

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.iamproperty.com/Dashboards/Accounts>

Ledger Type
Agent Ledger

Record
All

Outstanding Invoices

£ 3,172.25

Transferred

£ 123,677.91

Awaiting Payment

£ 18,053.87

Group By Batch

agent

10

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

2 Click "Accounts"

The screenshot shows the iamproperty CRM interface. The top navigation bar includes links for iamproperty, CRM, movebutler, and iamsold. Below this, a secondary navigation bar features 'My day', 'Lettings', 'Sales', 'Accounts' (highlighted with an orange circle), 'Reporting', and 'Communications'. The main content area displays a summary of financial data: 'Outstanding Invoices' (£ 3,172.25), 'Transferred' (£ 123,677.91), and 'Awaiting Payment' (£ 18,053.87). Below this summary is a table of transactions with columns for ID, Branch, Transaction Date, Transaction Type, and Transaction Sub-Type. The table lists six transactions, all from 'Morgan & Co' on 19/03/2025, including 'Tenant Fee Payment', 'Service Charge Payment', and 'Agent Fee Payment'.

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"

This screenshot shows the 'Accounts dashboard' within the iamproperty CRM. The 'Accounts' menu from the previous screen is expanded, and the 'General' sub-menu is highlighted with an orange circle. The interface displays the same financial summary and transaction table as the previous screenshot, but with a slightly different layout and additional filtering options visible at the top of the table.

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 'iamproperty' CRM interface. At the top, there are navigation links for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below this is a sub-navigation bar with 'Accounts dashboard', 'General', 'Landlord', and 'Tenant'. The 'General' section is active, displaying a list of links. The 'Adjustment' link is highlighted with an orange circle. Other links in the list 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' form. It contains several fields: 'Current Balance' (£ 0.00), 'Unallocated Funds' (£ 0.00), 'Account Type' (with a dropdown arrow and the text 'Select account type'), 'Record' (with a dropdown arrow and the text 'Select record'), 'Transaction Sub Type' (with a dropdown arrow and the text 'Select sub type'), 'Collection Date' (02/06/2025), 'Bank Account' (with a dropdown arrow and the text 'Select bank account'), 'Amount' (with a dropdown arrow and the text 'Amount collected'), and 'Transaction Note' (with a dropdown arrow and the text 'Enter transaction note'). The 'Account Type' dropdown is highlighted with an orange circle. There are also 'Credit' and 'Debit' buttons.

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

The screenshot shows the 'Adjustment' form with the following fields:

- Current Balance**: £ 0.00
- Unallocated Funds**: £ 0.00
- Account Type**: Select account type. The dropdown menu is open, showing options: Tenant (highlighted with an orange circle), Float, Property, Deposit, and Tax.
- Transaction Note**: Enter transaction note.
- Bank Reference**: Enter bank reference.
- Man Fee Exclude**: Toggle switch (currently off).

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

The screenshot shows the 'Adjustment' form with the following fields:

- Current Balance**: £ 0.00
- Unallocated Funds**: £ 0.00
- Account Type**: Tenant
- Record**: Select record. The dropdown menu is open, showing the option: Select record (highlighted with an orange circle).
- Transaction Sub Type**: Balance Correction
- Collection Date**: 02/06/2025
- Bank Account**: Select bank account
- Amount**: Amount collected. Below this field are two buttons: **Credit** (highlighted with a blue circle) and **Debit**.
- Transaction Note**: Enter transaction note.
- Bank Reference**: Enter bank reference.
- Man Fee Exclude**: Toggle switch (currently off).

8 Click the appropriate record from the options.

Current Balance £ 0.00
Unallocated Funds £ 0.00

Account Type
Tenant

Record
Select record

yew

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

Bank Reference Enter bank reference

Man Fee Exclude ☐

Collect & add another Collect

9 Click "Balance Correction"

Adjustment

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.

