

Processing a Rent Refund in CRM - Not paid to Landlord



This guide provides a step-by-step process for efficiently handling rent refunds within the CRM system when payments have not been made to the landlord. It simplifies the refund process, ensuring users can navigate the system with ease and accuracy.

By following this guide, property managers can streamline their operations and maintain clear financial records. Anyone involved in property management will benefit from this straightforward approach to managing tenant accounts and refunds.



Rent payments made in CRM are paid against an invoice, so it is clear how much money should be paid to the Landlord. If basic checks are made it should be very difficult to overpay a rent payment.

However if this has happened, if a Tenant has over paid, best practice would be to pay the rent invoice correctly and then contact your Tenant to confirm what they would like to do with the over payment, you can then easily refund it to the tenant from your bank account or (if tenant requests) bank receipt the money into the CRM Accounts either as unallocated funds or pay it towards the next rent invoice.

1

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

2 Click "Accounts"

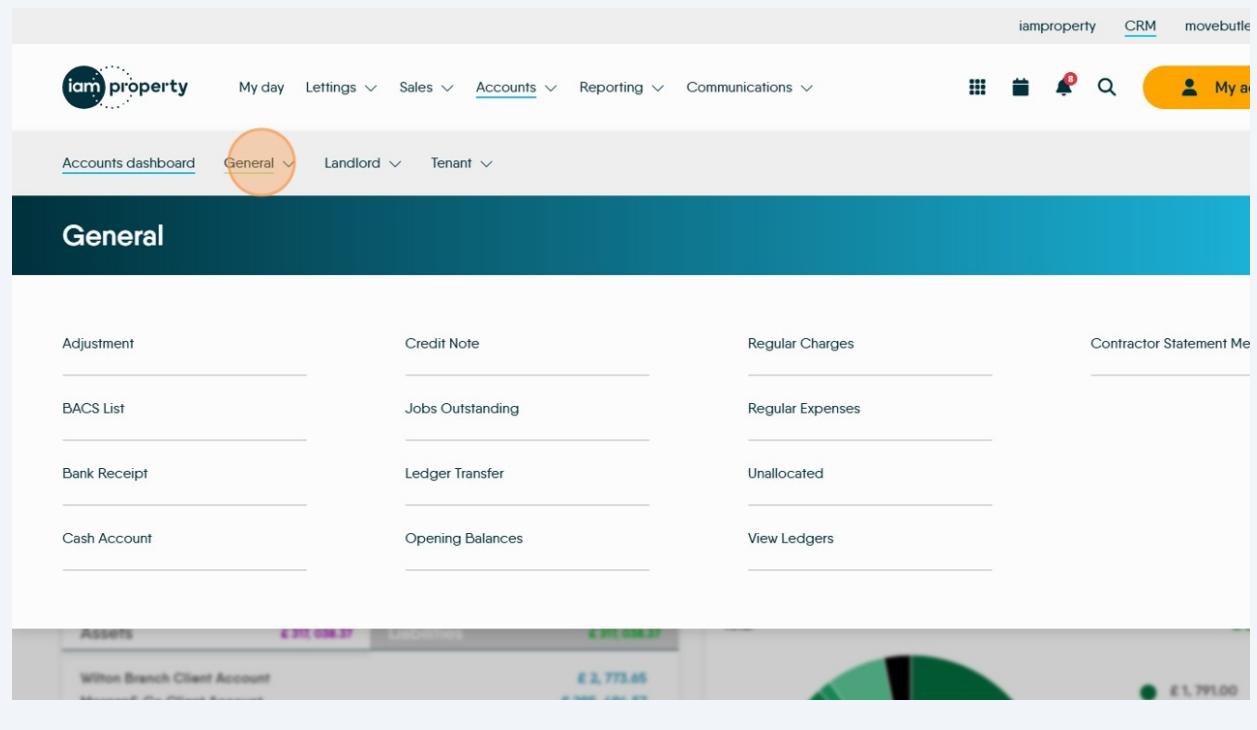
The screenshot shows the iamproperty software interface with the following sections:

- Accounts:** Displays the Morgan & Co Client Account (01-02-03 01234567) with a balance of £293,943.77 (Allocated Funds) and £30,480.87 (Unallocated Funds). It also shows a reconciliation status of Reconciled (£293,579.57) and Unreconciled (£364.20). A line chart shows the balance over time from 8 Jan to 22 Jan, starting at £293,943.77 and ending at £293,579.57.
- Invoices:** Shows four types of invoices with their respective totals and payment status (Paid or Due).
 - Rent Invoice: £47,575.00 (Total Due), £32,410.00 (Paid), £0.00 (Due), £1,015.00 (Overdue)
 - Tenant Fee Invoice: £610.00 (Total Due), £300.00 (Paid), £0.00 (Due)
 - Deposit Invoice: £2,415.31 (Total Due), £2,415.31 (Paid), £0.00 (Due)
 - Service Charge Invoice: £8,825.00 (Total Due), £1,791.00 (Paid), £8,034.00 (Due)
- Balance Sheet:** Shows Assets (£317,038.37) and Liabilities (£317,038.37), with a note that the Wilton Branch Client Account is Unallocated.
- Expenses:** Shows a total of £8,825.00 (Paid), £1,791.00 (Due), and £8,034.00 (Overdue).

If a Rent payment brought in as Unallocated funds or Invoice paid correctly and excess funds not allocated to an upcoming rent invoice.

To refund the unallocated funds to the Tenant

3 Click "General"



My day Lettings Sales Accounts Reporting Communications

Accounts dashboard General Landlord Tenant

General

Adjustment Credit Note Regular Charges Contractor Statement Merge

BACS List Jobs Outstanding Regular Expenses

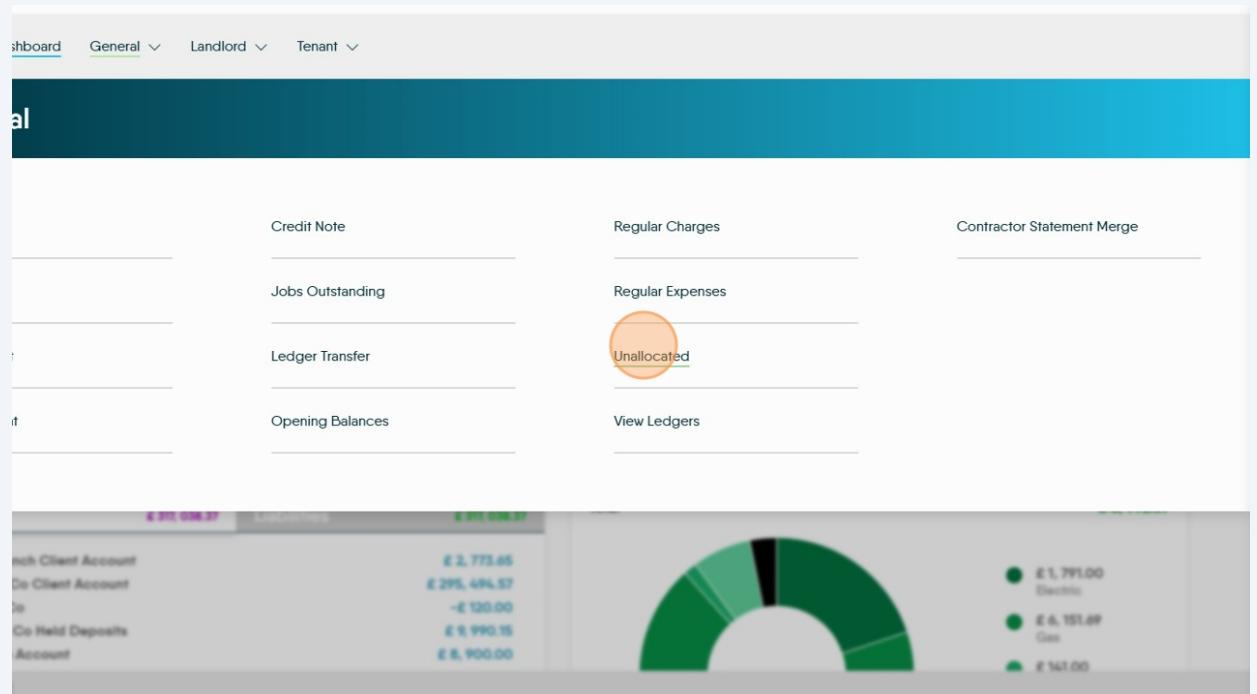
Bank Receipt Ledger Transfer Unallocated

