

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.



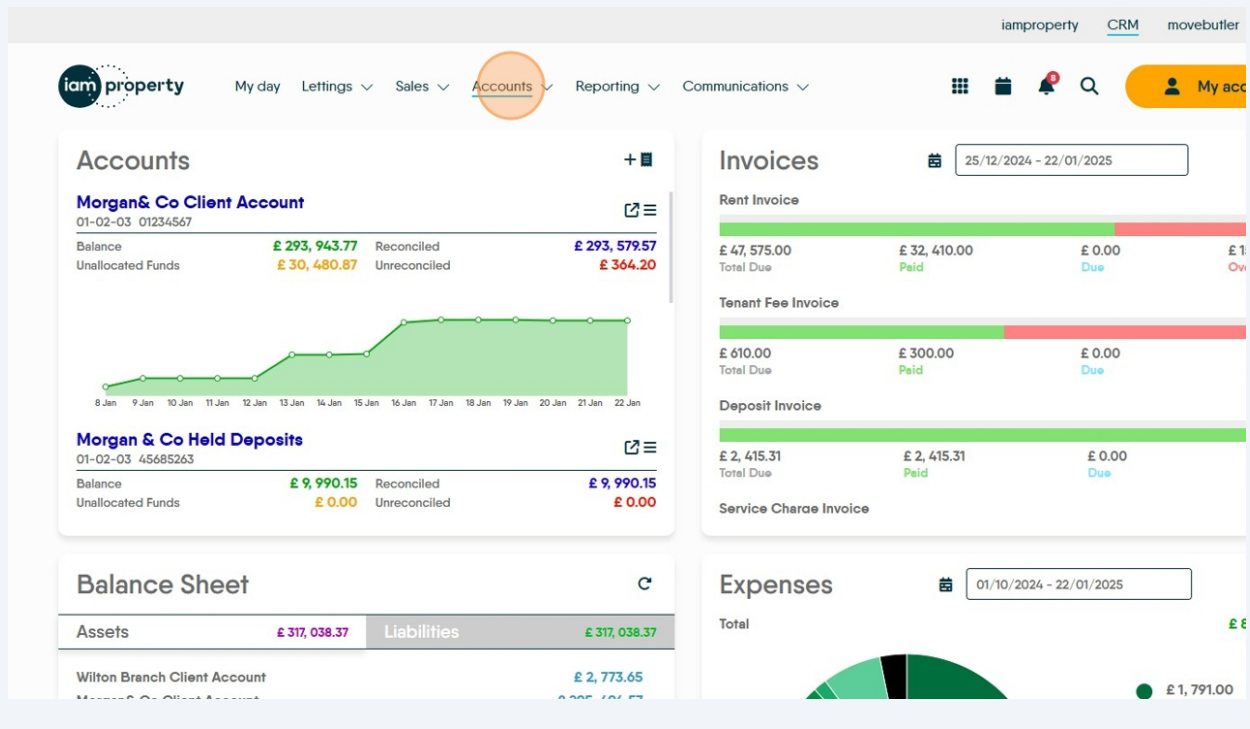
Rent payments made in CRM are paid against an invoice, so it is clear how much money should be paid to the Landlord. If basic checks are made it should be very difficult to overpay a rent payment.

