

# Property Management - Adding and Managing Maintenance Invoices in CRM



This guide is essential for property management and accounts teams looking to efficiently add and manage maintenance invoices within the CRM system.

It provides step-by-step instructions on how to upload invoices, track payment statuses, and charge landlords for completed jobs, ensuring a streamlined financial process.

By following this guide, users can enhance their invoicing accuracy and maintain better organisation within their accounts.



This guide will show how to add costs and invoices to a completed job in Property Management and then where to find and how to manage that invoice in the Accounts module.

The 'Best Practice' for this process is the contractors add their own invoices via the Contractor Portal, however we understand this isn't always possible

To test this guide, you will need a Maintenance Job that can be completed and have an invoice added.

1

Navigate to <https://crm.iamproperty.com/myday> then to your Property Management jobs list.

## Complete the Job in the Property Management Module

2

If the Contractor has completed the task and added the Invoice, you will see 'Contractor Completed' on the job record. This means you only need to check the Invoice has been added and feedback given before completing the job. It is possible you will need to add the contractor invoice, if so follow the instructions below.

3

Open the job record (click on the property details) click "Live" and  
Click "Completed"  
Click "Yes, Change"


iampropertyCRMmovebutler

iamproperty

My dayLettingsSalesAccountsReportingCommunications

My acc

Property ManagementMaintenance JobsReport #476542



### 24 Westgarth Terrace, Darlington

Job FaultGas Heating

Priority LevelSelect Priority Level

no heat

Live

UnassignResend to contractor

Sign InSign Out

Miss Ella Petch  
zagg.dave@gmail.com  
0785645855

24 Westgarth Terrace  
Darlington  
County Durham  
DL1 2LA  
UK

Vulnerable Occupier No  
Access Authority Yes  
Contact Details Consent Yes  
Assigned to: Morgan Contracting  
Created: 05/02/2025 11:17:58  
Updated: 10/02/2025 12:40:44  
Job Completion Date: 10/02/2025  
Price Agreed: £0.00  
Authorised Budget: £0.00

PhotosTenant(s)OffersLandlord(s)ContractorCommentsFeedbackInvoiceDocumentsAudit

Upload Photos


Task Created

iamproperty

My dayLettingsSalesAccountsReportingCommunications

My acc

Property ManagementMaintenance JobsReport #476542



### 24 Westgarth Terrace, Darlington

Job FaultGas Heating

Priority LevelSelect Priority Level

no heat

Live

CompletedCancelled

Resend to contractor

Sign Out

Miss Ella Petch  
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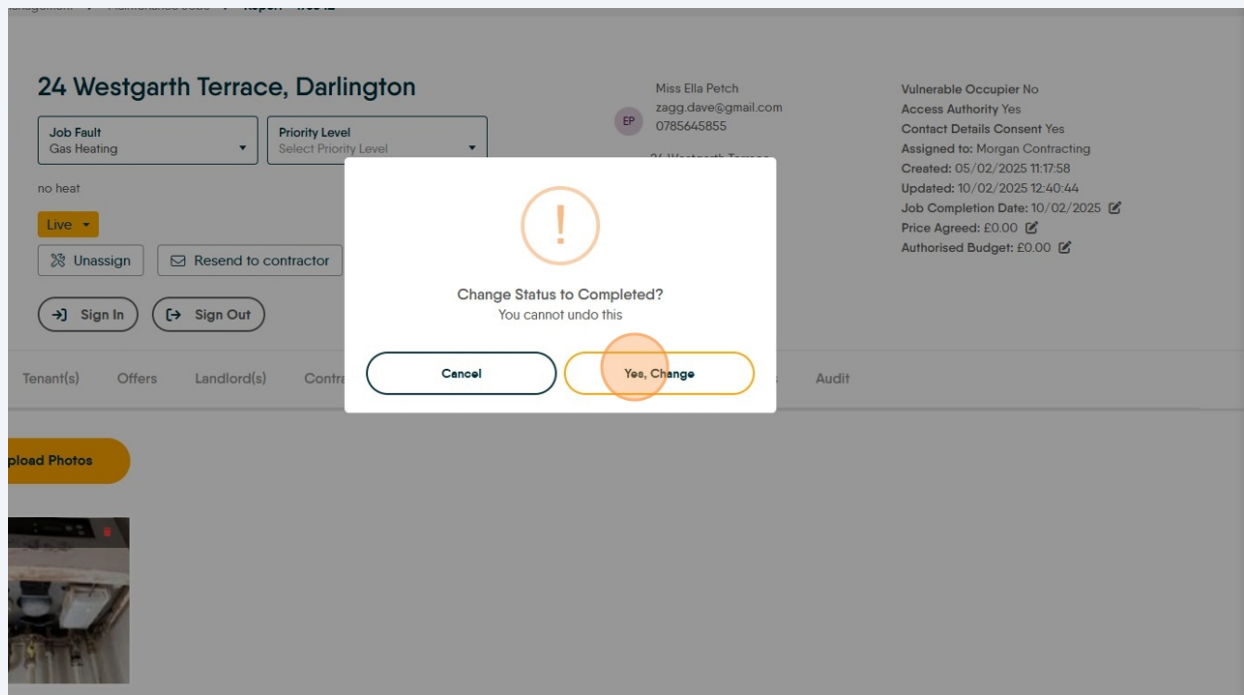
Vulnerable Occupier No  
Access Authority Yes  
Contact Details Consent Yes  
Assigned to: Morgan Contracting  
Created: 05/02/2025 11:17:58  
Updated: 10/02/2025 12:40:44  
Job Completion Date: 10/02/2025  
Price Agreed: £0.00  
Authorised Budget: £0.00

