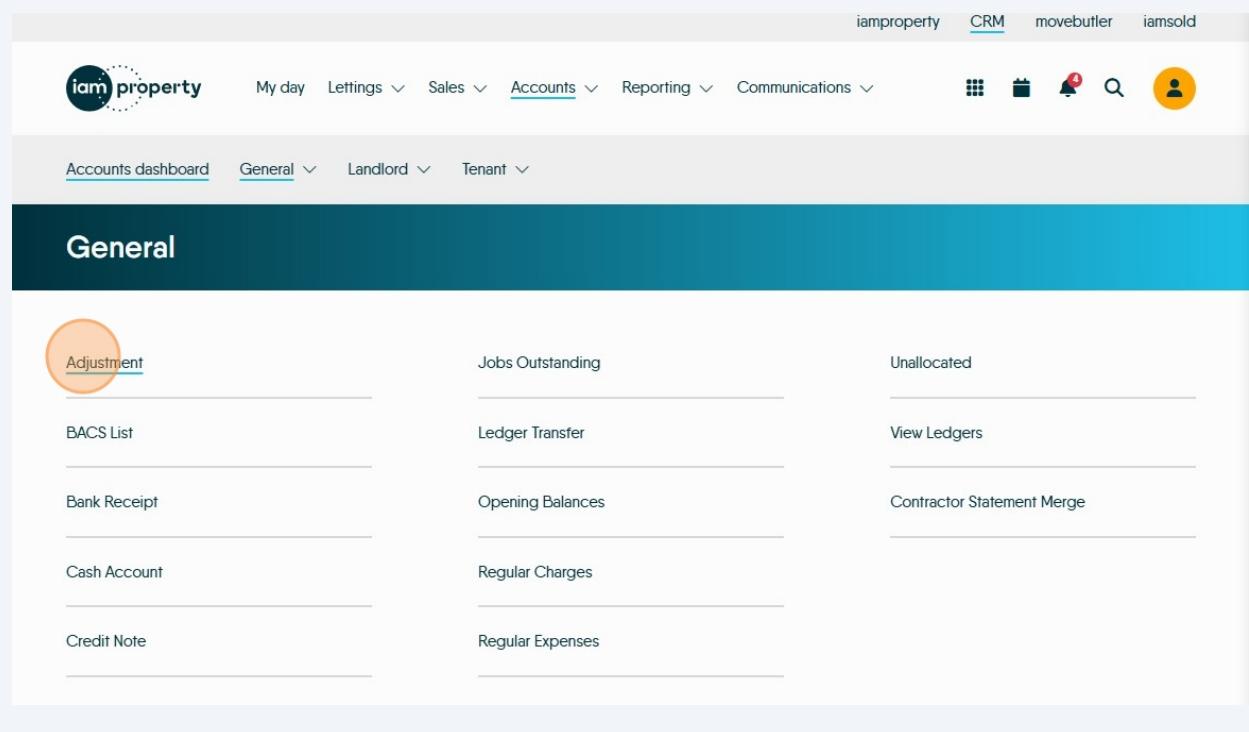


Accounts dashboard General Landlord Tenant

Outstanding Invoices: £ 3,172.25 Transferred: £ 123,677.91 Awaiting Payment: £ 18,053.87

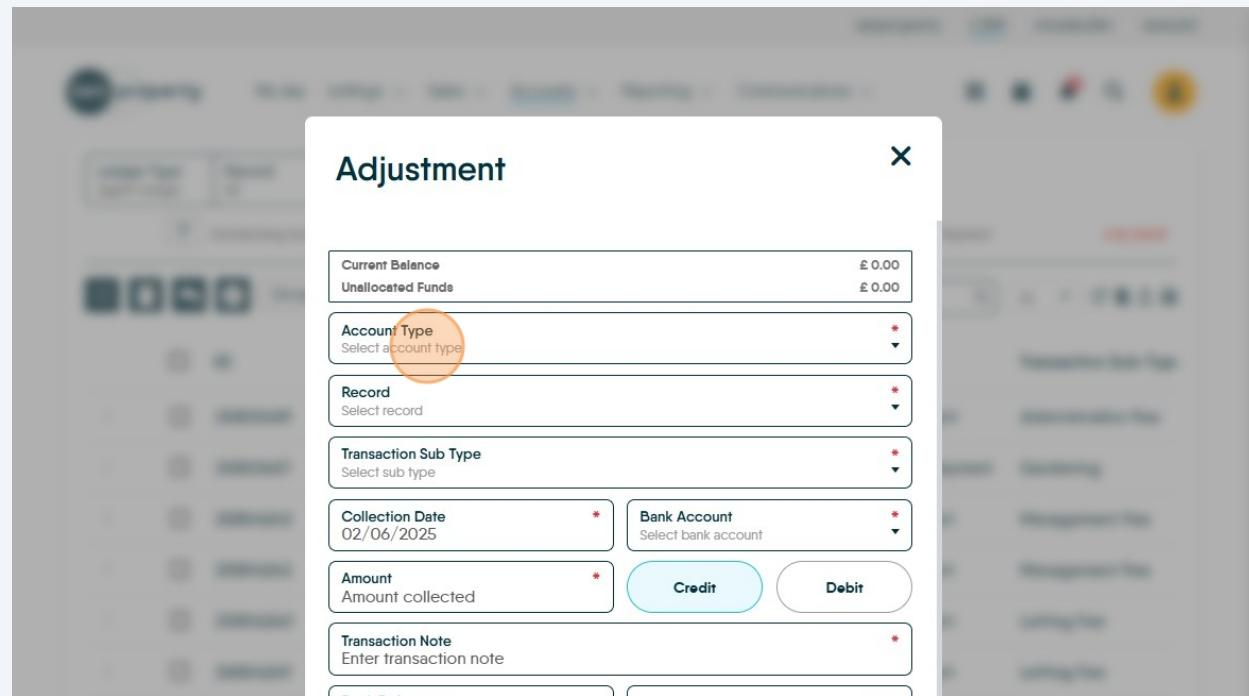
ID	Branch	Transaction Date	Transaction Type	Transaction Sub-Type
25803459	Morgan & Co	19/03/2025 11:12	Tenant Fee Payment	Administration Fee
25803457	Morgan & Co	19/03/2025 11:12	Service Charge Payment	Gardening
25804243	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804242	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804240	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee
25804249	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee

4 Click "Adjustment"



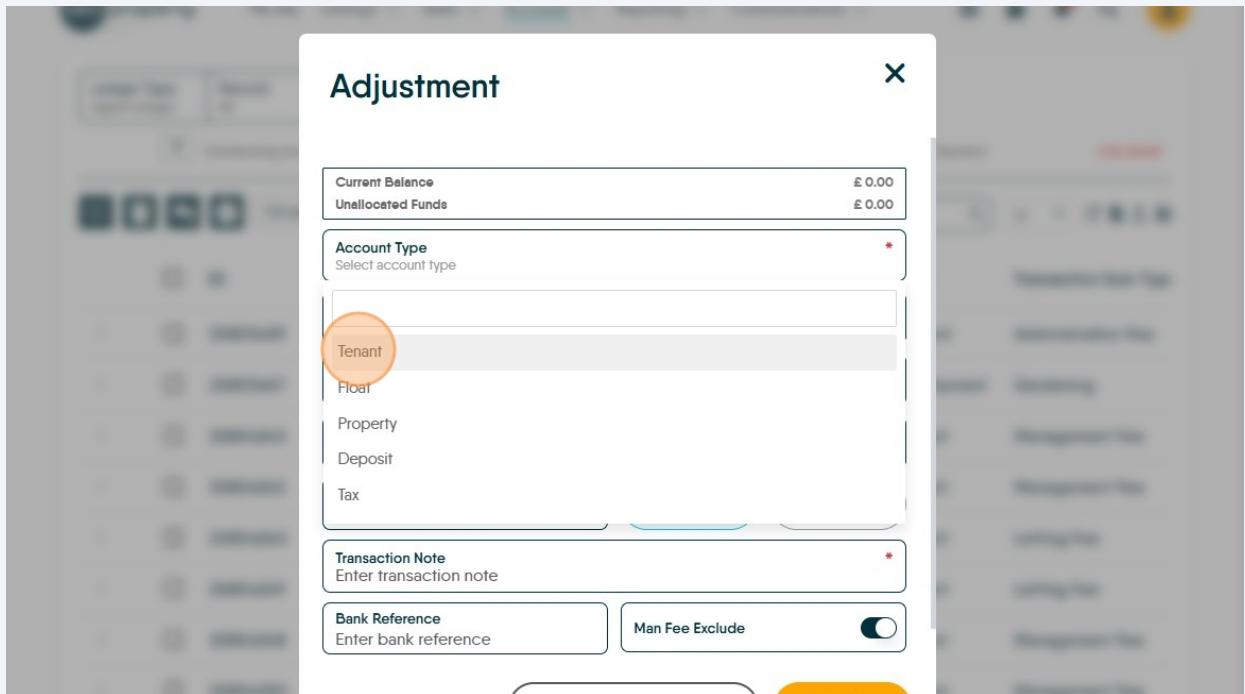
The screenshot shows the 'General' section of the iamproperty software. At the top, there is a navigation bar with links for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', 'Communications', and user icons. Below the navigation bar, there are links for 'Accounts dashboard', 'General', 'Landlord', and 'Tenant'. The main content area is titled 'General' and contains a list of links. The 'Adjustment' link is highlighted with a red circle. Other links include 'BACS List', 'Bank Receipt', 'Cash Account', 'Credit Note', 'Jobs Outstanding', 'Ledger Transfer', 'Opening Balances', 'Regular Charges', 'Regular Expenses', 'Unallocated', 'View Ledgers', and 'Contractor Statement Merge'.