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

Transaction Note Enter transaction note

Bank Reference Enter bank reference

Man Fee Exclude

Collect & add another Collect

- 11 Click the "Amount" field and add the amount

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 Amount collected

Transaction Note Enter transaction note

Bank Reference Enter bank reference

Man Fee Exclude

Collect & add another Collect

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

A screenshot of a mobile application interface for recording a transaction. The form is white with rounded corners and is overlaid on a blurred background of a list of transactions. The form contains the following fields and controls:

- Current Balance:** £ 98.00
- Unallocated Funds:** £ 1,567.23
- Account Type:** Tenant (dropdown menu)
- Record:** Dick Blyton - 24 Westgarth Terrace, Darlington (dropdown menu)
- Transaction Sub Type:** Balance Correction (dropdown menu)
- Collection Date:** 02/06/2025
- Bank Account:** Morgan& Co Client Account (dropdown menu)
- Amount:** £ 190 (text input field)
- Credit/Debit Selection:** Two buttons, "Credit" (light blue) and "Debit" (light orange). The "Debit" button is highlighted with an orange circle.
- Transaction Note:** Enter transaction note (text input field)
- Bank Reference:** Enter bank reference (text input field)
- Man Fee Exclude:** A toggle switch currently turned off.
- Action Buttons:** "Collect & add another" (white button with grey border) and "Collect" (orange button).

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

A screenshot of the same mobile application interface as in the previous step. The form is identical, but the "Transaction Note" field is now highlighted with an orange circle, indicating it is the next step in the process.

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 ☐

Collect & add another Collect

15 Click here to open the ledger.

Morgan & Co Held Deposits
01-02-03 45685263

Balance	£ 8,590.15	Reconciled	£ 11,490.15
Unallocated Funds	£ 0.00	Unreconciled	-£ 2,900.00

Service Charge Invoice [View All](#)

£ 151.00	£ 0.00	£ 0.00	£ 151.00
Total Due	Paid	Due	Overdue

Agent Fee Invoice [View All](#)

£ 25.00	£ 0.00	£ 0.00	£ 25.00
Total Due	Paid	Due	Overdue

Balance Sheet

Assets	Liabilities
Wilton Branch Client Account	£ 12,683.65
Morgan& Co Client Account	£ 323,106.54
Turvey & Co	-£ 120.00
Morgan & Co Held Deposits	£ 8,590.15
Sub Lease Account	£ 8,900.00
Morgan & Co (Cash)	£ 0.00
Total	£ 353,160.34

Expenses 01/03/2025 - 02/06/2025 [+ | -](#)

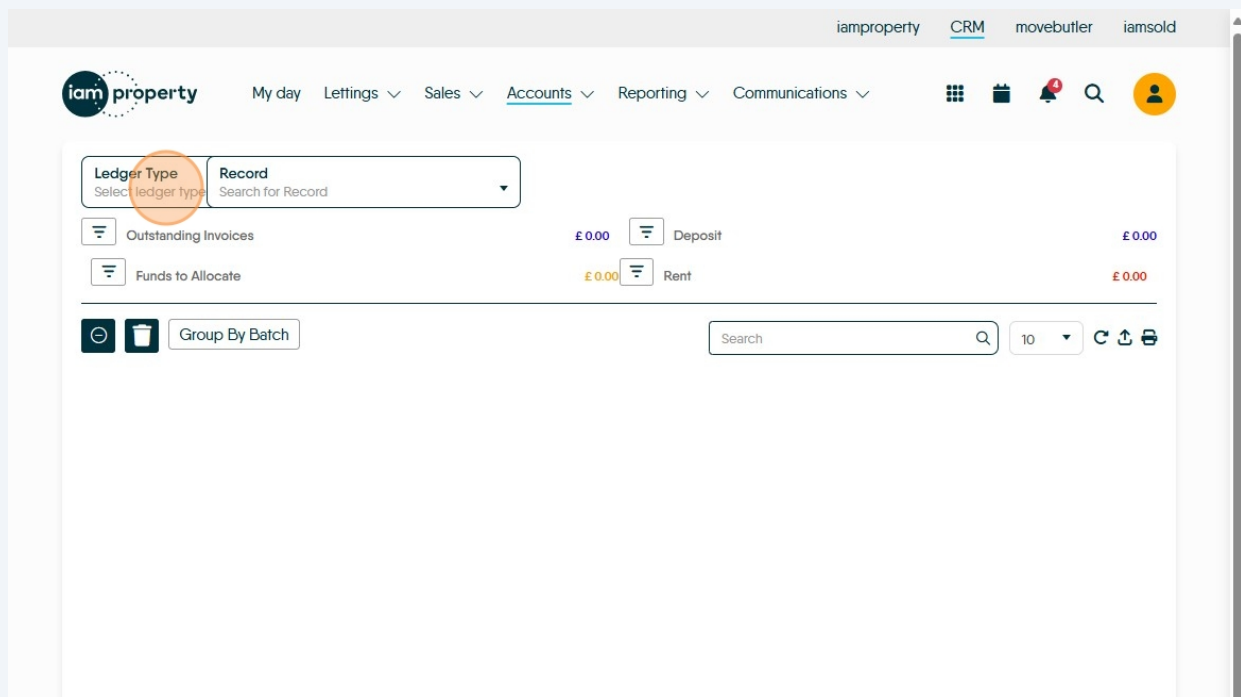
Total £ 693.60

Donut Chart Legend:

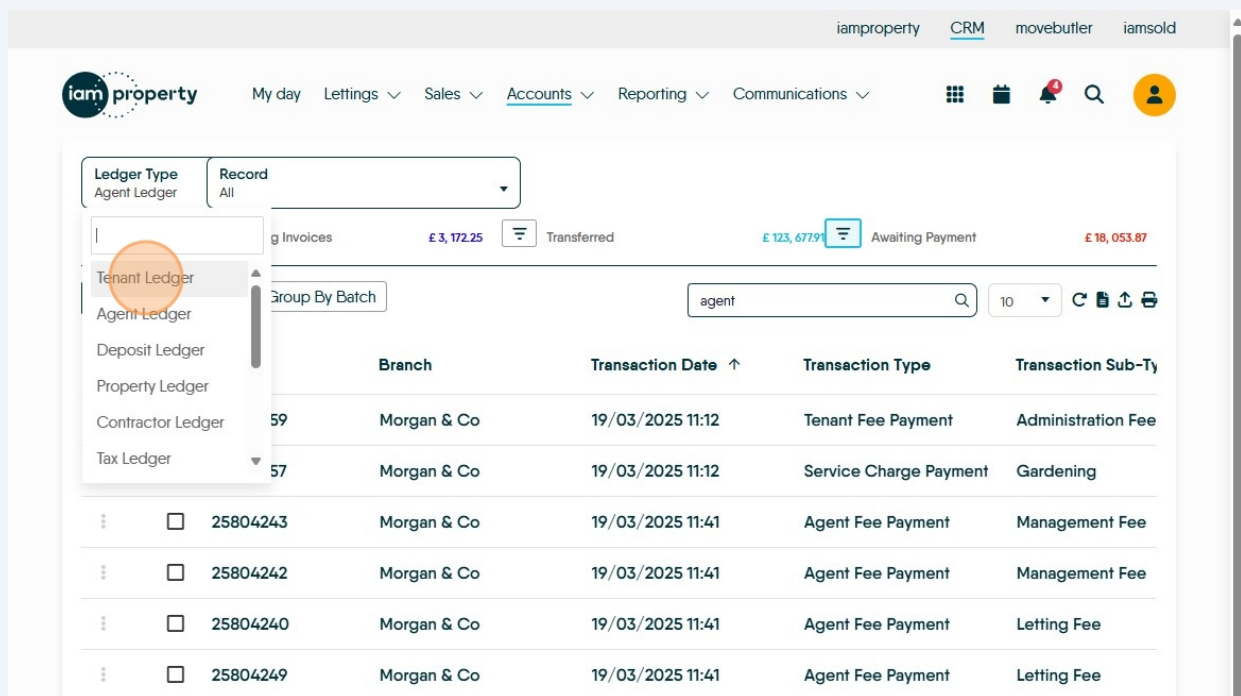
- £ 108.00 Gas
- £ 543.60 EPC
- £ 42.00 Garden

Bank Accounts: Morgan& Co Client Account x Ledger x

16 Click "Select ledger type"



17 In this case click "Tenant Ledger".



18

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

The screenshot shows the 'Accounts' section of the iamproperty CRM. The 'Record' button is highlighted with an orange circle. Below the search bar, there is a message 'No transactions to show' with an exclamation mark icon.

19

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

The screenshot shows the 'Accounts' section of the iamproperty CRM. The 'Adjustment' line is highlighted with an orange circle. The table below shows various transactions with columns for Debit, Credit, Balance, and Deposit Balance.