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>

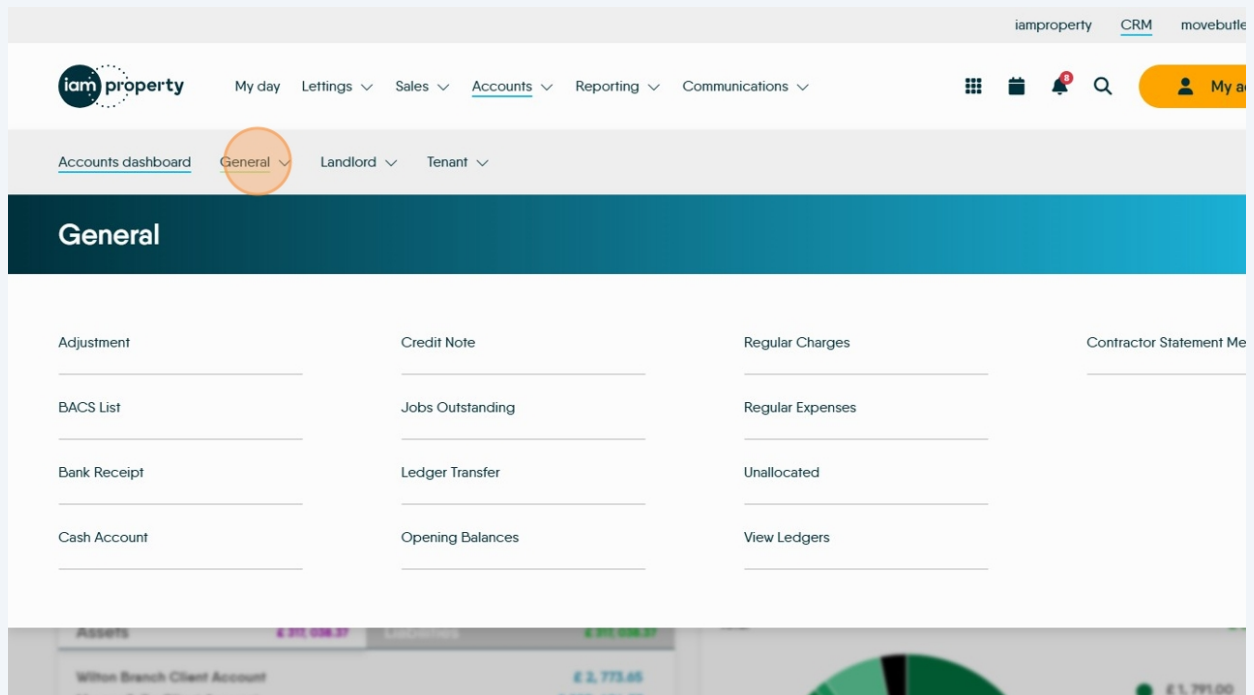
2 Click "Accounts"



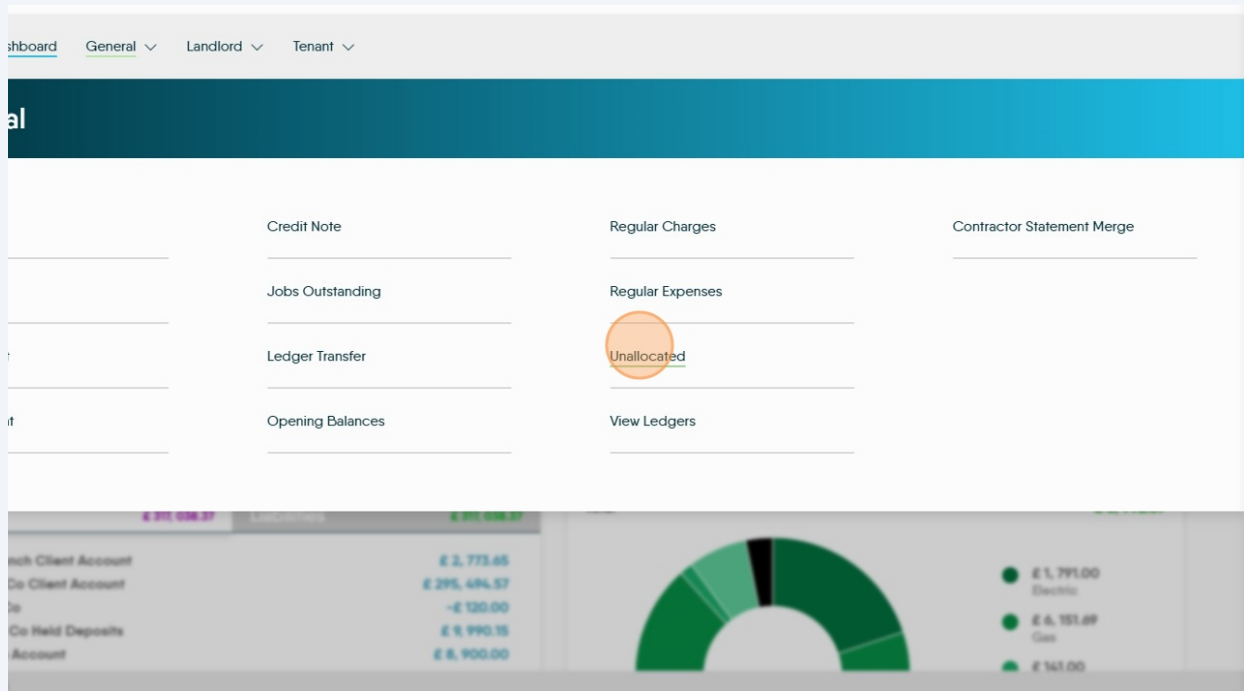
If a Rent payment brought in as Unallocated funds or Invoice paid correctly and excess funds not allocated to an upcoming rent invoice.