Cash Account Opening Balances View Ledgers

Assets	£ 311,098.37	Liabilities	£ 311,098.37
Wilton Branch Client Account	£ 2,773.45		
Do Client Account	£ 295,494.57		
Do	-£ 120.00		
Do Held Deposits Account	£ 9,990.15		
	£ 8,900.00		

£ 1,791.00
Electric
£ 6,151.09
Gas
£ 141.00

4 Click "Unallocated"



General Landlord Tenant

General

Credit Note Regular Charges Contractor Statement Merge

Jobs Outstanding Regular Expenses

Ledger Transfer Unallocated

Opening Balances View Ledgers

Assets	£ 311,098.37	Liabilities	£ 311,098.37
Wilton Branch Client Account	£ 2,773.45		
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	£ 8,900.00		

£ 1,791.00
Electric
£ 6,151.09
Gas
£ 141.00

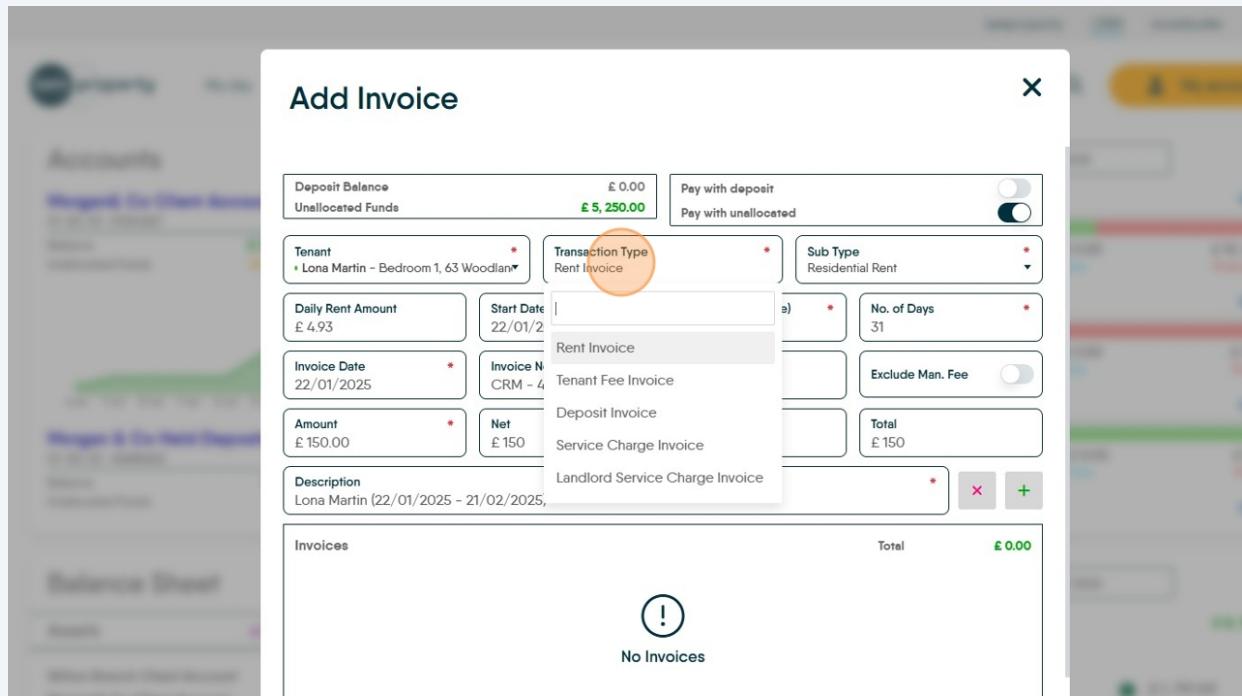
5 Click here.

The screenshot shows the iamsold software interface. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts' (underlined), 'Reporting', 'Communications'. On the right, there are icons for 'My account', 'Add New Invoice', and a date range selector '25/12/2024 - 22/01/2025'. The main area is divided into two sections: 'Invoices' and 'Expenses'. The 'Invoices' section contains sub-sections for 'Rent Invoice', 'Tenant Fee Invoice', 'Deposit Invoice', and 'Service Charge Invoice'. Each sub-section shows a table with columns for 'Total Due', 'Paid', 'Due', and 'Overdue'. The 'Expenses' section shows a total of £8,992.69 with a pie chart breakdown. Below the sections, there are 'Client Account' and 'Held Deposits' summaries.

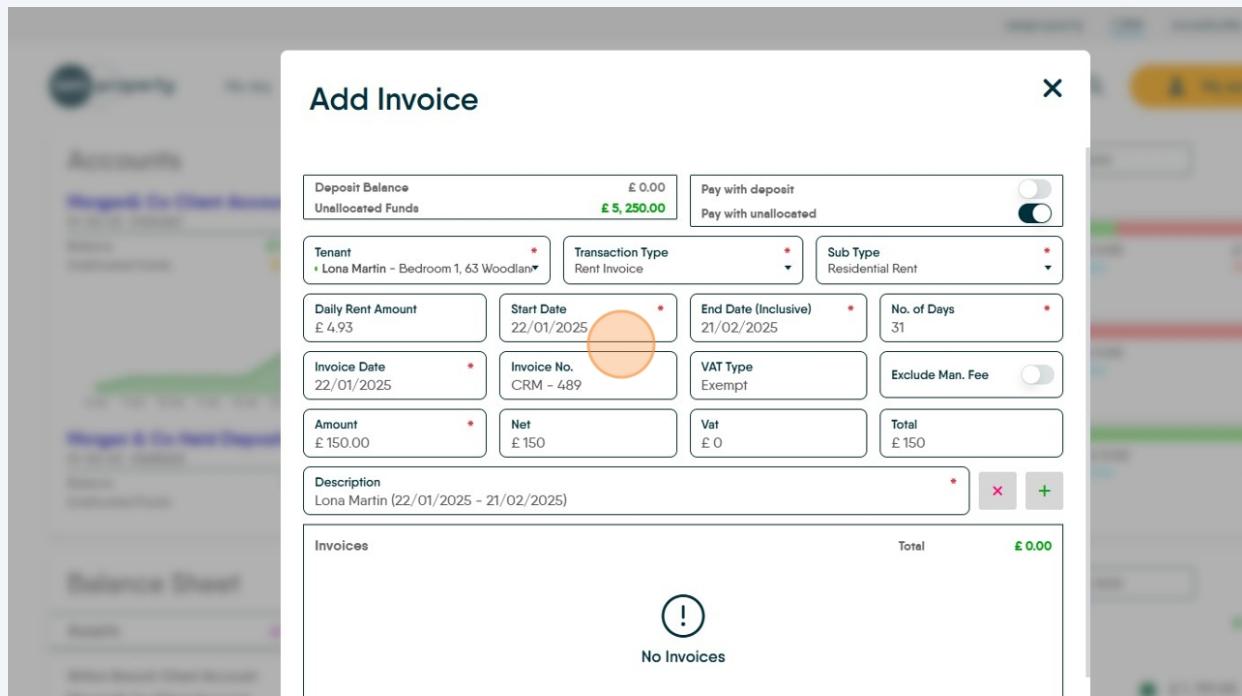
6 Click "Select tenant"

The screenshot shows the 'Add Invoice' dialog box. At the top, it says 'Add Invoice' with a close button 'X'. The form fields include: 'Deposit Balance' (£0.00), 'Unallocated Funds' (£0.00), 'Pay with deposit' (switch off), 'Pay with unallocated' (switch off); 'Tenant' dropdown (circled in orange), 'Transaction Type' dropdown (circled in orange), 'Sub Type' dropdown; 'Invoice Date' (22/01/2025), 'Invoice No.' (CRM - 489), 'VAT Type', 'Exclude Man. Fee' (switch off); 'Amount' (£), 'Net' (£0.00), 'VAT' (£0.00), 'Total' (£0.00); 'Description' input field (Enter description). At the bottom, it says 'Invoices' and 'Total £ 0.00', with a note 'No Invoices' and an exclamation mark icon.