5 Click "Select account type"



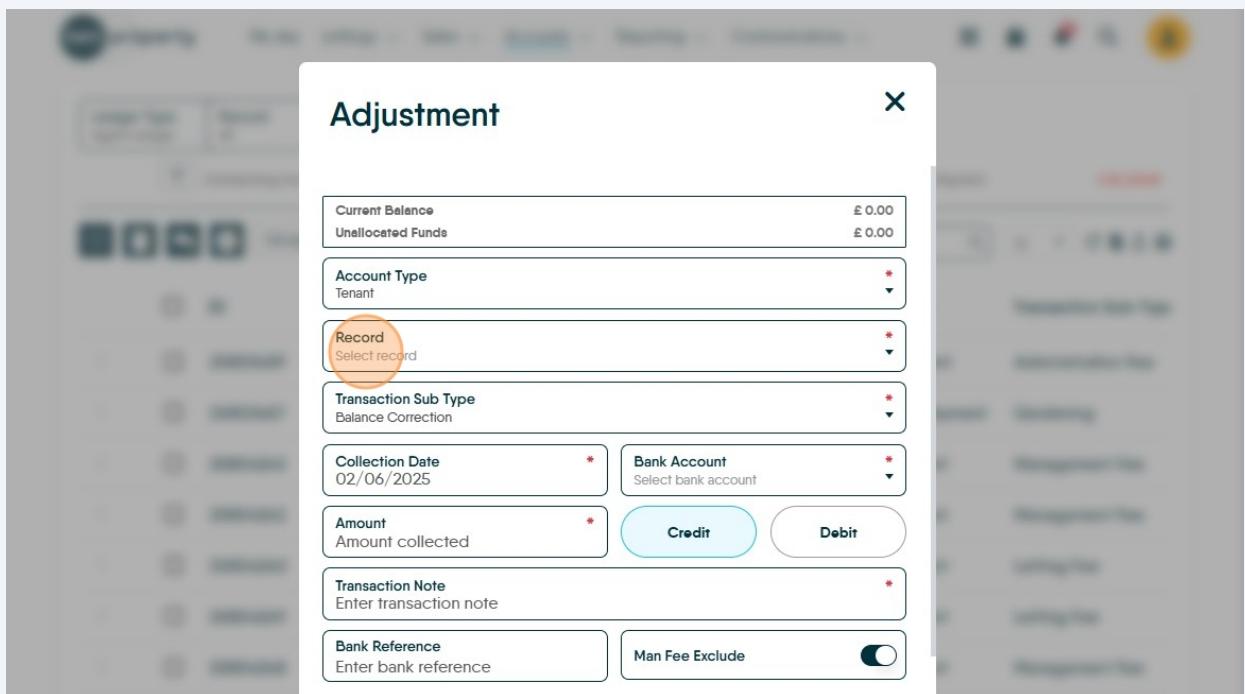
The screenshot shows the 'Adjustment' modal window. The title of the window is 'Adjustment'. Inside the window, there are several input fields: 'Current Balance' (value: £ 0.00), 'Unallocated Funds' (value: £ 0.00), 'Account Type' (with a dropdown menu labeled 'Select account type' highlighted with a red circle), 'Record' (with a dropdown menu labeled 'Select record'), 'Transaction Sub Type' (with a dropdown menu labeled 'Select sub type'), 'Collection Date' (value: 02/06/2025), 'Bank Account' (with a dropdown menu labeled 'Select bank account'), 'Amount' (value: Amount collected), 'Credit' (a blue button), 'Debit' (a white button), 'Transaction Note' (with a text input field labeled 'Enter transaction note'), and a 'Save' button at the bottom.

6 Click "Tenant", in this case we are creating an adjustment in the Tenant account



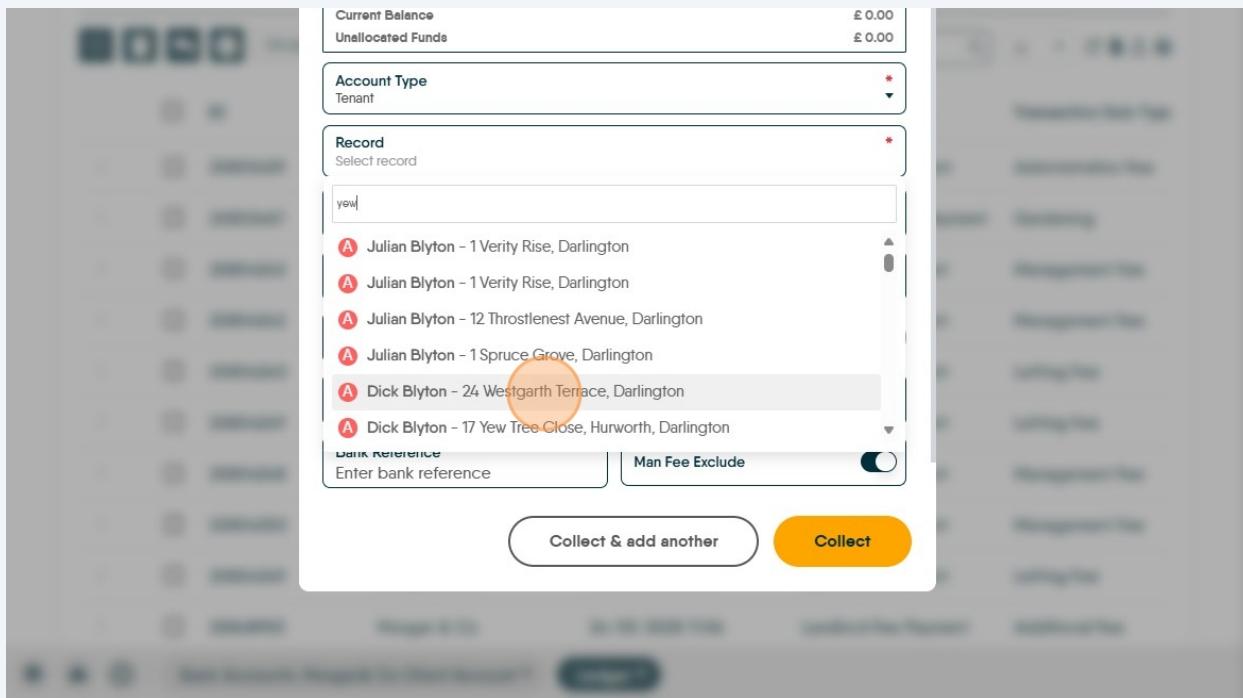
The screenshot shows the 'Adjustment' screen. The 'Account Type' dropdown is open, and the option 'Tenant' is selected and highlighted with a red circle. Other options in the dropdown include 'Float', 'Property', 'Deposit', and 'Tax'. The 'Current Balance' and 'Unallocated Funds' fields are both set to £ 0.00. The 'Transaction Note' field is empty. The 'Bank Reference' field contains 'Enter bank reference'. A 'Man Fee Exclude' toggle switch is turned off. The 'X' button in the top right corner is visible.