To refund the unallocated funds to the Tenant

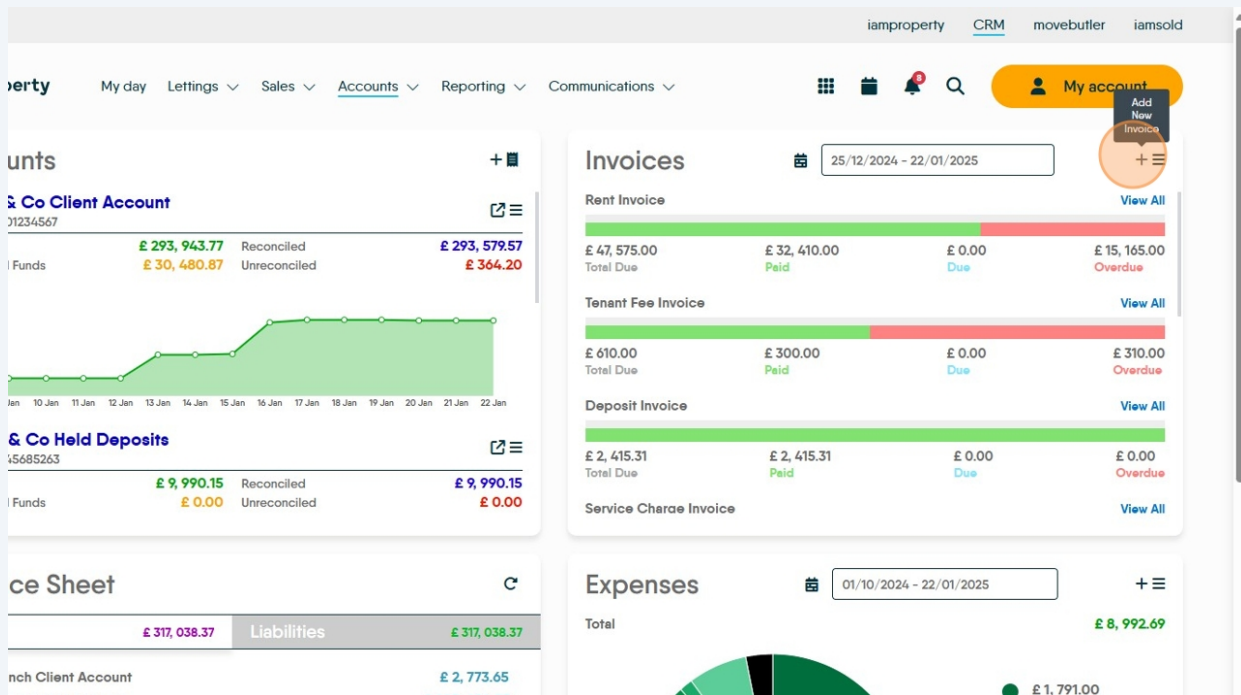
3 Click "General"



4 Click "Unallocated"



5 Click here.



6 Click "Select tenant"

The screenshot shows the 'Add Invoice' form. The 'Tenant' field is highlighted with an orange circle, and the text 'Select tenant' is visible below it. The form includes fields for Deposit Balance, Unallocated Funds, Transaction Type, Sub Type, Invoice Date, Invoice No., VAT Type, Exclude Man. Fee, Amount, Net, Vat, and Total. The 'Total' field shows £ 0.00. A message at the bottom states 'No Invoices'.