	Debit	Credit	Balance	Deposit Balance
t	£ 190.00	£ 0.00	£ -92.00	£ 0.00
on (Tenant Ledg...	£ 2,000.00	£ 0.00	£ 98.00	£ 0.00
: Blyton	£ 3,000.00	£ 0.00	£ 98.00	£ 2,000.00
: Blyton	£ 0.00	£ 3,000.00	£ 3,098.00	£ 2,000.00
/2025 - 07/03/...	£ 2.00	£ 0.00	£ 98.00	£ 5,000.00
/2025 - 07/02/...	£ 2.00	£ 0.00	£ 100.00	£ 5,000.00
/2024 - 07/01/2...	£ 2.00	£ 0.00	£ 102.00	£ 5,000.00

20 Then navigate to your client account.

	Debit	Credit	Balance	Deposit Balance
t	£ 190.00	£ 0.00	£ -92.00	£ 0.00
on (Tenant Ledg...	£ 2,000.00	£ 0.00	£ 98.00	£ 0.00
: Blyton	£ 3,000.00	£ 0.00	£ 98.00	£ 2,000.00
: Blyton	£ 0.00	£ 3,000.00	£ 3,098.00	£ 2,000.00
/2025 - 07/03/...	£ 2.00	£ 0.00	£ 98.00	£ 5,000.00
/2025 - 07/02/...	£ 2.00	£ 0.00	£ 100.00	£ 5,000.00
/2024 - 07/01/2...	£ 2.00	£ 0.00	£ 102.00	£ 5,000.00
'2024 - 07/12/2...	£ 2.00	£ 0.00	£ 104.00	£ 5,000.00
/2024 - 07/11/2...	£ 2.00	£ 0.00	£ 106.00	£ 5,000.00
/2024 - 07/10/...	£ 2.00	£ 0.00	£ 108.00	£ 5,000.00

Bank Accounts: Morgan& Co Client Account x Ledger x

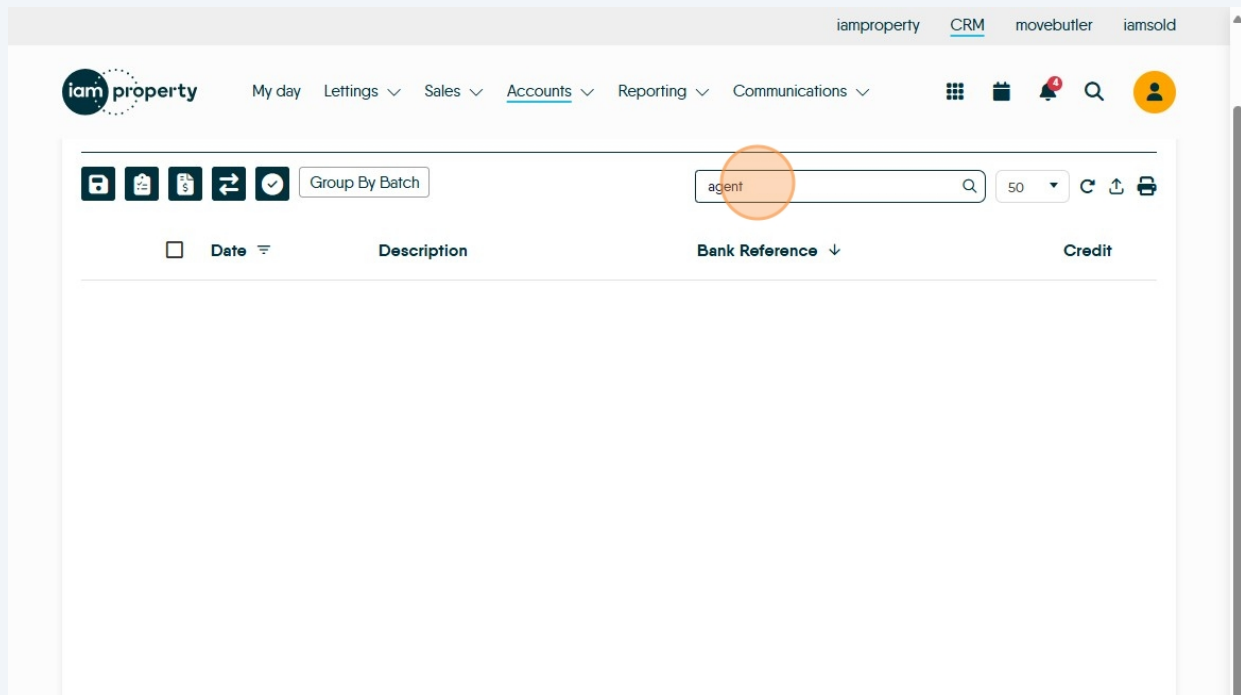
21 Once in the client account, if the Adjustment transaction isn't obvious (it should be)