7 Click "Rent Invoice"

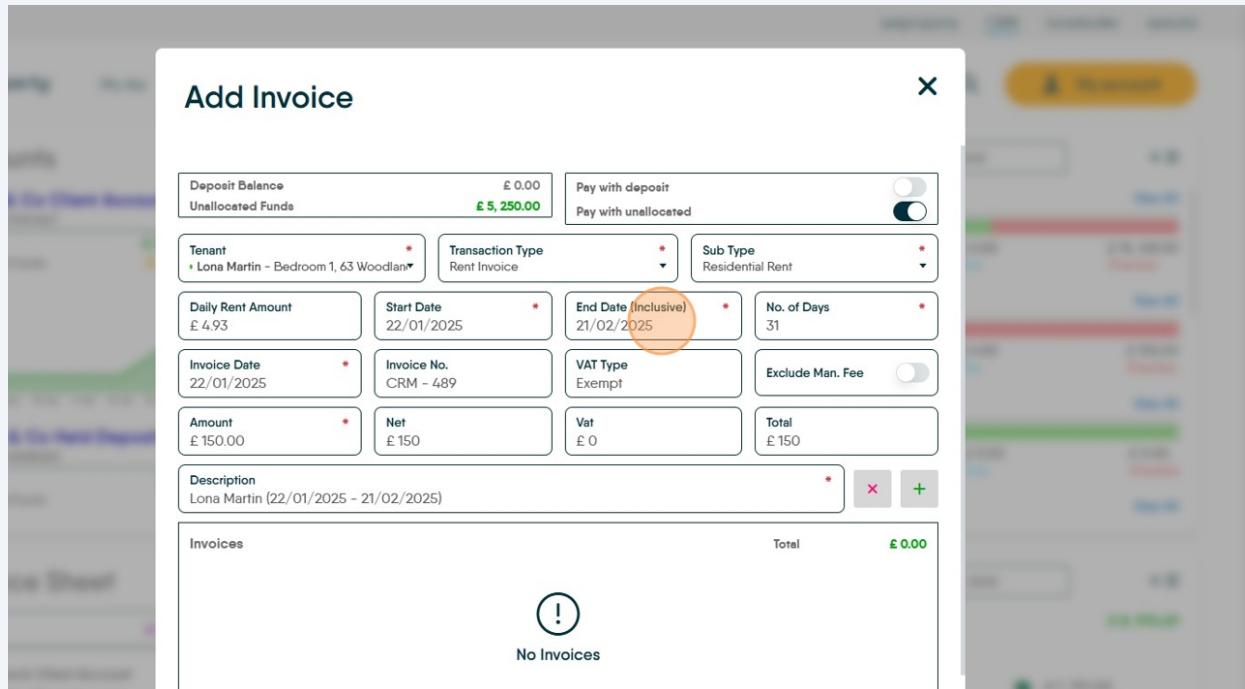


8 Click "Rent Invoice"



9 To set the amount you are refunding;

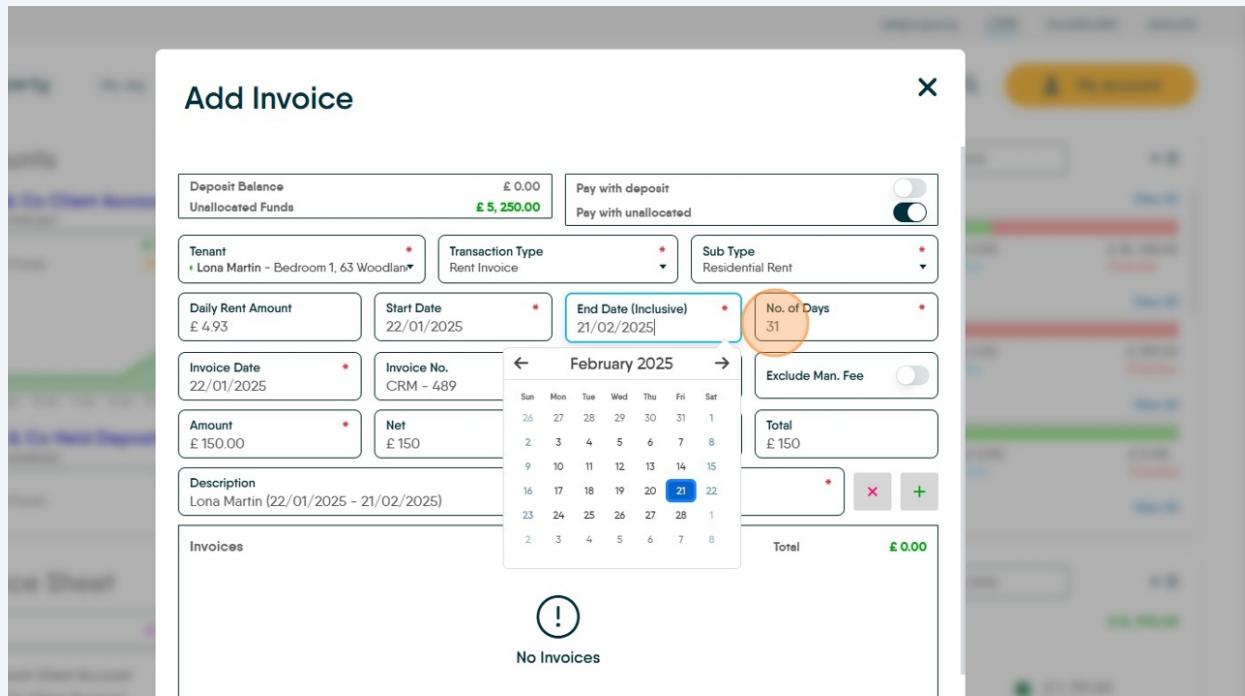
Either click and update the "Start Date" "End Date (Inclusive)" field, or edit the number of days rent you are refunding. Click the "No. of Days" field. Or edit the number showing in the 'Amount' field.



The screenshot shows the 'Add Invoice' dialog box. The 'End Date (Inclusive)' field is highlighted with a red circle. The dialog box contains the following fields:

- Deposit Balance: £ 0.00
- Unallocated Funds: £ 5,250.00
- Pay with deposit:
- Pay with unallocated:
- Tenant: Lona Martin - Bedroom 1, 63 Woodlan...
- Transaction Type: Rent Invoice
- Sub Type: Residential Rent
- Daily Rent Amount: £ 4.93
- Start Date: 22/01/2025
- End Date (Inclusive): 21/02/2025
- No. of Days: 31
- Invoice Date: 22/01/2025
- Invoice No.: CRM - 489
- VAT Type: Exempt
- Exclude Man. Fee:
- Amount: £ 150.00
- Net: £ 150
- VAT: £ 0
- Total: £ 150
- Description: Lona Martin (22/01/2025 - 21/02/2025)
- Invoices: Total £ 0.00

The 'Invoices' section shows 'No Invoices' with a warning icon.