Field	Value
Deposit Balance	£ 0.00
Unallocated Funds	£ 0.00
Transaction Type	Select transaction type
Sub Type	Select sub-type
Invoice Date	22/01/2025
Invoice No.	CRM - 489
VAT Type	
Exclude Man. Fee	<input type="checkbox"/>
Amount	£
Net	£ 0.00
Vat	£ 0.00
Total	£ 0.00

Description: Enter description

Invoices: Total £ 0.00

No Invoices

7 Click "Rent Invoice"

Add Invoice ✕

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 5,250.00	Pay with unallocated	<input checked="" type="checkbox"/>

Tenant Lona Martin - Bedroom 1, 63 Woodlan	Transaction Type Rent Invoice	Sub Type Residential Rent
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Daily Rent Amount £ 4.93	Start Date 22/01/2	No. of Days 31
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Invoice Date 22/01/2025	Invoice N CRM - 4	Exclude Man. Fee <input type="checkbox"/>
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Amount £ 150.00	Net £ 150	Total £ 150
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Description
Lona Martin (22/01/2025 - 21/02/2025)

Invoices Total £ 0.00


No Invoices

8 Click "Rent Invoice"

Add Invoice ✕

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 5,250.00	Pay with unallocated	<input checked="" type="checkbox"/>

Tenant Lona Martin - Bedroom 1, 63 Woodlan	Transaction Type Rent Invoice	Sub Type Residential Rent
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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 <input type="checkbox"/>
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Amount £ 150.00	Net £ 150	Vat £ 0	Total £ 150
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Description
Lona Martin (22/01/2025 - 21/02/2025)

Invoices Total £ 0.00


No Invoices

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 'Add Invoice' form is displayed with the following fields and values:

- 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 (highlighted with an orange circle)
- 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: No Invoices (indicated by a warning icon)
- Total: £ 0.00

The 'Add Invoice' form is displayed with a calendar overlay for February 2025. The 'End Date (Inclusive)' field is highlighted with an orange circle, and the 'No. of Days' field is also highlighted with an orange circle. The calendar shows the date 21/02/2025 selected.

The form fields and values are the same as in the previous screenshot, with the following additions:

- Calendar overlay for February 2025, showing the date 21/02/2025 selected.

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

The screenshot shows the 'Add Invoice' form with the following details:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £ 5,250.00
- Pay with deposit:** ☐ (unselected)
- Pay with unallocated:** ☒ (selected, highlighted with an orange circle)
- 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:** ☐ (unselected)
- Amount:** £ 150.00
- Net:** £ 150
- Vat:** £ 0
- Total:** £ 150
- Description:** Rent Refund Lona Martin (22/01/2025 - 21/02/2025)
- Invoices:** (Empty list with a 'No Invoices' message and an exclamation mark icon)
- Total:** £ 0.00

- 11 Exclude the Management Fee by clicking here.

The screenshot shows the 'Add Invoice' form with the following details:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £ 5,250.00
- Pay with deposit:** ☐ (unselected)
- Pay with unallocated:** ☒ (selected)
- 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:** ☒ (selected, highlighted with an orange circle)
- Amount:** £ 150.00
- Net:** £ 150
- Vat:** £ 0
- Total:** £ 150
- Description:** Lona Martin (22/01/2025 - 21/02/2025)
- Invoices:** (Empty list with a 'No Invoices' message and an exclamation mark icon)
- Total:** £ 0.00

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.

The screenshot shows a form for creating a rent invoice. The 'Description' field is highlighted with an orange circle. The form includes the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 5,250.00	Pay with unallocated	<input checked="" type="checkbox"/>
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	<input type="checkbox"/>
Amount	£ 150.00	Net	£ 150
		Vat	£ 0
		Total	£ 150
Description: Lona Martin (22/01/2025 - 21/02/2025)			
Invoices		Total: £ 0.00	
No Invoices			
Cancel		Another	
		OK	



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.