7 Click "Select record" type either the tenant or property name.



The screenshot shows the 'Adjustment' screen. The 'Record' dropdown is open, and the option 'Select record' is selected and highlighted with a red circle. Other options in the dropdown include 'Tenant' and 'Property'. The 'Current Balance' and 'Unallocated Funds' fields are both set to £ 0.00. The 'Transaction Sub Type' dropdown is set to 'Balance Correction'. The 'Collection Date' field shows '02/06/2025'. The 'Bank Account' dropdown is open. The 'Amount' field shows 'Amount collected'. The 'Credit' and 'Debit' buttons are visible. The 'Transaction Note' field is empty. The 'Bank Reference' field contains 'Enter bank reference'. A 'Man Fee Exclude' toggle switch is turned off. The 'X' button in the top right corner is visible.

8 Click the appropriate record from the options.



Current Balance £ 0.00
Unallocated Funds £ 0.00

Account Type *
Tenant

Record *
Select record

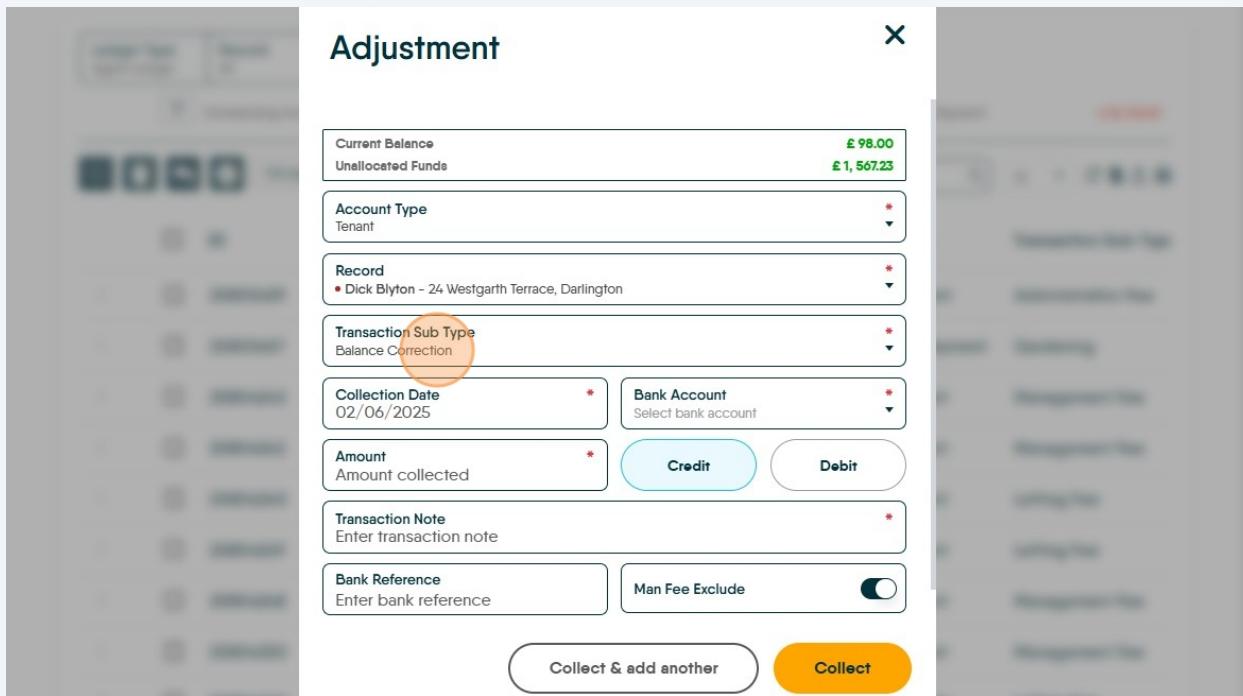
yew

- A Julian Blyton - 1 Verity Rise, Darlington
- A Julian Blyton - 1 Verity Rise, Darlington
- A Julian Blyton - 12 Throstlenest Avenue, Darlington
- A Julian Blyton - 1 Spruce Grove, Darlington
- A Dick Blyton - 24 Westgarth Terrace, Darlington
- A Dick Blyton - 17 Yew Tree Close, Hurworth, Darlington

Bank Reference Enter bank reference Man Fee Exclude

Collect & add another **Collect**

9 Click "Balance Correction"



Current Balance £ 98.00
Unallocated Funds £ 1,567.23

Account Type *
Tenant

Record *
Dick Blyton - 24 Westgarth Terrace, Darlington

Transaction Sub Type *
Balance Correction

Collection Date *
02/06/2025 Bank Account *
Select bank account

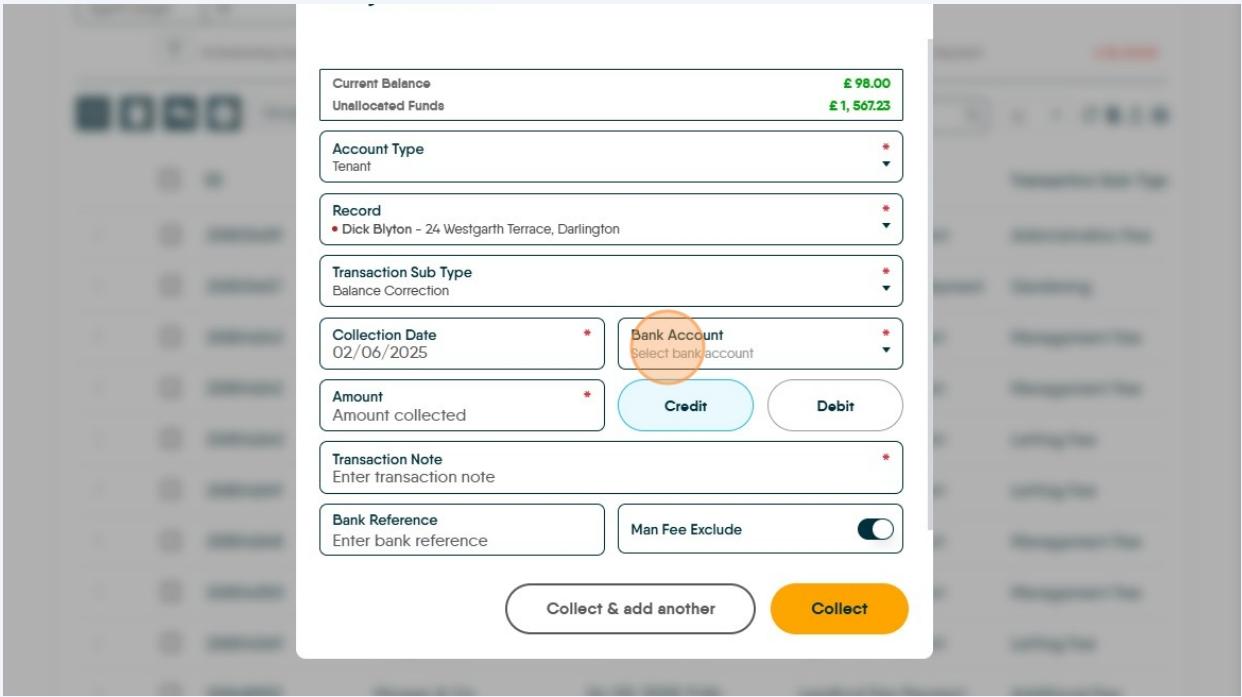
Amount *
Amount collected **Credit** **Debit**