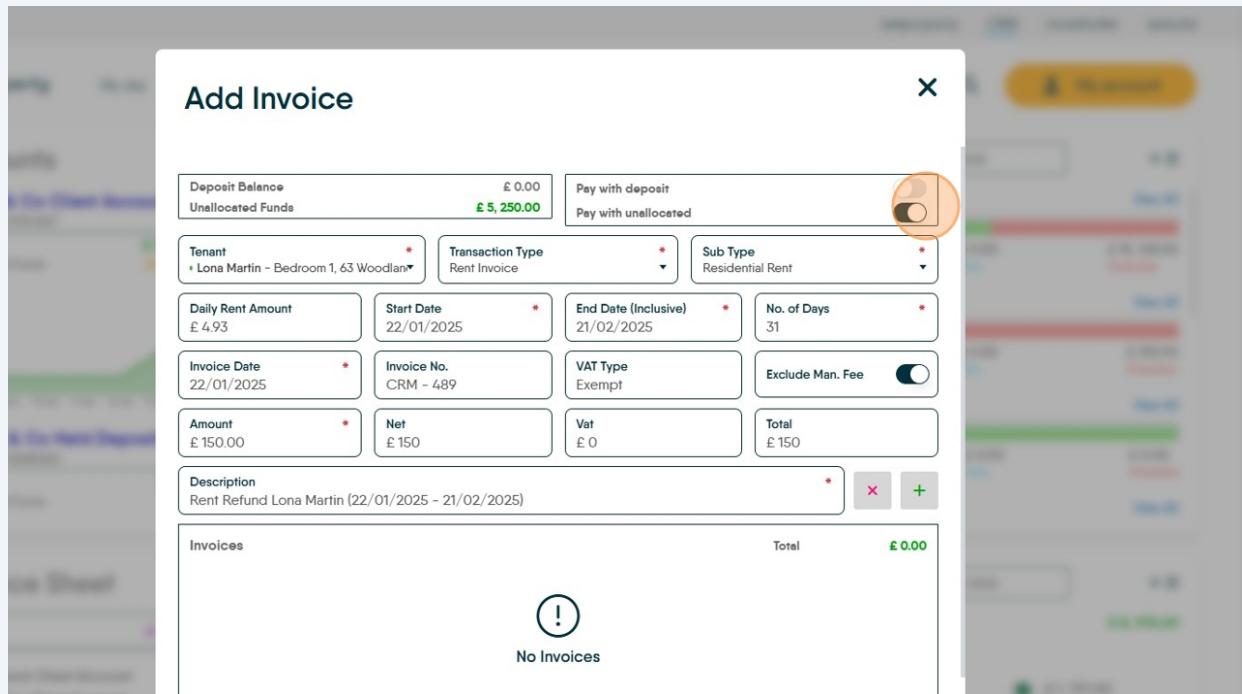


The screenshot shows the 'Add Invoice' dialog box. The 'No. of Days' field is highlighted with a red circle. The dialog box contains the following fields:

- Deposit Balance: £ 0.00
- Unallocated Funds: £ 5,250.00
- Pay with deposit:
- Pay with unallocated:
- Tenant: Lona Martin - Bedroom 1, 63 Woodlan...
- Transaction Type: Rent Invoice
- Sub Type: Residential Rent
- Daily Rent Amount: £ 4.93
- Start Date: 22/01/2025
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- Invoice No.: CRM - 489
- VAT Type: Exempt
- Exclude Man. Fee:
- Amount: £ 150.00
- Net: £ 150
- VAT: £ 0
- Total: £ 150
- Description: Lona Martin (22/01/2025 - 21/02/2025)
- Invoices: Total £ 0.00

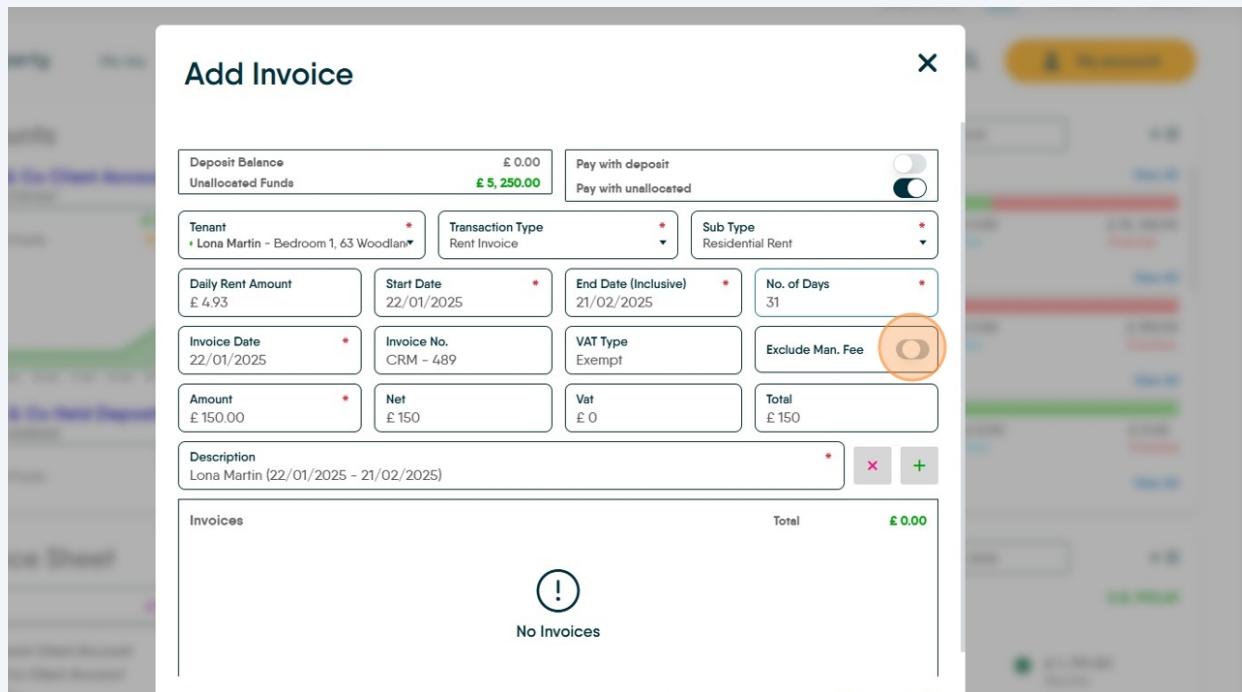
The 'Invoices' section shows 'No Invoices' with a warning icon. A calendar for February 2025 is displayed below the date fields.

10 If not preselected, click here to pay the invoice using the unallocated funds.



The screenshot shows the 'Add Invoice' dialog box. At the top, there are two payment method options: 'Pay with deposit' (disabled) and 'Pay with unallocated' (enabled, indicated by a checked toggle switch highlighted with a red circle). The main form contains fields for Tenant (Lona Martin - Bedroom 1, 63 Woodland), Transaction Type (Rent Invoice), Sub Type (Residential Rent), Daily Rent Amount (£4.93), Start Date (22/01/2025), End Date (Inclusive) (21/02/2025), No. of Days (31), Invoice Date (22/01/2025), Invoice No. (CRM - 489), VAT Type (Exempt), and Exclude Man. Fee (disabled). Below these are fields for Amount (£150.00), Net (£150), Vat (£0), and Total (£150). A description field notes a Rent Refund for Lona Martin (22/01/2025 - 21/02/2025). The 'Invoices' section shows a table with one row: 'No Invoices' (Total £0.00). A note at the bottom says 'No invoices' with an exclamation mark icon.