<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...	£ 1,200.00
<input type="checkbox"/>	16/05/2025 08:34	Mrs Lettings Applicant34 (12/04/2025 ...	£ 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/...	£ 150.00
<input type="checkbox"/>	16/05/2025 08:34	Mr George Reeks (09/04/2025 - 08/... GeoReeks	£ 600.00
<input type="checkbox"/>	16/05/2025 08:34	Mr Letting Applicant107 (08/04/2025 ...	£ 1,600.00
<input type="checkbox"/>	16/05/2025 08:34	Lettings Applicant88 (08/04/2025 - 0...	£ 1,200.00
<input type="checkbox"/>	16/05/2025 08:34	Mr lettings applicant121 (07/04/2025 - ...	£ 1,100.00

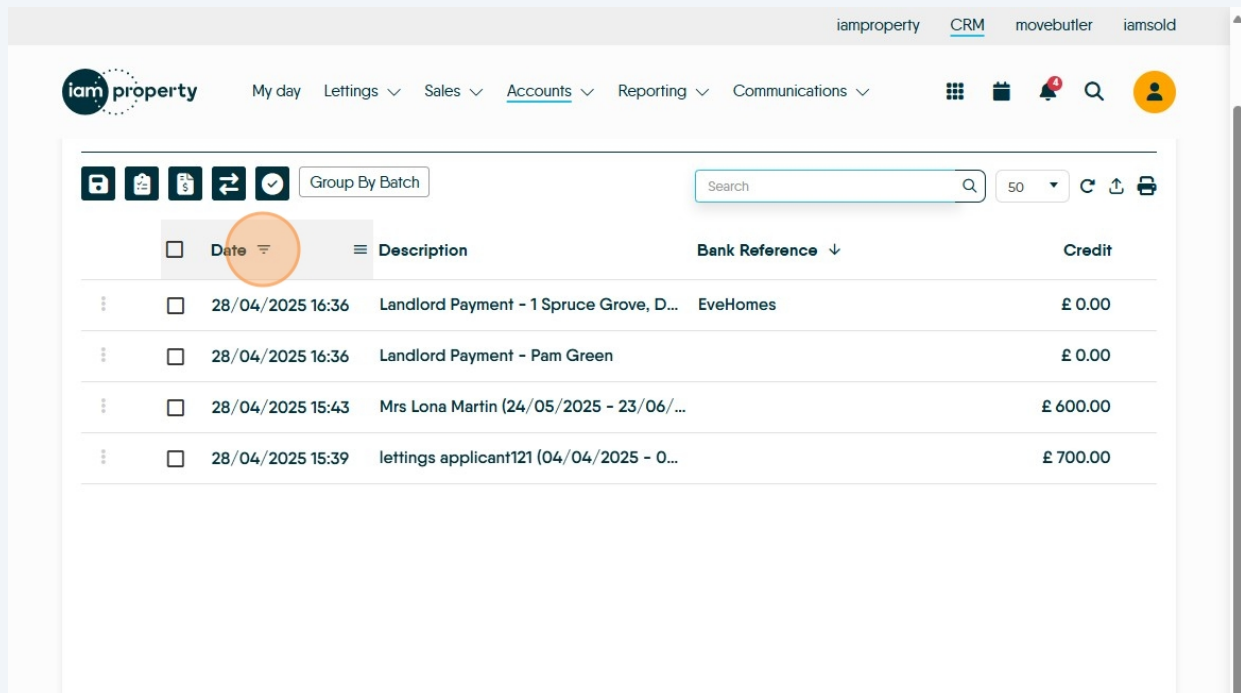
1 to 50 of 2,568 Page 1 of 52

Bank Accounts: Morgan& Co Client Account x Ledger x

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



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



24 Click the 3 lines.

The screenshot shows the 'Accounts' section of the iamproperty CRM. At the top, there are tabs for 'My day', 'Lettings', 'Sales', 'Accounts' (selected), 'Reporting', and 'Communications'. Below these are icons for various functions and a search bar. The main area displays a table of transactions with columns: 'Date', 'Description', 'Bank Reference', and 'Credit'. An orange circle highlights the three horizontal lines next to the 'Description' header, indicating where to click to filter the data.

	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 'Accounts' section as before, but with a date filter dropdown menu open. The date '28/04/2025' is entered, and the 'Equals' operator is selected. The dropdown menu also shows options for 'AND' and 'OR' operators, and a 'RESET' button at the bottom.

	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