Transaction Note *
Enter transaction note

Bank Reference Enter bank reference Man Fee Exclude

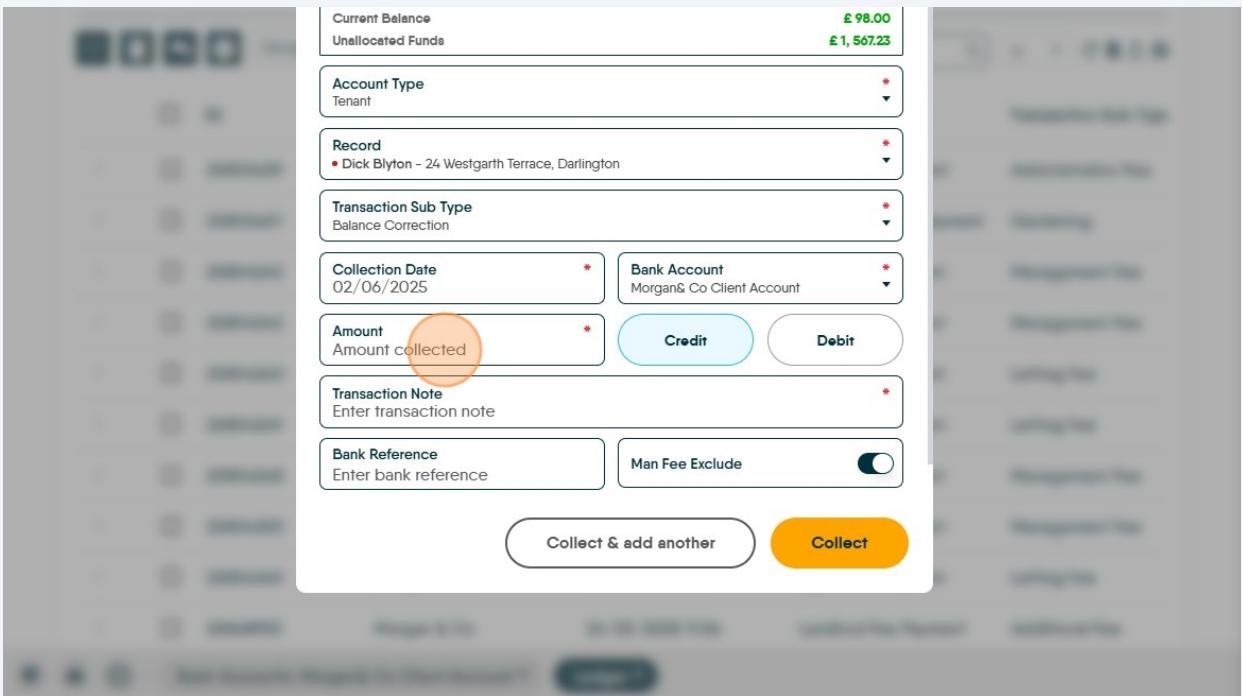
Collect & add another **Collect**

10 Click "Select bank account" the adjustment is to be credited to or debited from.



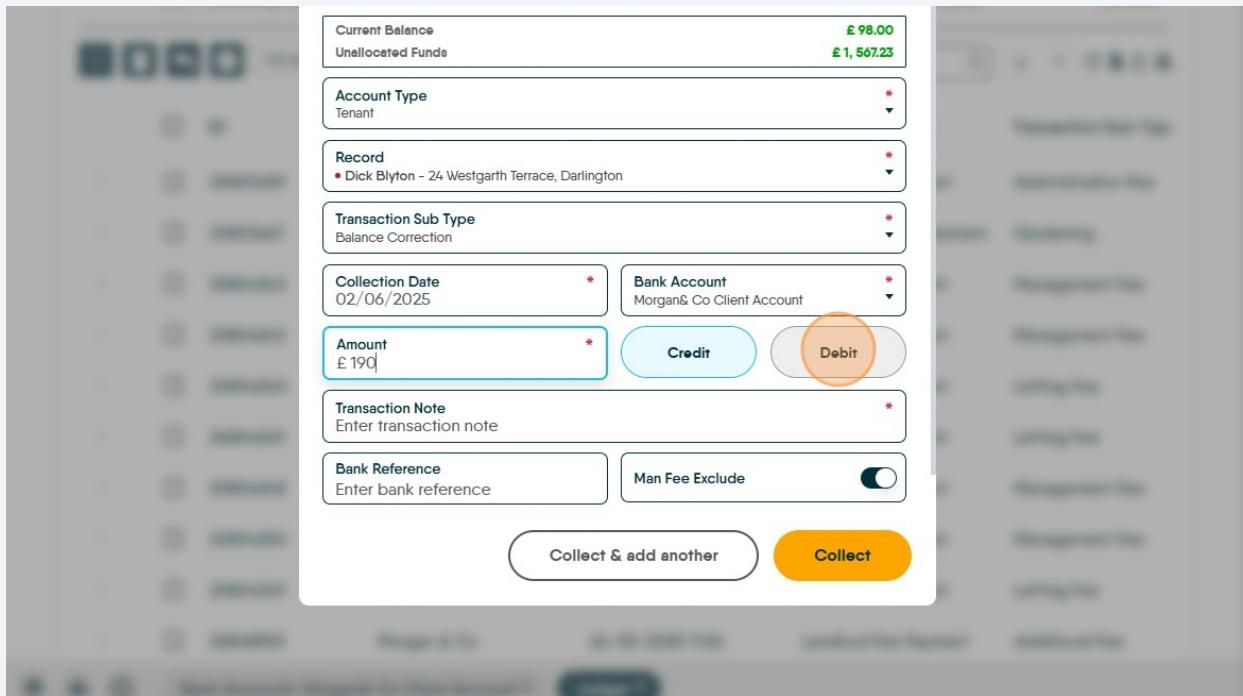
The screenshot shows a software interface for managing bank accounts. At the top, it displays 'Current Balance £ 98.00' and 'Unallocated Funds £ 1,567.23'. Below this, there are several input fields: 'Account Type' (set to 'Tenant'), 'Record' (set to 'Dick Blyton - 24 Westgarth Terrace, Darlington'), 'Transaction Sub Type' (set to 'Balance Correction'), 'Collection Date' (set to '02/06/2025'), 'Bank Account' (with a red circle around it, indicating it's the next step), 'Amount' (set to 'Amount collected'), 'Credit' and 'Debit' buttons, 'Transaction Note' (with placeholder 'Enter transaction note'), 'Bank Reference' (with placeholder 'Enter bank reference'), and a 'Man Fee Exclude' toggle switch. At the bottom are 'Collect & add another' and 'Collect' buttons.

11 Click the "Amount" field and add the amount



The screenshot shows the same software interface as the previous one, but with the 'Amount' field highlighted by a red circle. The rest of the interface is identical to the previous screenshot, showing the same fields and their current values.