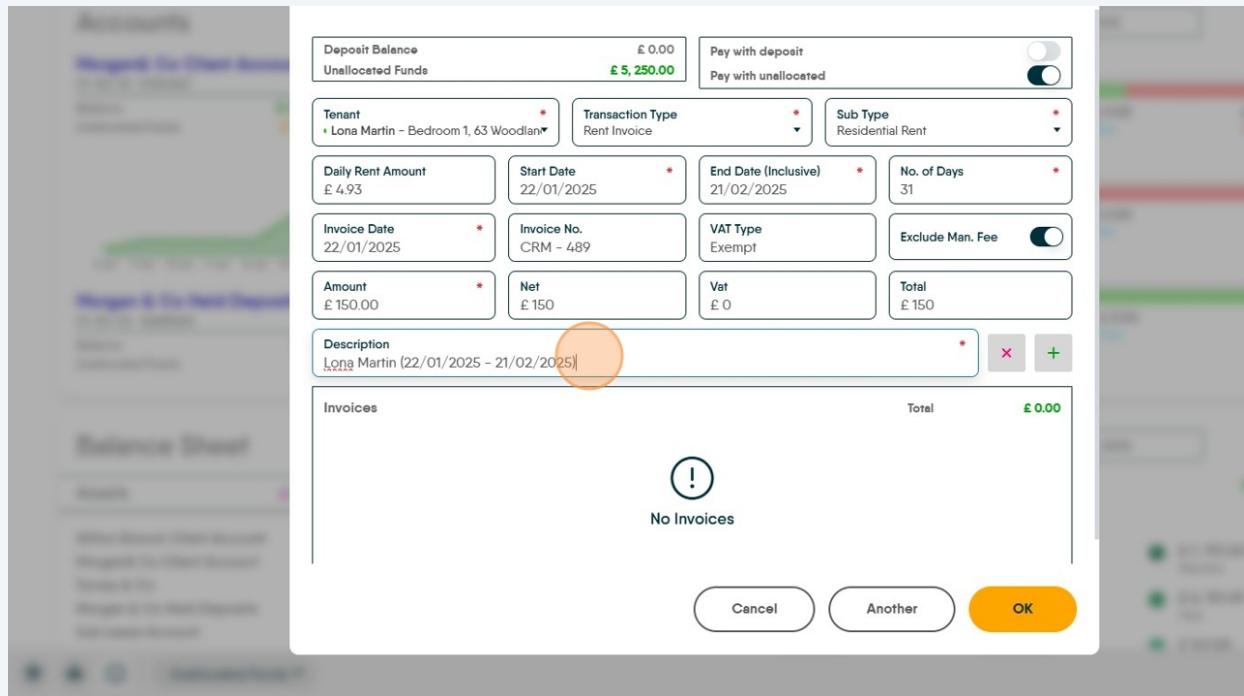
11 Exclude the Management Fee by clicking here.



The screenshot shows the 'Add Invoice' dialog box. The 'Pay with unallocated' toggle switch is still checked (disabled). The main form contains fields for Tenant (Lona Martin - Bedroom 1, 63 Woodland), Transaction Type (Rent Invoice), Sub Type (Residential Rent), Daily Rent Amount (£4.93), Start Date (22/01/2025), End Date (Inclusive) (21/02/2025), No. of Days (31), Invoice Date (22/01/2025), Invoice No. (CRM - 489), VAT Type (Exempt), and Exclude Man. Fee (enabled, indicated by a checked toggle switch highlighted with a red circle). Below these are fields for Amount (£150.00), Net (£150), Vat (£0), and Total (£150). A description field notes a Rent Refund for Lona Martin (22/01/2025 - 21/02/2025). The 'Invoices' section shows a table with one row: 'No Invoices' (Total £0.00). A note at the bottom says 'No invoices' with an exclamation mark icon.

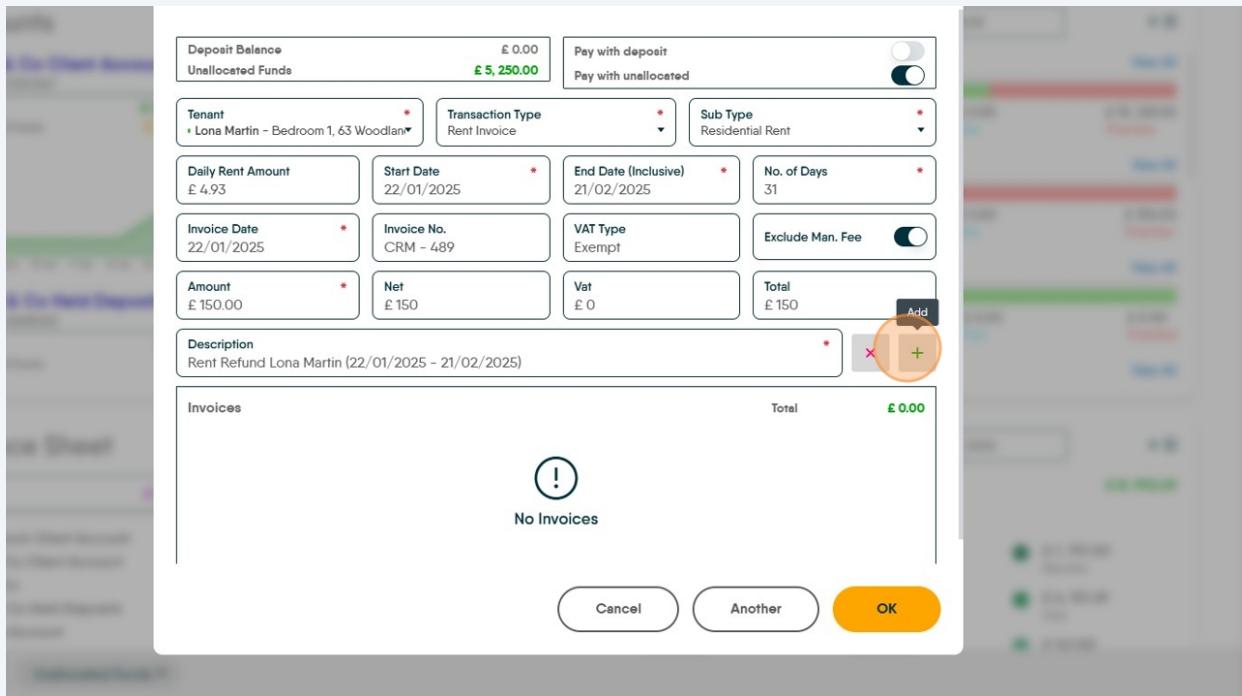
12

Click the "Description" field. The default description will look like a rent invoice, edit it to be clear that this is a rent refund invoice.