PhotosTenant(s)OffersLandlord(s)ContractorCommentsFeedbackInvoiceDocumentsAudit

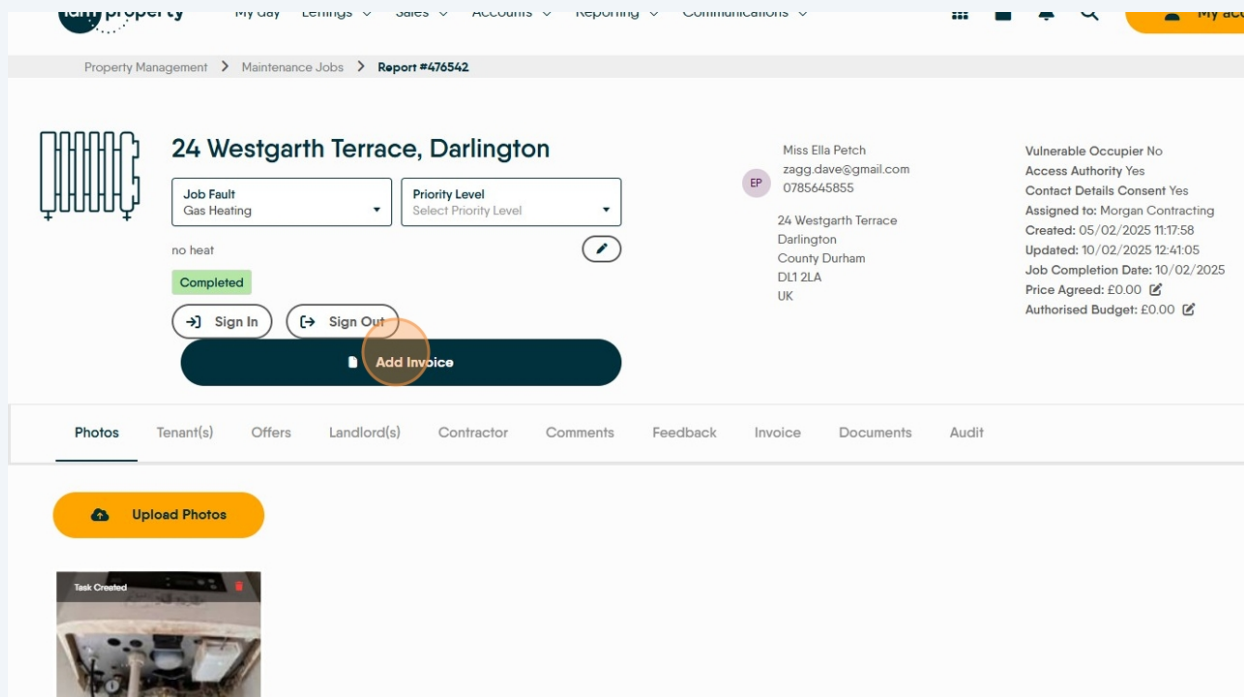
Upload Photos

Task Created

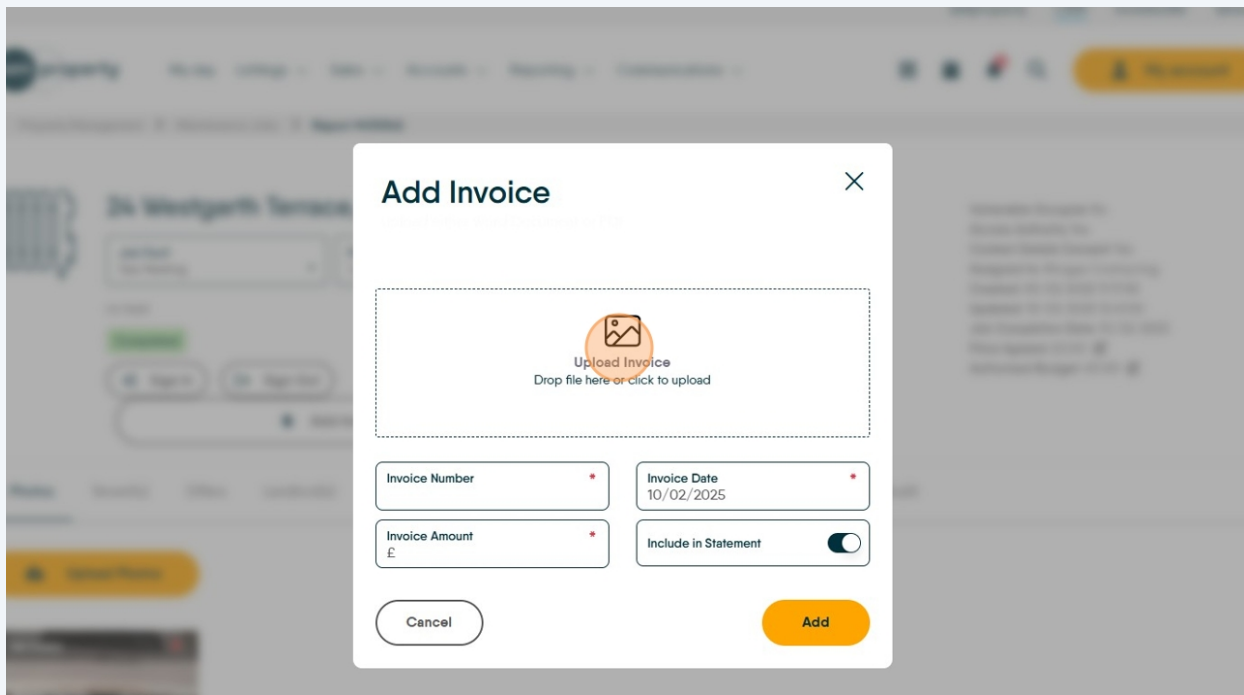
2



#### 4 Click "Add Invoice" (You may need to refresh the screen to see this.)

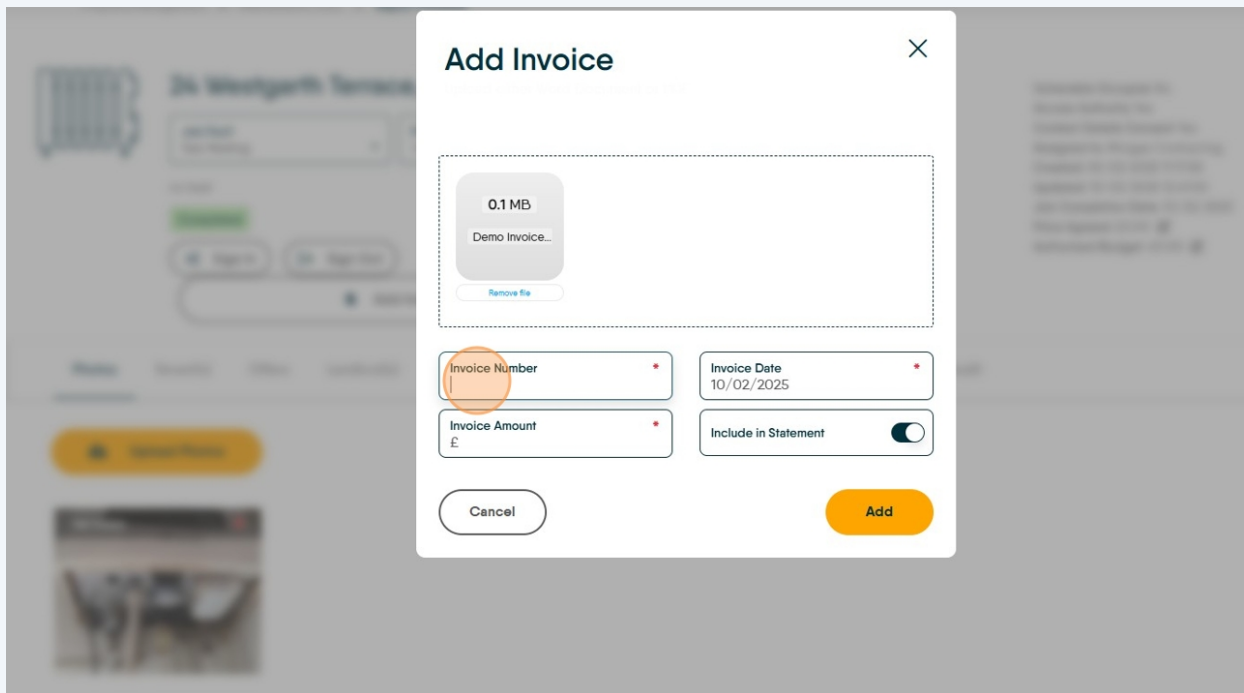


- 5 Click "Upload Invoice" to add an electronic copy of the Invoice



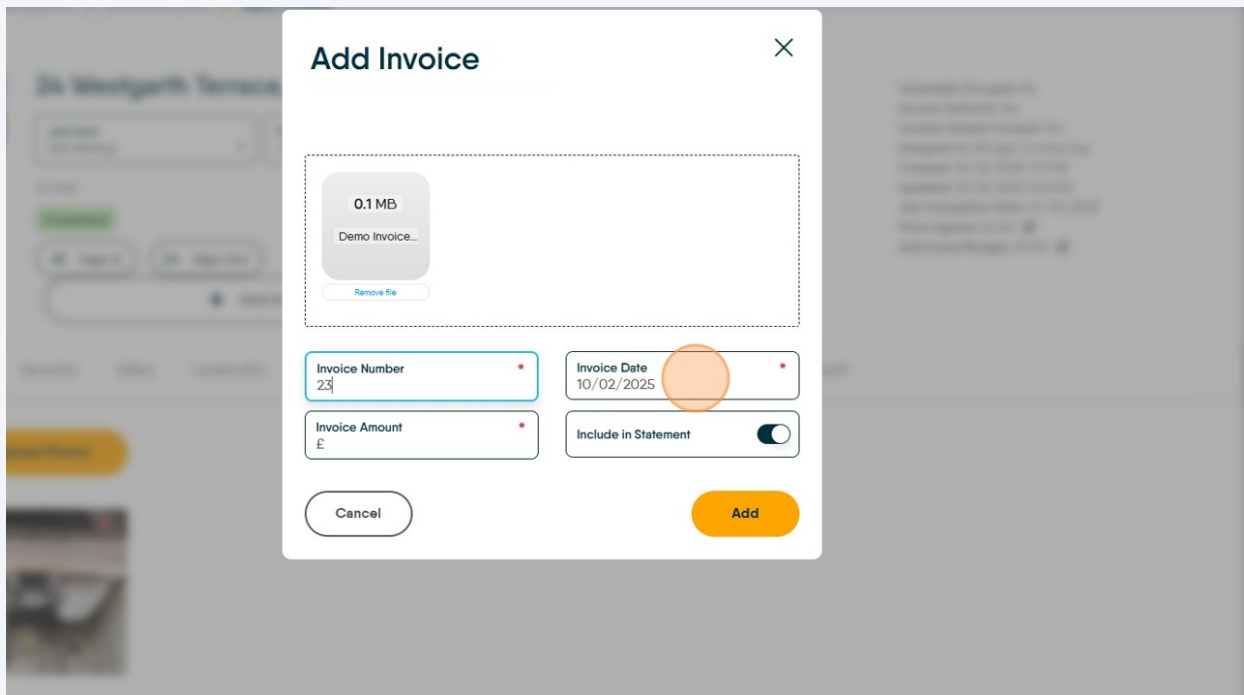
The screenshot shows a web application interface with a modal titled "Add Invoice" in the center. The modal has a close button (X) in the top right corner. Inside the modal, there is a dashed box containing an orange circle with a document icon and the text "Upload Invoice" and "Drop file here or click to upload". Below this, there are four input fields: "Invoice Number" (with a red asterisk), "Invoice Date" (with a red asterisk and the value "10/02/2025"), "Invoice Amount" (with a red asterisk and the value "£"), and "Include in Statement" (a toggle switch that is currently turned on). At the bottom of the modal, there are two buttons: "Cancel" and "Add".