12 Then select whether this is a credit or (in this case) a "Debit"



Current Balance £ 98.00
Unallocated Funds £ 1,567.23

Account Type Tenant

Record Dick Blyton - 24 Westgarth Terrace, Darlington

Transaction Sub Type Balance Correction

Collection Date 02/06/2025

Bank Account Morgan & Co Client Account

Amount £ 190

Credit Debit

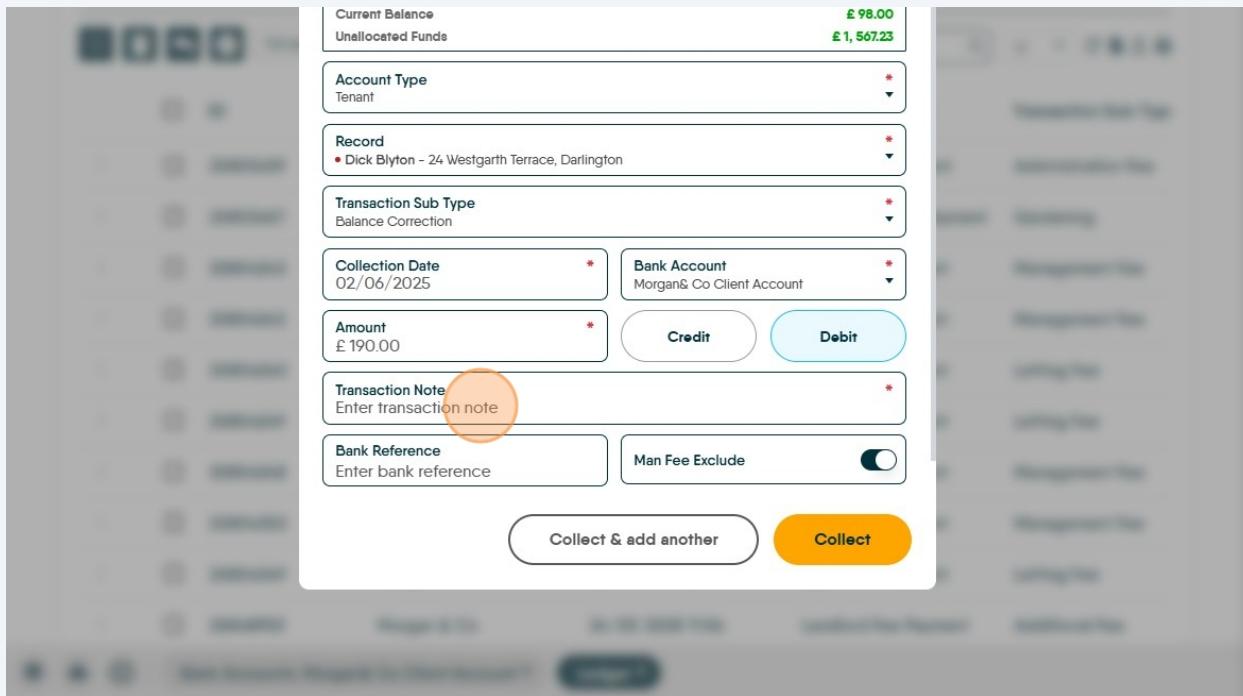
Transaction Note Enter transaction note

Bank Reference Enter bank reference

Man Fee Exclude

Collect & add another Collect

13 Click the "Transaction Note" field. Create a descriptive transaction note so you are aware of what the transaction is.



Current Balance £ 98.00
Unallocated Funds £ 1,567.23

Account Type Tenant

Record Dick Blyton - 24 Westgarth Terrace, Darlington

Transaction Sub Type Balance Correction

Collection Date 02/06/2025

Bank Account Morgan & Co Client Account

Amount £ 190.00

Credit Debit

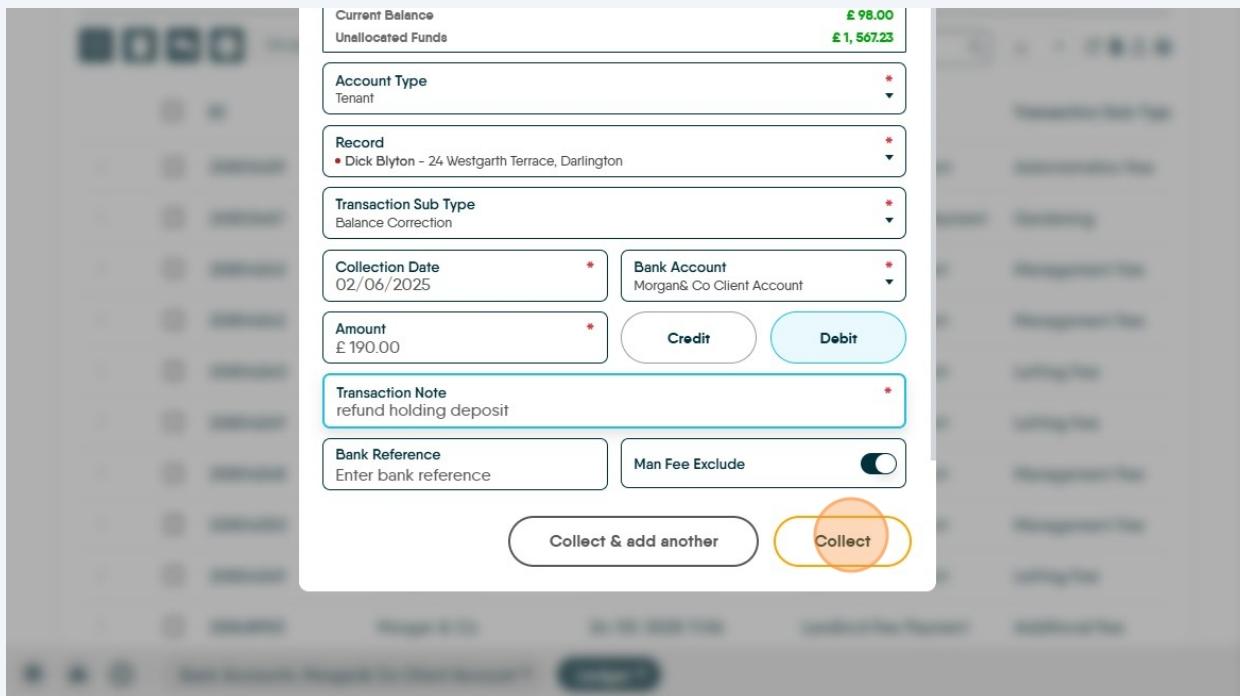
Transaction Note Enter transaction note

Bank Reference Enter bank reference

Man Fee Exclude

Collect & add another Collect

14 Click "Collect"



Current Balance **£ 98.00**
Unallocated Funds **£ 1,567.23**

Account Type **Tenant**

Record **Dick Blyton - 24 Westgarth Terrace, Darlington**

Transaction Sub Type **Balance Correction**

Collection Date **02/06/2025**

Bank Account **Morgan& Co Client Account**

Amount **£ 190.00**

Credit Debit

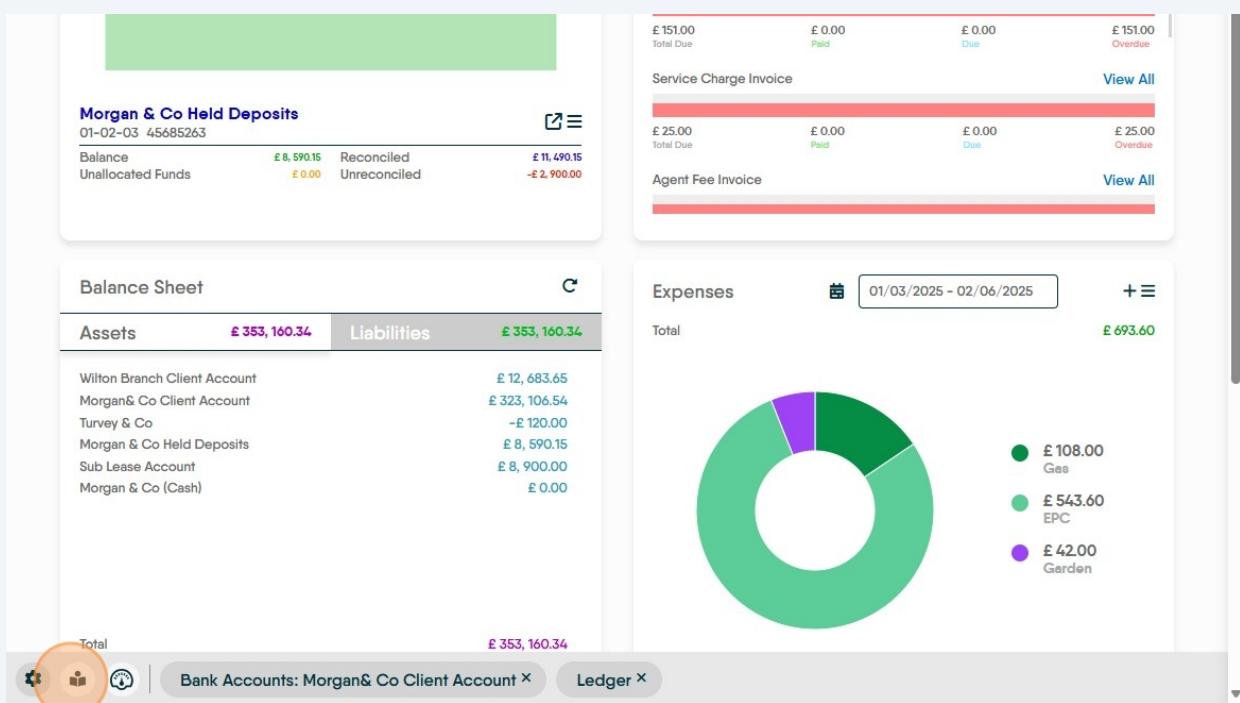
Transaction Note **refund holding deposit**