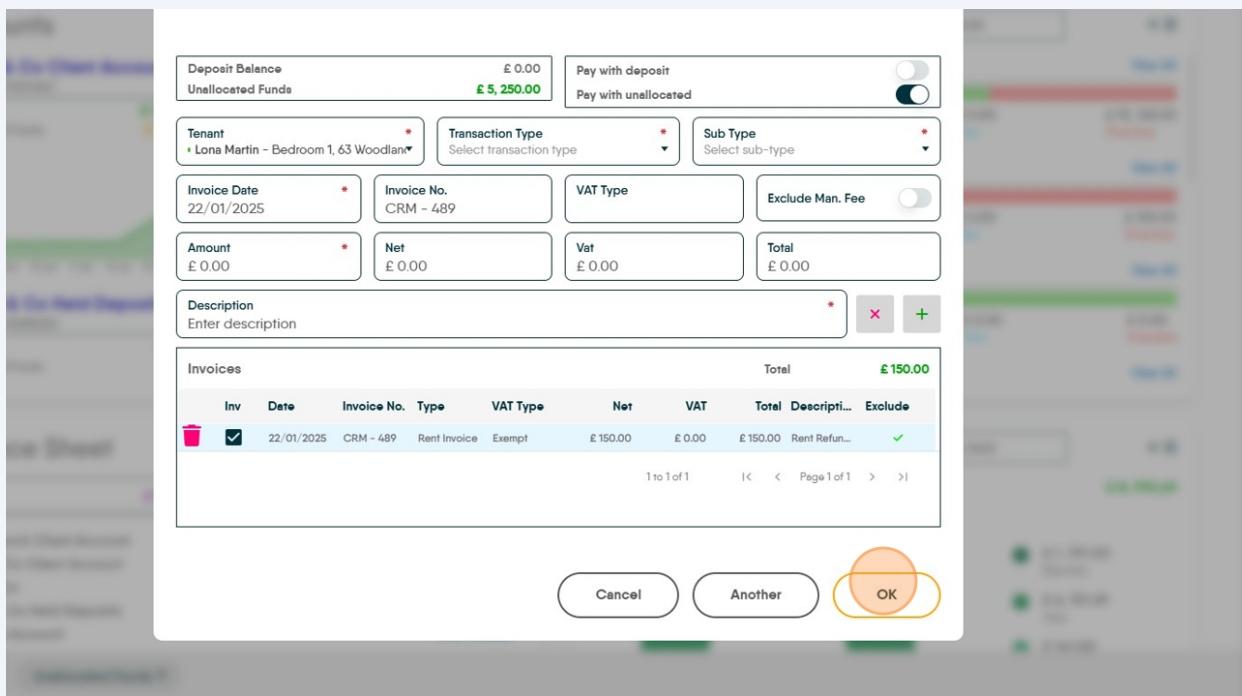


Tip! Always make descriptions for Invoices, or anywhere in the Accounts module, as clear and descriptive as possible. This helps if you need to resolve a problem or just track what you are doing.

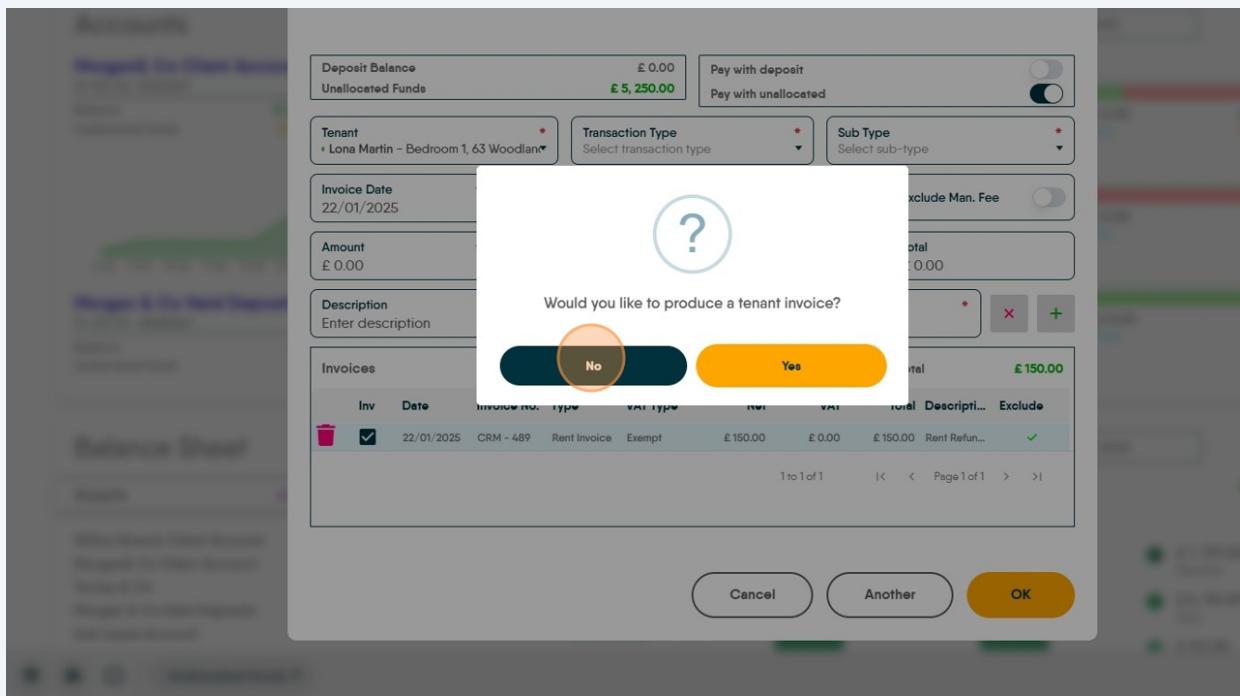
13 Click here to create the Invoice.



14 Click "OK"



15 Click "No" unless you want to create a hard-copy invoice for your tenant



To Refund the over Payment to Your Tenant.

16 Click here to access the Ledgers.

Accounts

Morgan& Co Client Account
01-02-03 01234567

Balance	£ 293, 943.77	Reconciled	£ 293, 579.57
Unallocated Funds	£ 30, 480.87	Unreconciled	£ 364.20

Morgan & Co Held Deposits
01-02-03 45685263

Balance	£ 9, 990.15	Reconciled	£ 9, 990.15
Unallocated Funds	£ 0.00	Unreconciled	£ 0.00

Invoices

25/12/2024 - 22/01/2025

Rent Invoice	£ 47,725.00	£ 32,560.00	£ 0.00	£ 1,095.00
Total Due	Paid	Due	Ov.	
Tenant Fee Invoice	£ 610.00	£ 300.00	£ 0.00	£ 310.00
Total Due	Paid	Due		
Deposit Invoice	£ 2,415.31	£ 2,415.31	£ 0.00	£ 0.00
Total Due	Paid	Due		
Service Charge Invoice				