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 * Rent Refund Lona Martin (22/01/2025 - 21/02/2025)

Invoices Total £ 0.00

No Invoices

Cancel Another OK

14 Click "OK"

Deposit Balance £ 0.00
Unallocated Funds £ 5,250.00

Pay with deposit ☐
Pay with unallocated ☒

Tenant * Lona Martin - Bedroom 1, 63 Woodlan
Transaction Type * Select transaction type
Sub Type * Select sub-type

Invoice Date * 22/01/2025
Invoice No. CRM - 489
VAT Type
Exclude Man. Fee ☐

Amount * £ 0.00
Net £ 0.00
Vat £ 0.00
Total £ 0.00

Description * Enter description

Invoices Total £ 150.00

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Descripti...	Exclude
<input checked="" type="checkbox"/>	22/01/2025	CRM - 489	Rent Invoice	Exempt	£ 150.00	£ 0.00	£ 150.00	Rent Refun...	<input checked="" type="checkbox"/>

1 to 1 of 1 |< < Page 1 of 1 > >|

Cancel Another OK

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

Deposit Balance £ 0.00
Unallocated Funds £ 5,250.00

Tenant Lona Martin - Bedroom 1, 63 Woodlan

Transaction Type Select transaction type

Sub Type Select sub-type

Invoice Date 22/01/2025

Amount £ 0.00

Description Enter description

Invoices

Inv	Date	Invoice No.	Type	Exempt	Net	VAT	Total	Description	Exclude
✓	22/01/2025	CRM - 489	Rent Invoice	Exempt	£ 150.00	£ 0.00	£ 150.00	Rent Refun...	✓

1 to 1 of 1 | Page 1 of 1

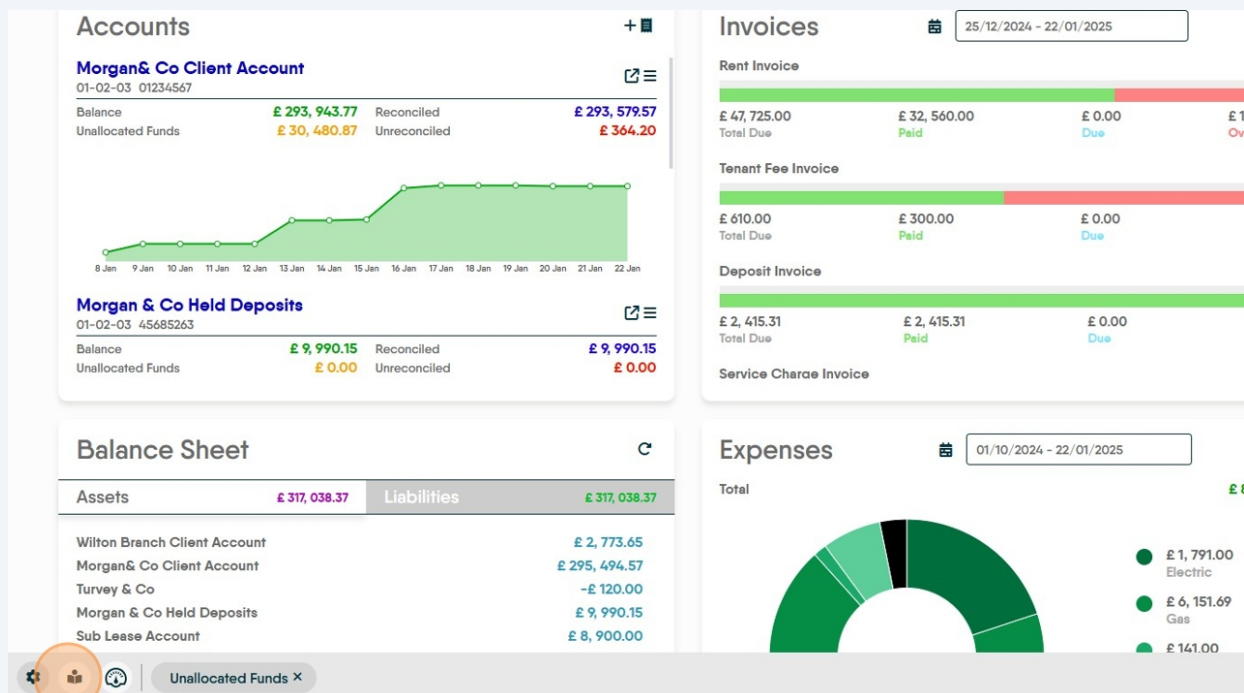
Would you like to produce a tenant invoice?