Bank Reference **Enter bank reference**

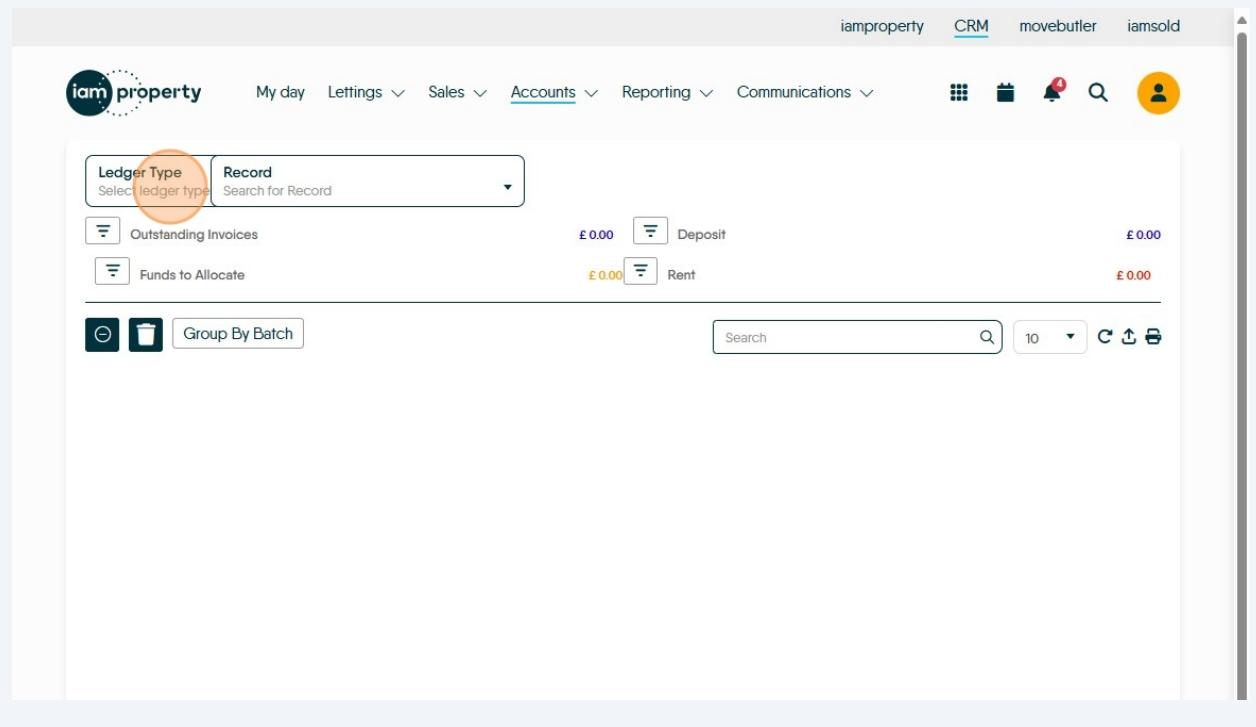
Man Fee Exclude **Toggle**

Collect & add another Collect

15 Click here to open the ledger.



16 Click "Select ledger type"



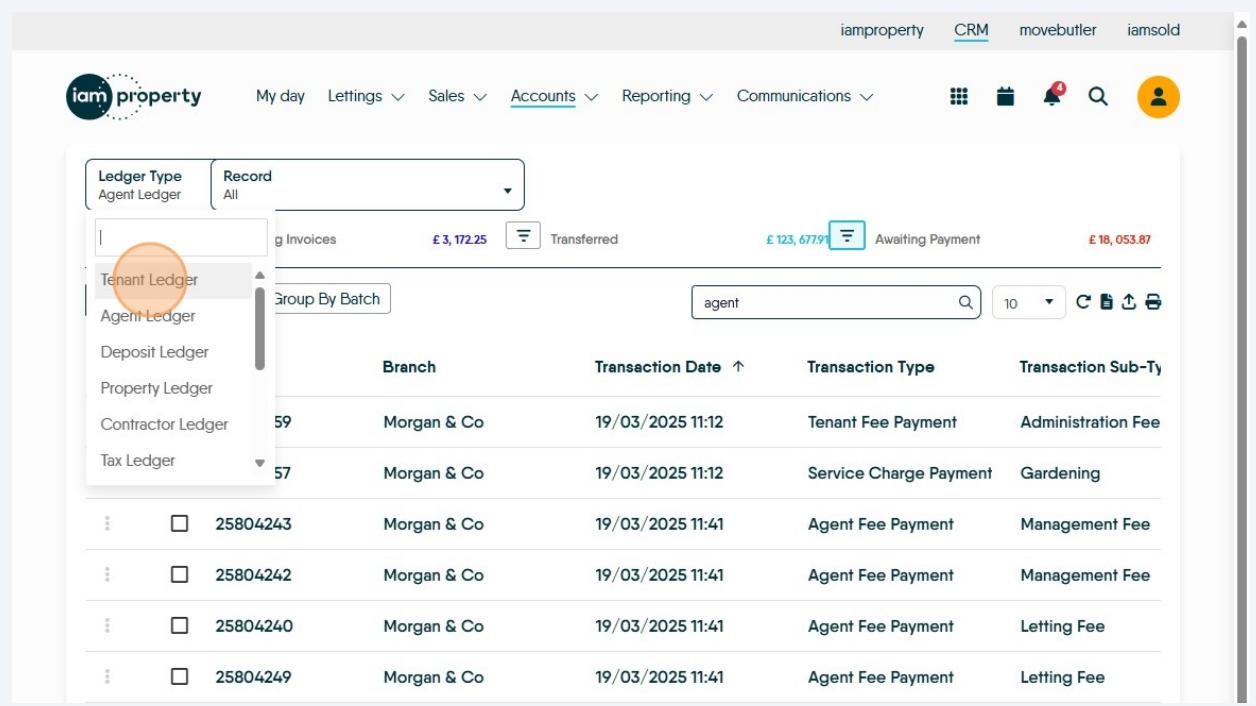
Ledger Type
Select ledger type

Record
Search for Record

Outstanding Invoices £ 0.00 Deposit £ 0.00

Funds to Allocate £ 0.00 Rent £ 0.00

17 In this case click "Tenant Ledger".



Ledger Type
Agent Ledger

Record
All

	Branch	Transaction Date	Transaction Type	Transaction Sub-Type
59	Morgan & Co	19/03/2025 11:12	Tenant Fee Payment	Administration Fee
57	Morgan & Co	19/03/2025 11:12	Service Charge Payment	Gardening
25804243	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804242	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Management Fee
25804240	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee
25804249	Morgan & Co	19/03/2025 11:41	Agent Fee Payment	Letting Fee

18

Click "Search for Record" in this case we are searching for the record we created the debit from.

Ledger Type
Tenant Ledger

Record
Search for Record

Outstanding ! | posit £ 0.00

Funds to All: Please enter 1 or more characters | £ 0.00

Group By Batch

agent

10

No transactions to show

19

Find the Adjustment line and check the transaction is as you want it to show. Click here.