Balance Sheet

Assets	£ 317, 038.37	Liabilities	£ 317, 038.37
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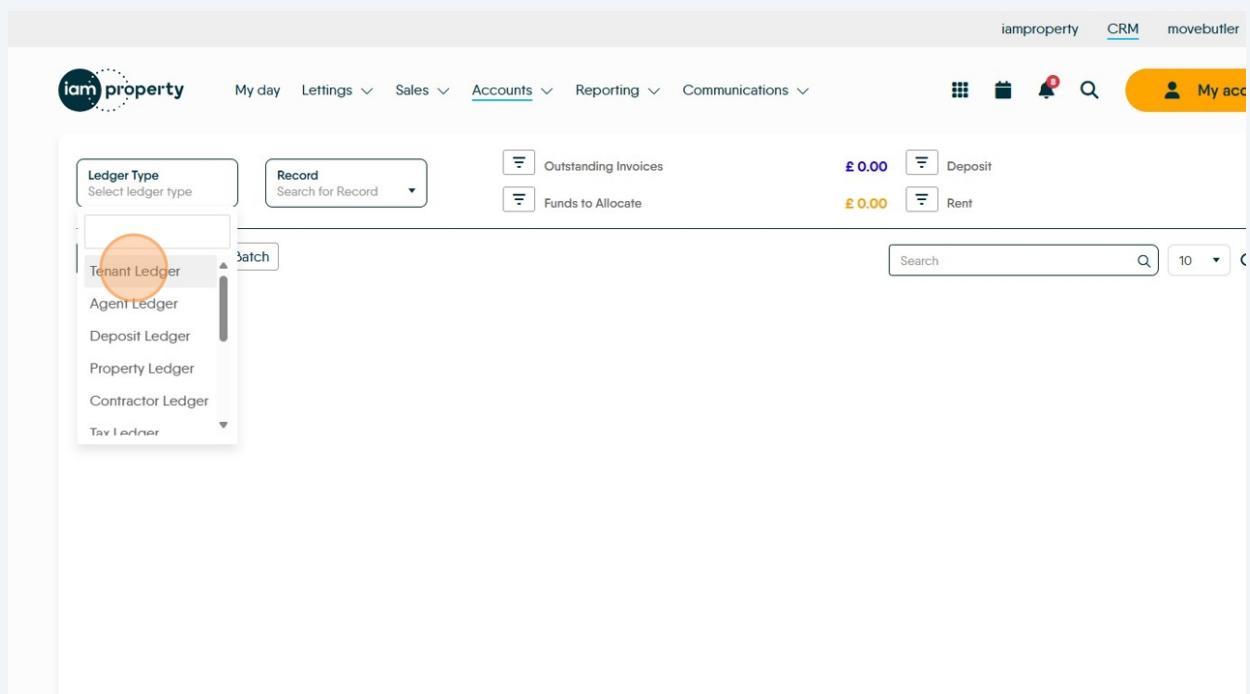
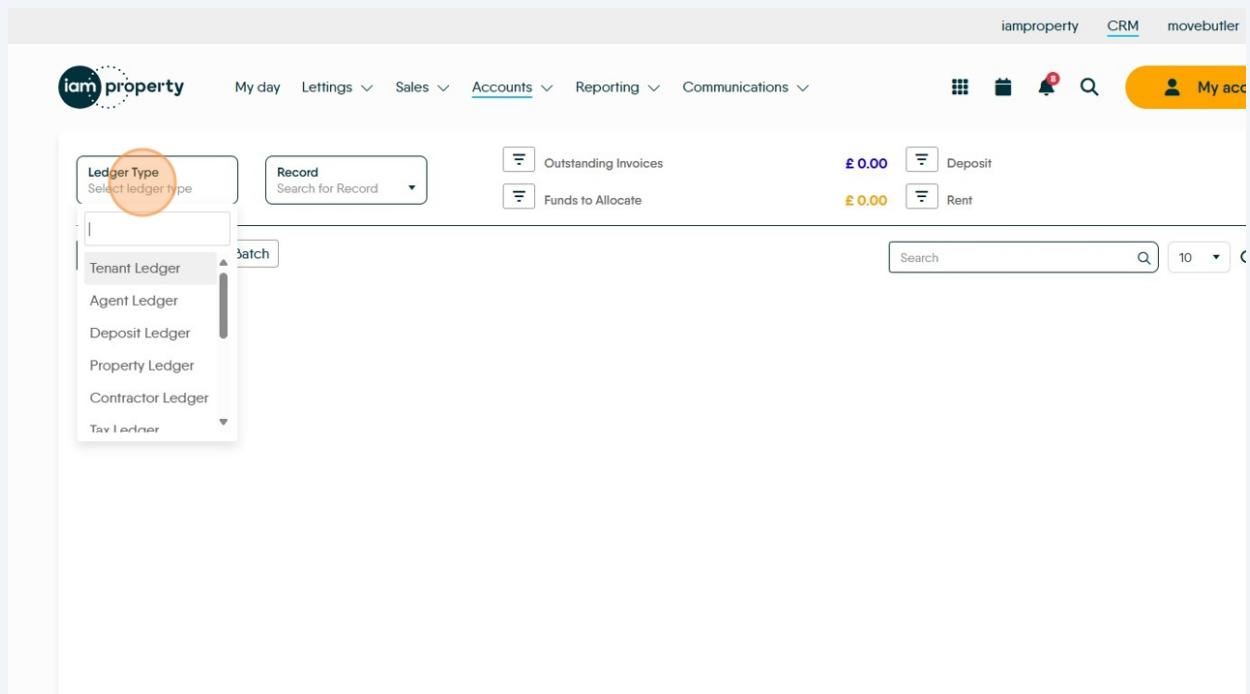
Wilton Branch Client Account	£ 2, 773.65
Morgan& Co Client Account	£ 295, 494.57
Turvey & Co	-£ 120.00
Morgan & Co Held Deposits	£ 9, 990.15
Sub Lease Account	£ 8, 900.00

Expenses

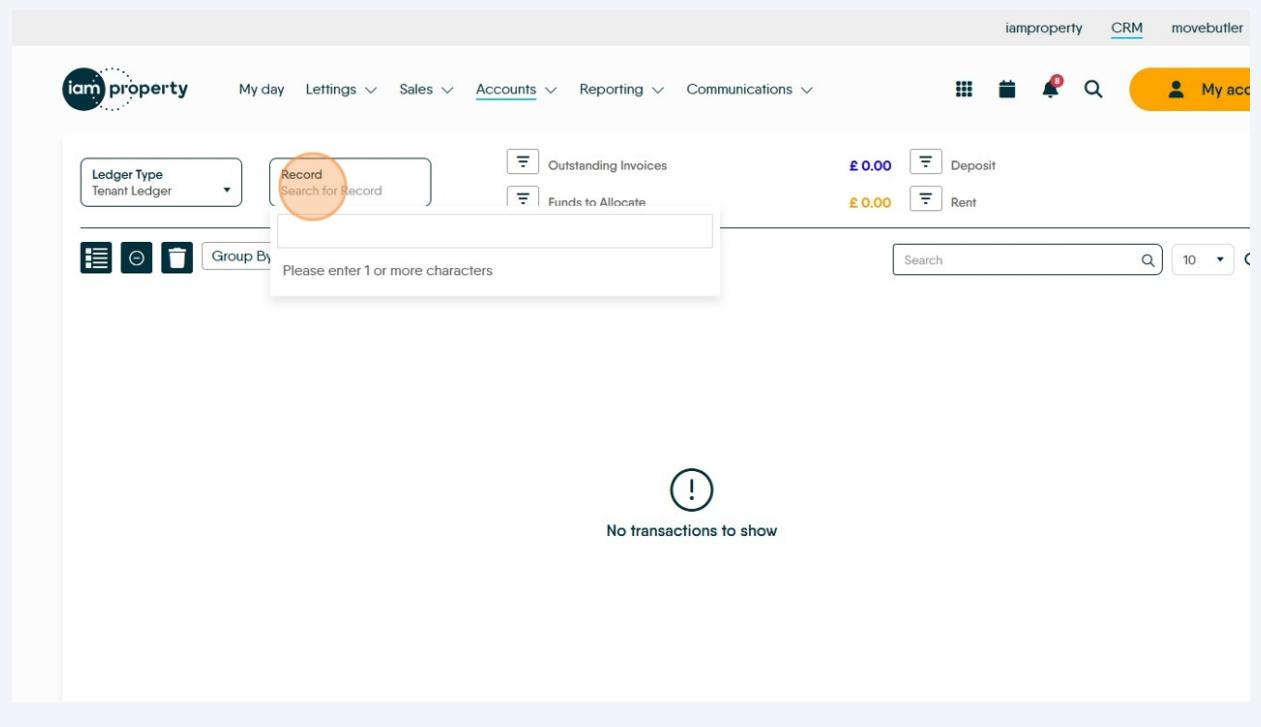
01/10/2024 - 22/01/2025

17

Click "Select ledger type"
Click "Tenant Ledger"