- 6 Add the Invoice Number



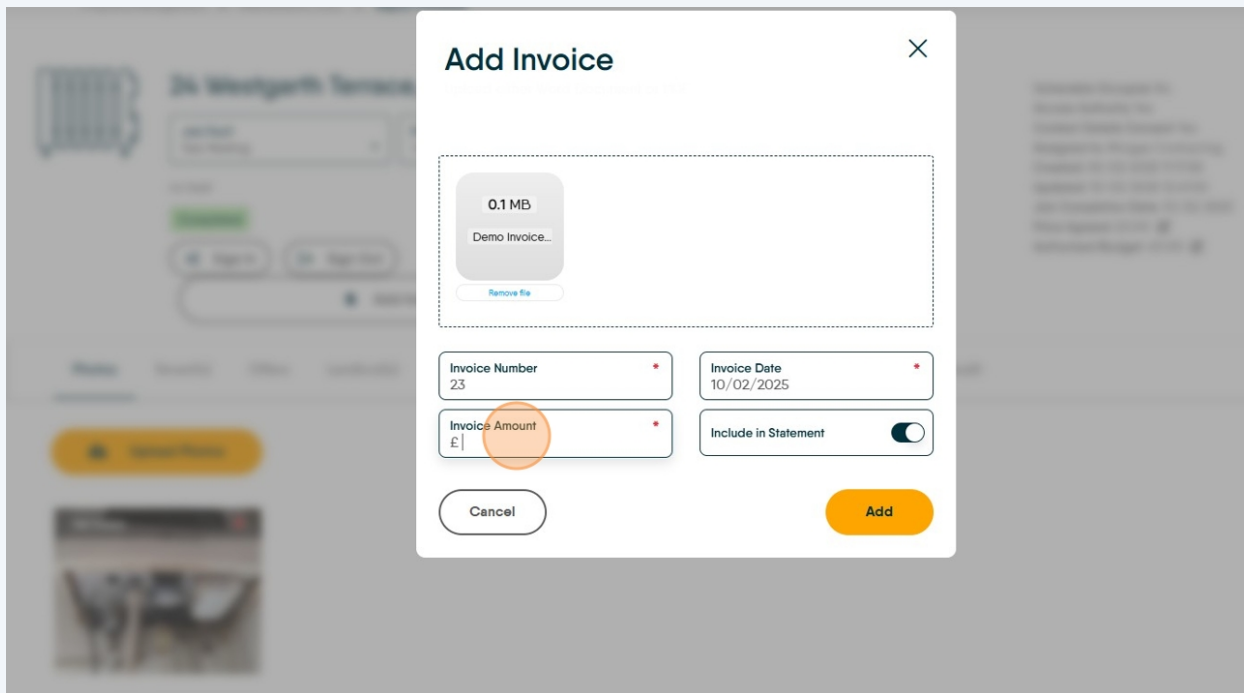
The screenshot shows the same "Add Invoice" modal as in the previous step. In this step, a file named "0.1 MB Demo Invoice..." has been uploaded and is shown in a grey box with a "Remove file" link below it. The "Invoice Number" input field is now active, indicated by a cursor and an orange circle. The other fields remain the same: "Invoice Date" (10/02/2025), "Invoice Amount" (£), and "Include in Statement" (toggle on). The "Cancel" and "Add" buttons are still at the bottom.

- 7 Click the "Select the Date" field and set the Invoice date



The screenshot shows a modal window titled "Add Invoice" with a close button (X) in the top right corner. Inside the modal, there is a file upload section at the top with a dashed border, containing a file named "Demo Invoice..." (0.1 MB) and a "Remove file" button. Below this, there are four input fields arranged in a 2x2 grid: "Invoice Number" (containing "23"), "Invoice Date" (containing "10/02/2025"), "Invoice Amount" (containing "£"), and "Include in Statement" (a toggle switch). The "Invoice Date" field is highlighted with an orange circle. At the bottom of the modal, there are two buttons: "Cancel" on the left and "Add" on the right.

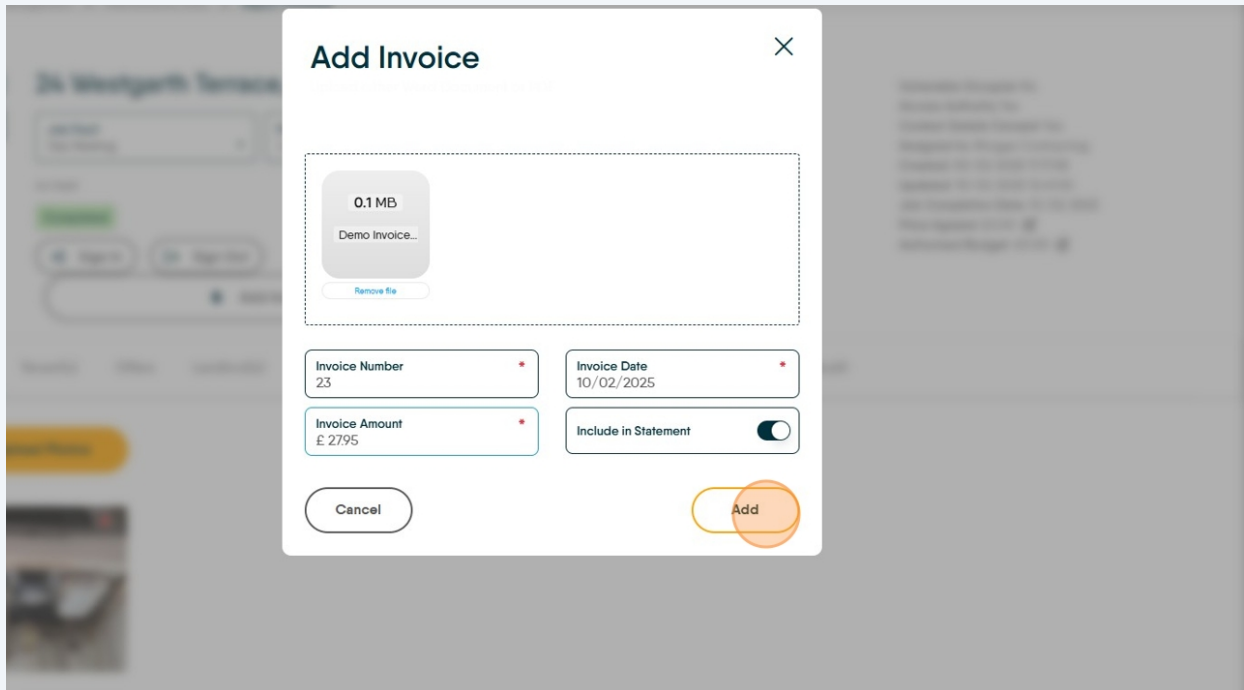
- 8 Click here and add the value of the invoice