	Debit	Credit	Balance	Deposit Balance
£ 190.00	£ 0.00	£ -92.00	£ 0.00	
£ 2,000.00	£ 0.00	£ 98.00	£ 0.00	
£ 3,000.00	£ 0.00	£ 98.00	£ 2,000.00	
£ 0.00	£ 3,000.00	£ 3,098.00	£ 2,000.00	
£ 2.00	£ 0.00	£ 98.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 100.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 102.00	£ 5,000.00	

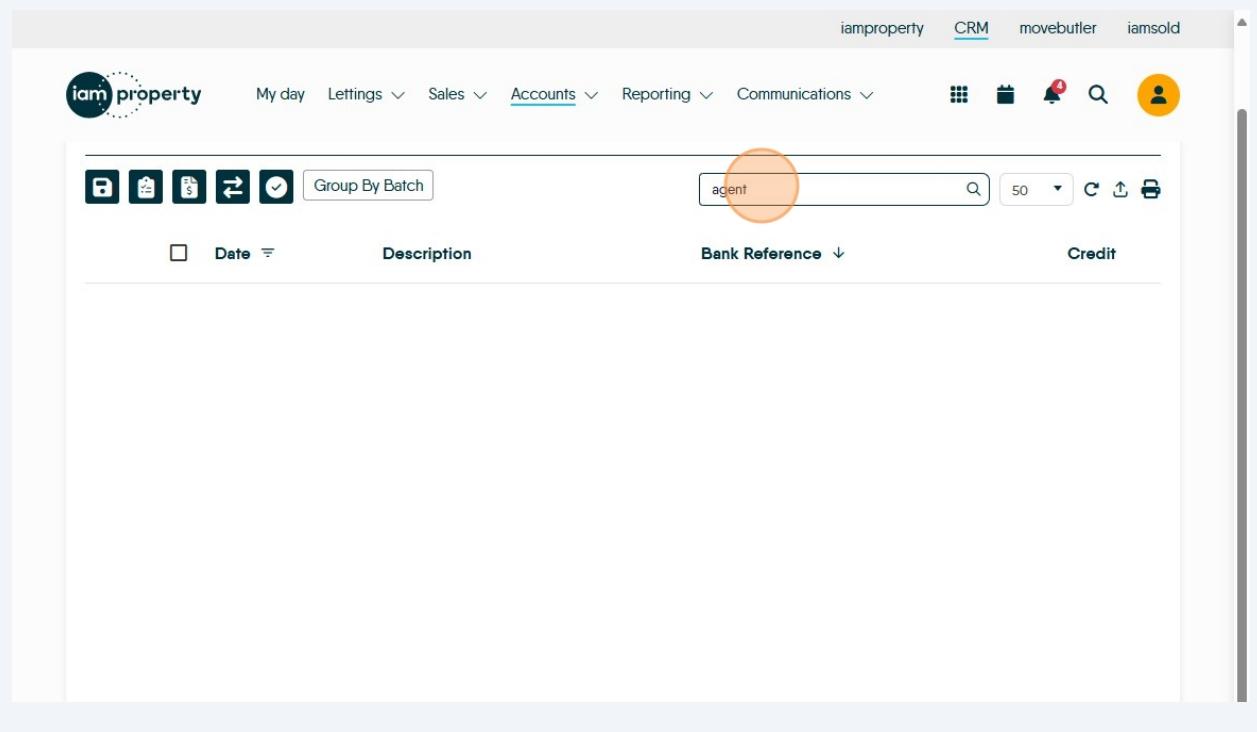
20 Then navigate to your client account.

	Debit	Credit	Balance	Deposit Balance
£ 190.00	£ 0.00	£ -92.00	£ 0.00	
£ 2,000.00	£ 0.00	£ 98.00	£ 0.00	
£ 3,000.00	£ 0.00	£ 98.00	£ 2,000.00	
£ 0.00	£ 3,000.00	£ 3,098.00	£ 2,000.00	
£ 2.00	£ 0.00	£ 98.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 100.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 102.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 104.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 106.00	£ 5,000.00	
£ 2.00	£ 0.00	£ 108.00	£ 5,000.00	

21 Once in the client account, if the Adjustment transaction isn't obvious (it should be)

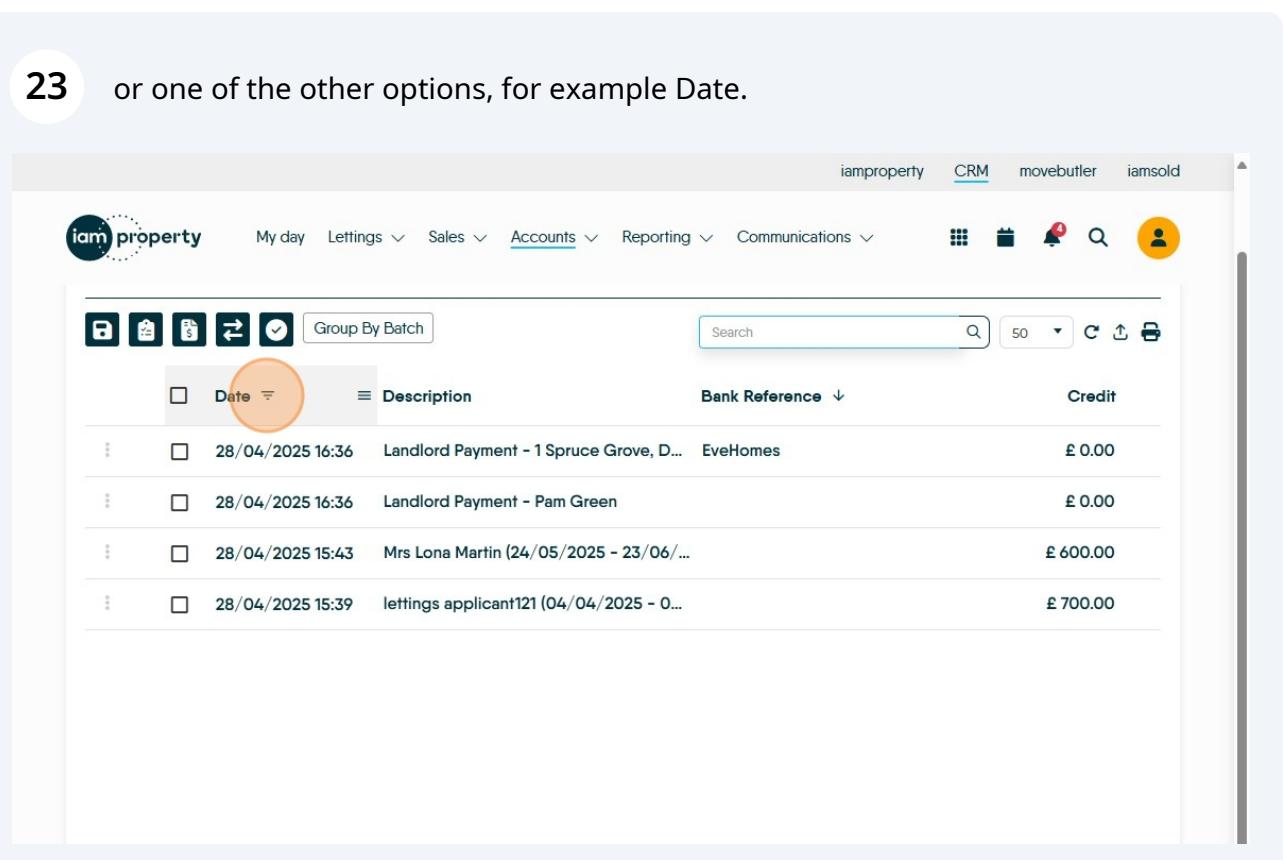
<input type="checkbox"/>	02/06/2025 14:13	refund holding deposit	£ 0.00
<input type="checkbox"/>	16/05/2025 08:34	Mr Lettings Applicant103 (13/04/2025 - ...)	£ 1,400.00
<input type="checkbox"/>	16/05/2025 08:34	Lettings Applicant86 (13/04/2025 - 12/05/2025)	£ 1,200.00
<input type="checkbox"/>	16/05/2025 08:34	Mrs Lettings Applicant34 (12/04/2025 - 11/05/2025)	£ 1,000.00
<input type="checkbox"/>	16/05/2025 08:34	Applicant41 (11/04/2025 - 17/04/2025)	£ 150.00
<input type="checkbox"/>	16/05/2025 08:34	Mr Leonard Morgan (11/04/2025 - 10/05/2025)	£ 150.00
<input type="checkbox"/>	16/05/2025 08:34	Mr George Reeks (09/04/2025 - 08/05/2025) GeoReeks	£ 600.00
<input type="checkbox"/>	16/05/2025 08:34	Mr Letting Applicant107 (08/04/2025 - 10/05/2025)	£ 1,600.00
<input type="checkbox"/>	16/05/2025 08:34	Lettings Applicant88 (08/04/2025 - 08/05/2025)	£ 1,200.00
<input type="checkbox"/>	16/05/2025 08:34	Mr lettings applicant121 (07/04/2025 - 10/05/2025)	£ 1,100.00

22 Search for the record, either click the "Search" field.



The screenshot shows the 'Accounts' module of the iam property software. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined to indicate it's the current module), 'Reporting', 'Communications', and several icons for CRM, movebutler, and iamsold. Below the navigation is a toolbar with icons for document actions and a 'Group By Batch' button. A search bar is centered, with the word 'agent' typed into it and a magnifying glass icon to its right. To the right of the search bar are buttons for '50' items, a refresh icon, and a print icon. The main table area has columns for 'Date' (with a dropdown arrow), 'Description', 'Bank Reference' (with a dropdown arrow), and 'Credit'. The table is currently empty.