No Yes

Cancel Another OK

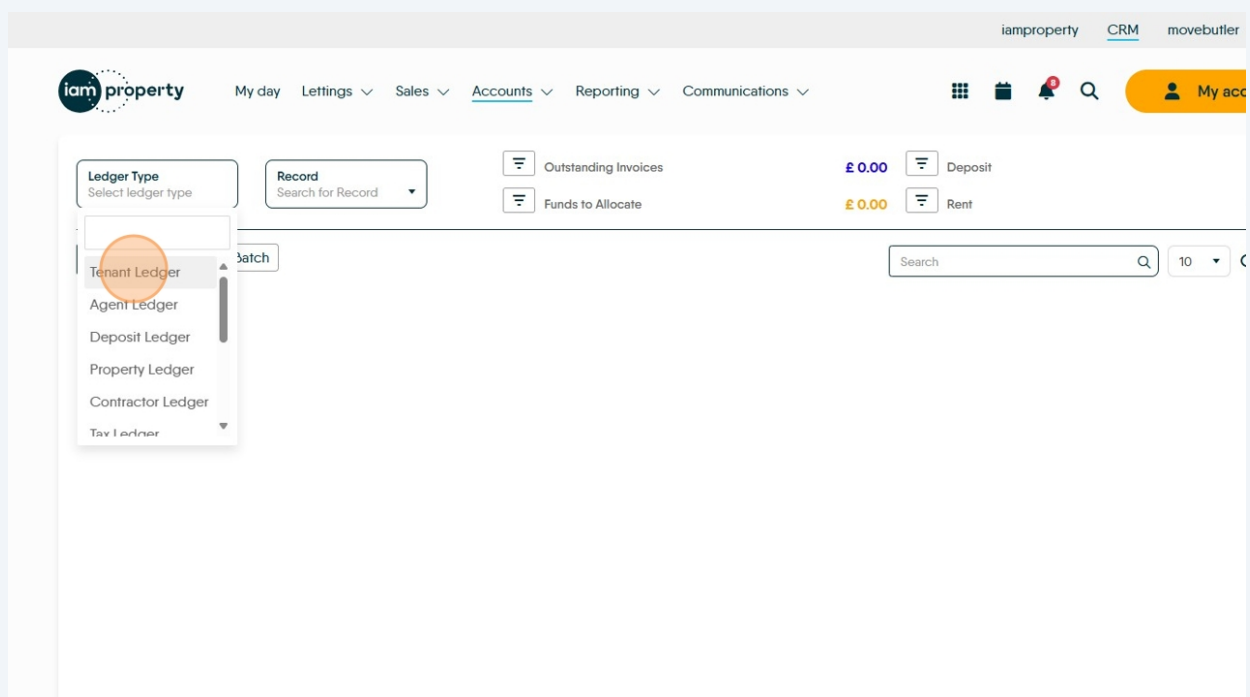
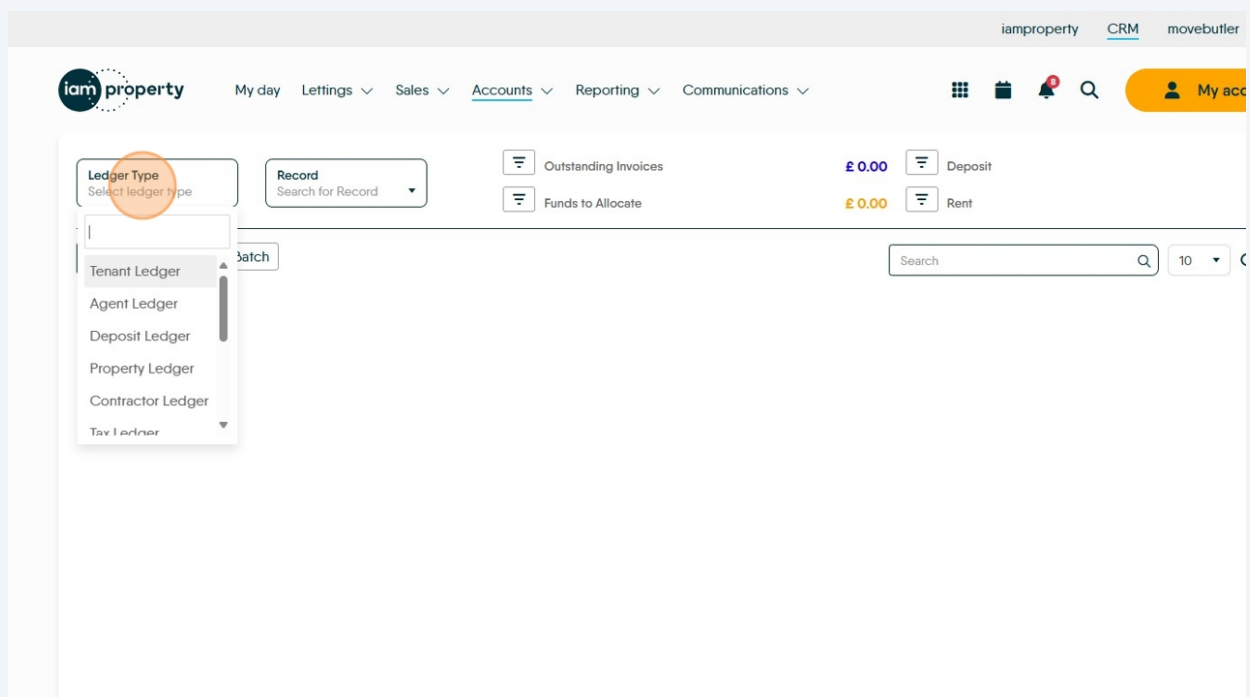
To Refund the over Payment to Your Tenant.