The screenshot shows the same "Add Invoice" modal window. In this view, the "Invoice Amount" field, which contains the text "£", is highlighted with an orange circle. All other elements, including the file upload section, the "Invoice Number" and "Invoice Date" fields, the "Include in Statement" toggle, and the "Cancel" and "Add" buttons, remain the same as in the previous screenshot.

9

Select if you want a copy of the invoice adding to the Landlords statement. Then click "Add" to add the Invoice to the job record and into 'Jobs Awaiting Payment' in the Accounts module



The screenshot shows a modal window titled "Add Invoice" with a close button (X) in the top right corner. Inside the modal, there is a file upload section with a dashed border containing a file icon, the text "0.1 MB", "Demo Invoice...", and a "Remove file" button. Below this, there are four input fields: "Invoice Number" with the value "23", "Invoice Date" with the value "10/02/2025", "Invoice Amount" with the value "£ 2795", and "Include in Statement" which is a toggle switch currently turned on. At the bottom of the modal, there are two buttons: "Cancel" and "Add". The "Add" button is highlighted with an orange circle.



Tip! You can go back to the Completed task and add or update the Invoice, find the job using the Invoices menu and click on the appropriate job number, or use the filter to show the 'Completed' jobs.

10

Once completed the Job will not show in the Jobs list. If you want to view all the Jobs that have had an invoice added, click on the Invoice option  
Click "Invoices"

iamproperty

My day

Lettings

Sales

Accounts

Reporting

Communications

My account

Search for reports that people have created for you


Search for ID, name, report, telephone, email or address

Create JobMy JobsFeedback CentreInvoices

Filter by Priority Level

HighMediumLowWaterGasElectricCourt of ProtectionNone

Offered477136

Natwest 28 Market Place, Barnard Castle (Plumbing, Leak)

ASSIGN

Complete Job

Cancel Job

Priority: Water

Notes: all plumbing needs to be renewed

Mr Training Dave

Created: 06/02/2025 10:49:54

Updated: 06/02/2025 10:51:45

Updated by: Training Dave

iampropertyCRMmovebutleriamsold

erty

My day

Lettings

Sales

Accounts

Reporting

Communications

My account

Search for reports that people have created for you


Search for ID, name, report, telephone, email or address

Create JobMy JobsFeedback CentreInvoices

ity Level

MediumLowWaterGasElectricCourt of ProtectionNone

Offered477136

Natwest 28 Market Place, Barnard Castle (Plumbing, Leak)

ASSIGN

Complete Job

Cancel Job

Priority: Water

Notes: all plumbing needs to be renewed

Mr Training Dave

Created: 06/02/2025 10:49:54

Updated: 06/02/2025 10:51:45

Updated by: Training Dave

11

This will show a list of the maintenance jobs that have been completed and if there has been an Invoice or Invoice information added. The information shown is the Invoice number, the value of the invoice as well as if it has been paid. 'Download' shows a copy invoice has been added to the record. If the option to 'Include in Statement' is enabled this will be added to the landlord statement email.

If the number in the 'Job Link' column is clicked you will be taken to the Job record.

COMPANY	JOB	JOB LINK	PROPERTY	DATE	INVOICE	STATUS
Morgan Contracting	Gas Heating	476542	24 Westgarth Terrace Darlington DL1 2LA	10/02/2025 12:42:25	<sup>23</sup> Download	2795 Paid
Morgan Contracting	Gas Heating	476875	Flat 14 Westpoint, Northumberland Street Darlington DL3 7HB	06/02/2025 14:14:12	35	123.65 Paid
Morgan Contracting	Gas Heating	474546	Flat 14 Westpoint, Northumberland Street Darlington DL3 7HB	03/02/2025 08:45:58	878	123.52 Paid
Morgan Contracting	Electrical Fault	463055	3 Yew Tree Close Darlington DL2 2HX	31/01/2025 14:32:35	<sup>36</sup> Download	125.97 Paid
Morgan Contracting	Radiator - Heating	298650	24 Westgarth Terrace Darlington DL1 2LA	15/12/2023 10:52:48	<sup>29</sup> Download	59 Paid
Morgan Contracting	Gas Heating	463294	Flat 14 Westpoint, Northumberland Street Darlington DL3 7HB	09/01/2025 11:57:44	25	120 Paid
James Cafeconstruction	Plumbing, Leak	455202	Flat 14 Westpoint, Northumberland Street Darlington DL3 7HB	08/01/2025 15:21:33	34	35 Paid
Morgan Contracting	Gas Heating	455276	Natwest 28 Market Place Barnard Castle DL12 8PT	08/01/2025 15:20:15	250	125 Paid
Morgan Contracting	Plumbing, Leak	456012	24 Westgarth Terrace Darlington DL1 2LA	18/12/2024 15:26:50	<sup>28</sup> Download	120 Paid
Morgan Contracting	Plumbing, Leak	459652	1 Yew Tree Close Darlington DL2 2HX	06/01/2025 09:43:43	<sup>122</sup> Download	130 Unpaid

## Invoicing the Job to the Landlord



At this point the maintenance job has been completed and added to the list of 'Jobs Awaiting Payment'. It has not been charged to the Landlord at this point.