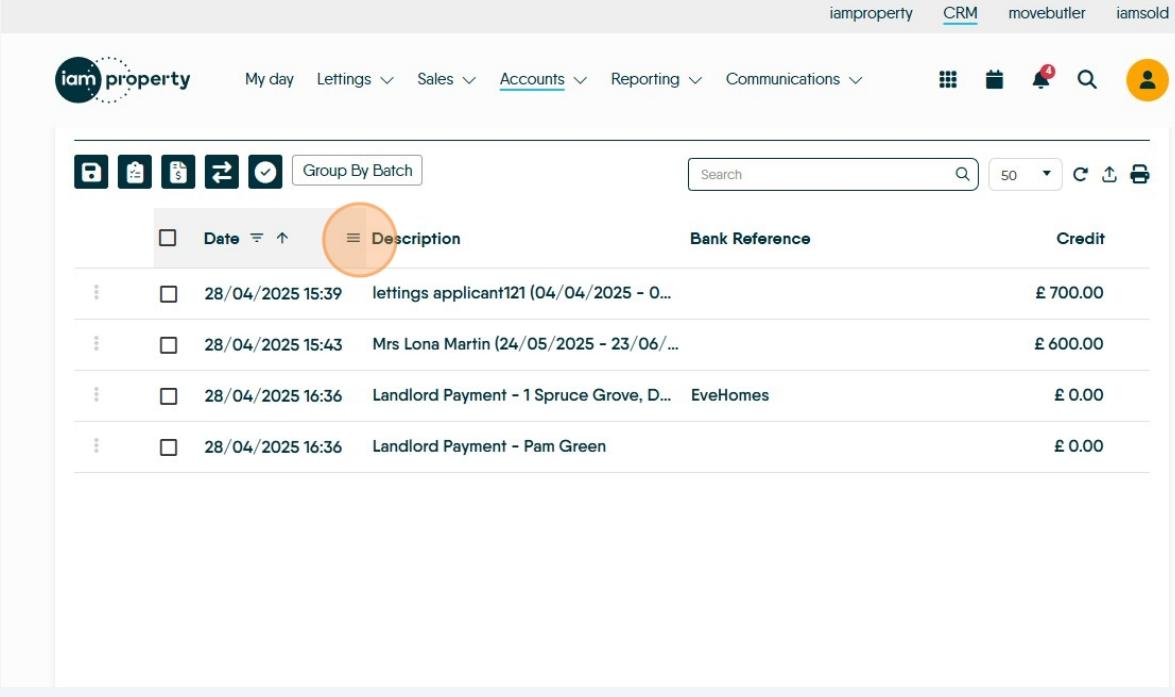
23 or one of the other options, for example Date.



The screenshot shows the 'Accounts' module of the iam property software, similar to the previous one but with data populated in the table. The 'Date' column header is highlighted with a yellow circle. The table lists five transactions:

Date	Description	Bank Reference	Credit
28/04/2025 16:36	Landlord Payment - 1 Spruce Grove, D... EveHomes		£ 0.00
28/04/2025 16:36	Landlord Payment - Pam Green		£ 0.00
28/04/2025 15:43	Mrs Lona Martin (24/05/2025 - 23/06/...		£ 600.00
28/04/2025 15:39	lettings applicant121 (04/04/2025 - 0...		£ 700.00

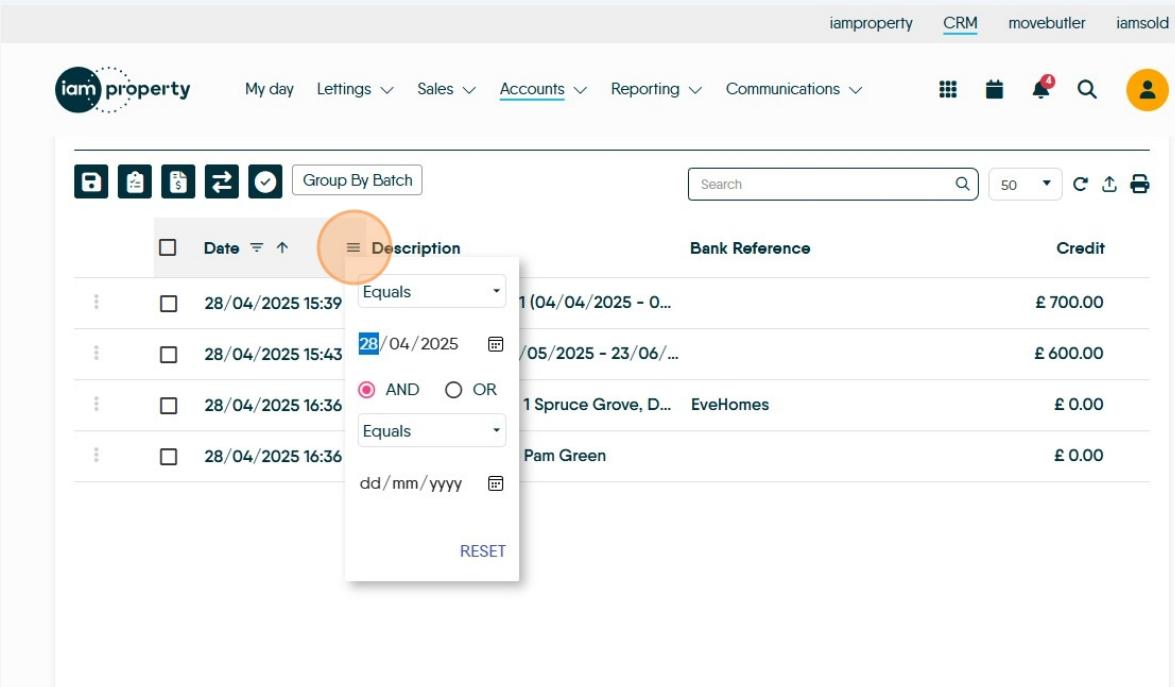
24 Click the 3 lines.



The screenshot shows the 'Accounts' section of the software. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined, indicating it's the active section), 'Reporting', 'Communications'. Below the navigation is a toolbar with icons for 'New', 'Edit', 'Delete', 'Bank', 'Print', and 'Group By Batch'. A search bar and a dropdown for '50' items are also present. The main area displays a table of transactions:

	Date	Description	Bank Reference	Credit
<input type="checkbox"/>	28/04/2025 15:39	lettings applicant121 (04/04/2025 - 0...		£ 700.00
<input type="checkbox"/>	28/04/2025 15:43	Mrs Lona Martin (24/05/2025 - 23/06/...		£ 600.00
<input type="checkbox"/>	28/04/2025 16:36	Landlord Payment - 1 Spruce Grove, D... EveHomes		£ 0.00
<input type="checkbox"/>	28/04/2025 16:36	Landlord Payment - Pam Green		£ 0.00

25 enter the date and the system will search by date.



The screenshot shows the same software interface as the previous one, but with a search dialog open. The 'Description' column header is highlighted with a yellow circle. The search dialog contains the following fields:

- Date dropdown: Equals (highlighted with a yellow circle), with a dropdown menu showing '28/04/2025'.
- Search dropdown: Equals (highlighted with a yellow circle), with a dropdown menu showing 'dd/mm/yyyy'.
- Logical operators: AND (radio button selected) and OR.
- Buttons: 'RESET'.

The main table of transactions is visible in the background, showing the same data as the previous screenshot.