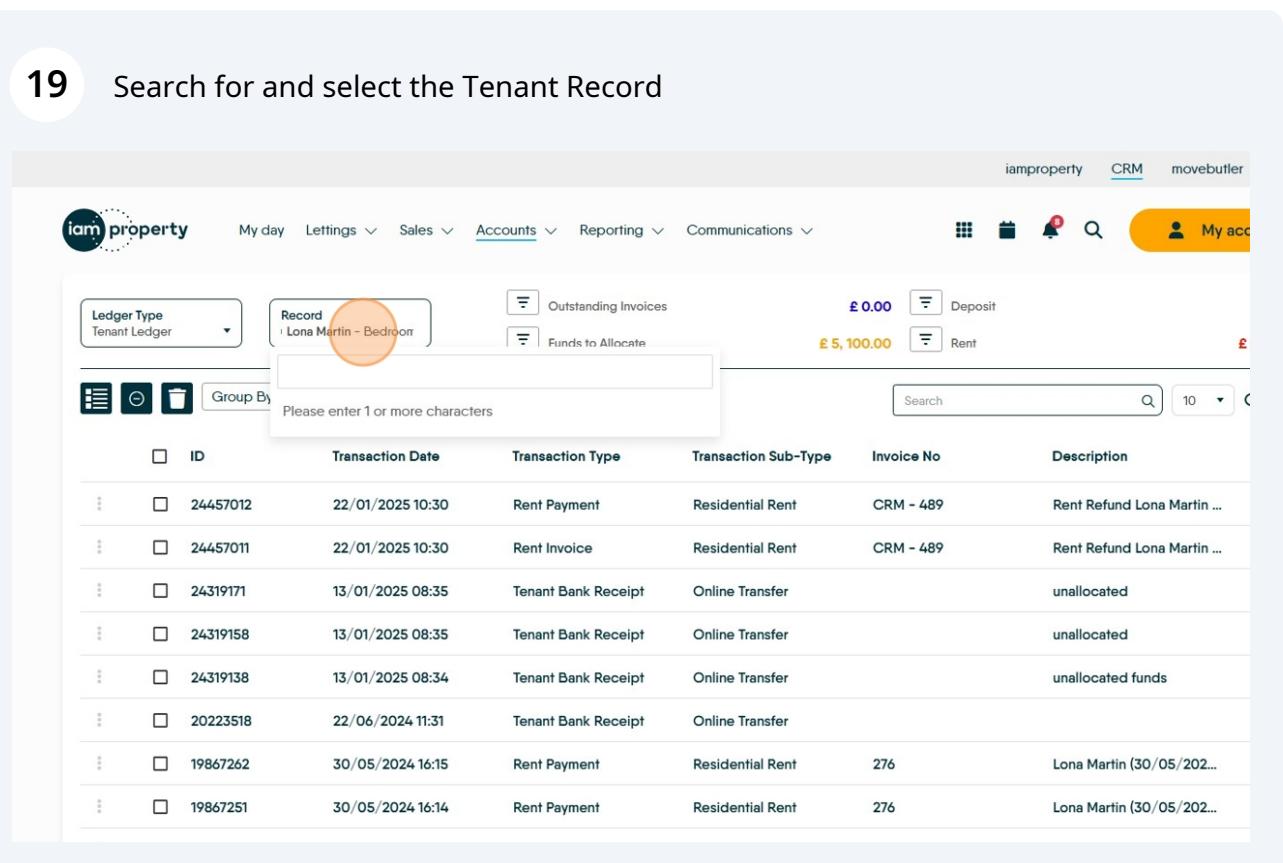


18 Click "Search for Record"



The screenshot shows the iamproperty software interface. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined, indicating the current section), 'Reporting', and 'Communications'. Below the navigation, there are several status indicators: 'Outstanding Invoices' (0.00), 'Deposit' (0.00), 'Funds to Allocate' (0.00), and 'Rent' (0.00). A search bar and a 'Group By' button are also present. The main content area is titled 'Record' and contains a search input field with the placeholder 'Please enter 1 or more characters'. A message 'No transactions to show' is displayed with an exclamation mark icon. The interface is clean and modern, with a light grey background and orange highlights for interactive elements.

19 Search for and select the Tenant Record



The screenshot shows the iamproperty software interface, similar to the previous one but with search results. The 'Record' input field now contains the text 'Lona Martin - Bedroom'. Below the search bar, a table displays a list of transactions for this specific record. The table has columns for 'ID', 'Transaction Date', 'Transaction Type', 'Transaction Sub-Type', 'Invoice No.', and 'Description'. The transactions listed are:

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No.	Description
24457012	22/01/2025 10:30	Rent Payment	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
24457011	22/01/2025 10:30	Rent Invoice	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
24319171	13/01/2025 08:35	Tenant Bank Receipt	Online Transfer		unallocated
24319158	13/01/2025 08:35	Tenant Bank Receipt	Online Transfer		unallocated
24319138	13/01/2025 08:34	Tenant Bank Receipt	Online Transfer		unallocated funds
20223518	22/06/2024 11:31	Tenant Bank Receipt	Online Transfer		
19867262	30/05/2024 16:15	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...
19867251	30/05/2024 16:14	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...

20 The refund Invoice and payment will show here (in this case the top 2 lines).

If you have not selected the option to use Unallocated funds (as shown previously) then you can allocate the funds here by clicking the 3 dot menu to the left of the Tenant Bank Receipt line and selecting 'Allocate' this will show all the outstanding invoices, select the rent refund invoice you have just created.

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Ledger Type: Tenant Ledger Record: Lona Martin - Bedroom Outstanding Invoices: £ 0.00 Deposit: £ 0.00 Funds to Allocate: £ 5,100.00 Rent: £

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24457012	22/01/2025 10:30	Rent Payment	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
24457011	22/01/2025 10:30	Rent Invoice	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
24319171	13/01/2025 08:35	Tenant Bank Receipt	Online Transfer		unallocated
24319158	13/01/2025 08:35	Tenant Bank Receipt	Online Transfer		unallocated
24319138	13/01/2025 08:34	Tenant Bank Receipt	Online Transfer		unallocated funds
20223518	22/06/2024 11:31	Tenant Bank Receipt	Online Transfer		
19867262	30/05/2024 16:15	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...
19867251	30/05/2024 16:14	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...

21 Click here.
Click "Refund"

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Ledger Type: Tenant Ledger Record: Lona Martin - Bedroom Outstanding Invoices: £ 0.00 Deposit: £ 0.00 Funds to Allocate: £ 5,100.00 Rent: £

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
24457012	22/01/2025 10:30	Rent Payment	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
24457011	22/01/2025 10:30	Rent Invoice	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
24319171	13/01/2025 08:35	Tenant Bank Receipt	Online Transfer		unallocated
24319158	13/01/2025 08:35	Tenant Bank Receipt	Online Transfer		unallocated
24319138	13/01/2025 08:34	Tenant Bank Receipt	Online Transfer		unallocated funds
20223518	22/06/2024 11:31	Tenant Bank Receipt	Online Transfer		
19867262	30/05/2024 16:15	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...
19867251	30/05/2024 16:14	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...

Ledger Type Tenant Ledger		Record Lona Martin - Bedroom	Outstanding Invoices £ 0.00	Deposit £ 5,100.00	Funds to Allocate £ 5,100.00
<input type="checkbox"/>	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No
<input type="checkbox"/>	24457012	22/01/2025 10:30	Rent Payment	Residential Rent	CRM - 489
		22/01/2025 10:30	Rent Invoice	Residential Rent	CRM - 489
		13/01/2025 08:35	Tenant Bank Receipt	Online Transfer	unallocated
		13/01/2025 08:35	Tenant Bank Receipt	Online Transfer	unallocated
		13/01/2025 08:34	Tenant Bank Receipt	Online Transfer	unallocated funds
<input type="checkbox"/>	20223518	22/06/2024 11:31	Tenant Bank Receipt	Online Transfer	
<input type="checkbox"/>	19867262	30/05/2024 16:15	Rent Payment	Residential Rent	276
<input type="checkbox"/>	19867251	30/05/2024 16:14	Rent Payment	Residential Rent	276
<input type="checkbox"/>	19867250	30/05/2024 16:14	Rent Payment	Residential Rent	276
<input type="checkbox"/>	19867249	30/05/2024 16:14	Rent Payment	Residential Rent	276

22 Click the "Description" field. Add a detailed description of the transaction.

Refund Rent

Tenant: Lona Martin

Bank Account: Morgan & Co Client Account

Date: 22/01/2025

Available: £150

Amount: £150

Description: Enter note

Cheque No.: Enter cheque no.

Bank Reference: Enter bank reference

Cancel Refund

23

Click "Refund" the payment will then show in the Client Account in CRM to show the payment needs to be made to the Tenant, or if you pay your tenants via BACS and have all their bank details, the payment will show the next time you create a BACS upload file.