The next screens will show how to charge the Landlord for the work.



## 12 Click "Accounts"

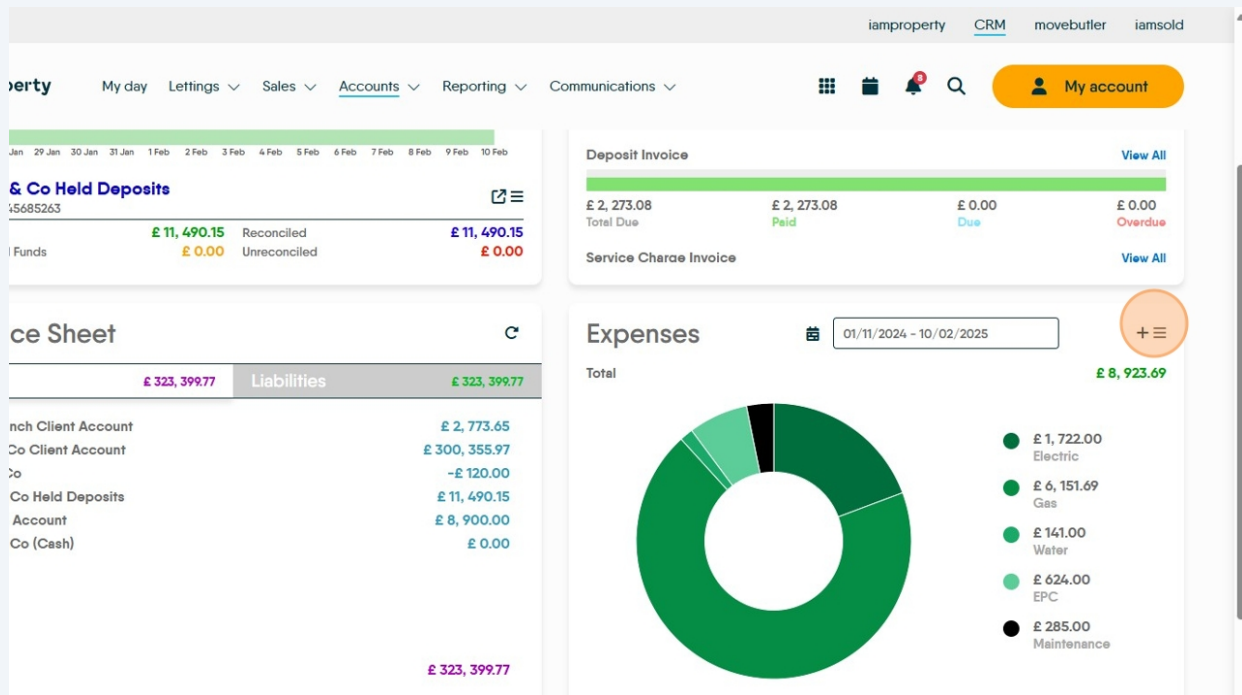
The screenshot shows the iamproperty CRM dashboard. The top navigation bar includes the iamproperty logo, a user profile dropdown, and a search icon. The main menu is located below the header, with 'Accounts' highlighted by an orange circle. The dashboard content area features a search bar for reports, a 'My Jobs' tab, and a list of jobs. A job card for 'Natwest 28 Market Place, Barnard Castle (Plumbing, Leak)' is visible, showing a priority of 'Water' and a note about plumbing needs. The job card also includes a status bar with 'ASSIGN', 'Complete Job', and 'Cancel Job' buttons.

## 13 Click "Accounts dashboard"

The screenshot shows the iamproperty CRM dashboard with the 'Accounts dashboard' menu item highlighted by an orange circle. The dashboard content area is the same as in the previous screenshot, but the 'Accounts dashboard' menu item is now the active selection. The job card for 'Natwest 28 Market Place, Barnard Castle (Plumbing, Leak)' is still visible, showing a priority of 'Water' and a note about plumbing needs. The job card also includes a status bar with 'ASSIGN', 'Complete Job', and 'Cancel Job' buttons.