- 16 Click here to access the Ledgers.



17

Click "Select ledger type"
Click "Tenant Ledger"



18 Click "Search for Record"

The screenshot shows the ianproperty CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Accounts' section is active, showing a 'Tenant Ledger' with a balance of £0.00. A button labeled 'Record Search for Record' is highlighted with an orange circle. A tooltip提示 'Please enter 1 or more characters' is visible. The page also shows a search bar and a 'Group By' dropdown.

19 Search for and select the Tenant Record

The screenshot shows the ianproperty CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Accounts' section is active, showing a 'Tenant Ledger' with a balance of £5,100.00. A button labeled 'Record Search for Record' is highlighted with an orange circle. A tooltip提示 'Please enter 1 or more characters' is visible. The page also shows a search bar and a 'Group By' dropdown.

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.

The screenshot shows the 'Accounts' section of the iamproperty CRM. The 'Record' dropdown is open, showing 'Lona Martin - Bedroom'. The table below lists transactions with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. The top two lines are 'Rent Payment' and 'Rent Invoice' for 'Rent Refund Lona Martin ...'.

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"

The screenshot shows the same 'Accounts' section as before. An orange circle highlights the 'Edit' button next to the first transaction (ID 24457012). The table structure and data are identical to the previous screenshot.

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

Funds to Allocate

£ 5,100.00

Rent

Group By Batch

Search

10

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 ...
	22/01/2025 10:30	Rent Invoice	Residential Rent	CRM - 489	Rent Refund Lona Martin ...
	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
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...
19867250	30/05/2024 16:14	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...
19867249	30/05/2024 16:14	Rent Payment	Residential Rent	276	Lona Martin (30/05/202...

Unallocated Funds

Ledger

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.

Refund Rent X

Tenant
Lona Martin

Bank Account
Morgan& Co Client Account

Date
22/01/2025

Available
£150

Amount
£150

Description
Rent refund

Cheque No.
Enter cheque no.

Bank Reference
Enter bank reference

Cancel Refund