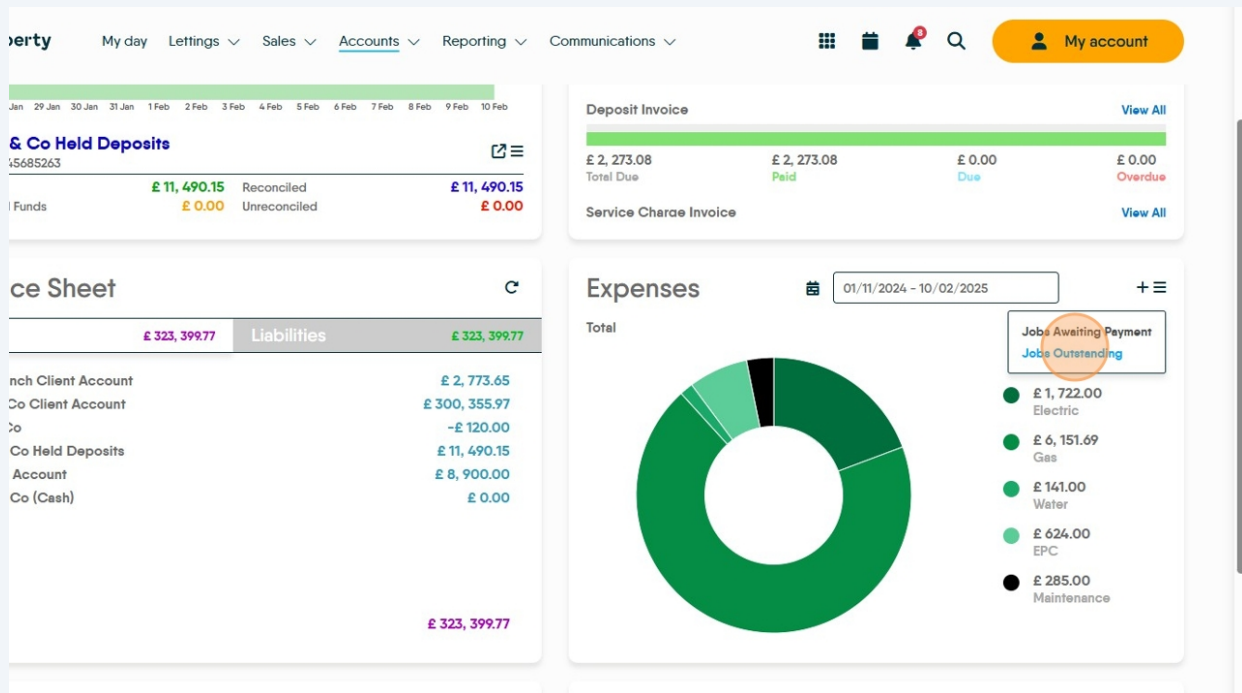
14

Once in the Accounts Dashboard, on the 'Expenses' tile click on the 3 line menu and from this list select



15

Click "Jobs Outstanding"



Jobs Outstanding.



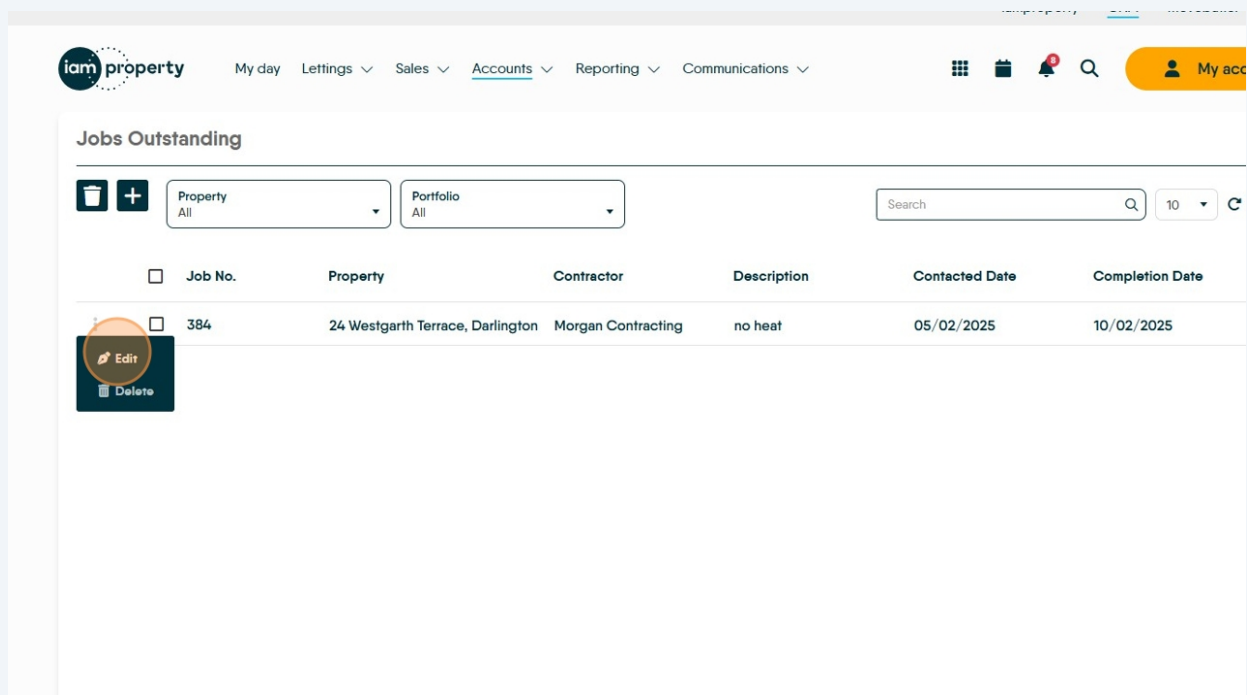
These are the maintenance tasks that have been created and completed in the Property Management module. The jobs will show here if they are noted as COMPLETED regardless of whether an invoice has been added.

**16** This will show the list of 'Jobs Outstanding'. Click the 3 dot menu

The screenshot displays the 'Jobs Outstanding' section of the iamproperty CRM interface. At the top, there's a navigation bar with 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below this, the 'Jobs Outstanding' header is visible. A table lists the jobs with columns: Job No., Property, Contractor, Description, Contacted Date, and Completion Date. The first job listed is Job No. 384, Property 24 Westgarth Terrace, Darlington, Contractor Morgan Contracting, Description no heat, Contacted Date 05/02/2025, and Completion Date 10/02/2025. A 3-dot menu icon is highlighted on the left side of the first row, and an 'Edit' button is shown below it.

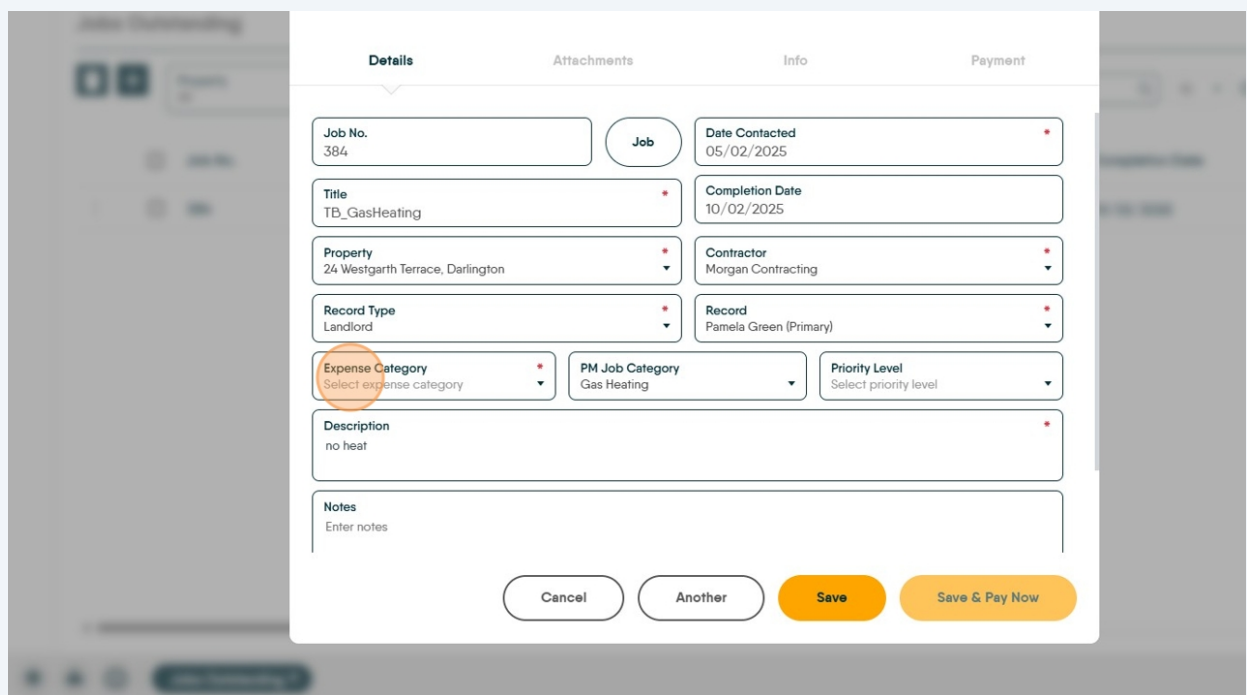
<input type="checkbox"/>	Job No.	Property	Contractor	Description	Contacted Date	Completion Date
<input type="checkbox"/>	384	24 Westgarth Terrace, Darlington	Morgan Contracting	no heat	05/02/2025	10/02/2025

## 17 Click "Edit"



## 18 This will show you the expense record. All the information added to the record in Property Management will show here and can be edited if required. The Expense Category is a mandatory field and needs to be completed.

Click "Select expense category" and select from the list of options.



19

You do not need to check or complete anything in the the Attachments or Info screens. To charge the Landlord for the work, click "Payment".

The screenshot shows the 'Edit Expense' form with the 'Payment' button highlighted. The form is divided into three tabs: 'Details', 'Attachments', and 'Info'. The 'Payment' button is located in the top right corner of the form, next to a close button (X). The form contains several sections: a top summary bar with 'Property' (£ 7,653.68), 'Float' (£ 102,783.78), and 'Deposit' (£ 0.00); an 'Invoice' section with fields for 'Create Invoice' (toggle), 'Invoice Date' (10/02/2025), 'Invoice No.' (Enter invoice no.), 'Contractor Invoice No.' (23), 'Invoice Amount' (£ 2795), 'Sub-Type' (Select transaction sub-type), 'VAT Type' (VAT Type), 'Net' (£ 2795), 'VAT' (£ 0.00), 'Total' (£ 2795), 'Tax Deductible' (toggle), 'Split Expense' (toggle), and 'Tenant' (Ella Petch (Primary)); and a 'Commission' section with 'Exclude Commission' (toggle), 'Commission' (£ 15.00), a percentage sign, a currency selector (set to £), and 'Amount' (£ 15.00).

Property		
Property	£ 7,653.68	Float
Float	£ 102,783.78	Deposit
Deposit	£ 0.00	

### Invoice

Create Invoice	Invoice Date 10/02/2025	Invoice No. Enter invoice no.	Contractor Invoice No. 23
Invoice Amount £ 2795	Sub-Type Select transaction sub-type	VAT Type VAT Type	
Net £ 2795	VAT £ 0.00	Total £ 2795	Tax Deductible
Split Expense	Tenant Ella Petch (Primary)		

### Commission

Exclude Commission	Commission £ 15.00	%	£	Amount £ 15.00
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20 To create the Invoice or charge to the Landlord. Click here.

If the contractors charges have been added to the Property Management job then the details will show in here. If no costs or Invoice has been added you an add all the costings here.

The screenshot shows the 'Edit Expense' form with the 'Invoice' section expanded. The 'Create Invoice' toggle is highlighted with an orange circle. The form includes fields for Property (£ 7,653.68), Float (£ 102,783.78), and Deposit (£ 0.00). The 'Invoice' section contains fields for Invoice Date (10/02/2025), Invoice No. (Enter invoice no.), Contractor Invoice No. (23), Invoice Amount (£ 2795), Sub-Type (Select transaction sub-type), VAT Type (VAT Type), Net (£ 2795), VAT (£ 0.00), Total (£ 2795), Tax Deductible (toggle), Split Expense (toggle), and Tenant (Ella Petch (Primary)). The 'Commission' section includes an 'Exclude Commission' toggle, Commission (£ 15.00), % (£), and Amount (£ 15.00).

21 You will need to set the Transaction Sub Type from the list. Click "Select transaction sub-type"

The screenshot shows the 'Edit Expense' form with the 'Sub-Type' dropdown menu open. The dropdown is highlighted with an orange circle. The form includes fields for Property (£ 7,653.68), Float (£ 102,783.78), and Deposit (£ 0.00). The 'Invoice' section contains fields for Create Invoice (toggle), Invoice Date (10/02/2025), Invoice No. (CRM - 507), Contractor Invoice No. (23), Invoice Amount (£ 2795), Sub-Type (Select transaction sub-type), VAT Type (VAT Type), Net (£ 2795), VAT (£ 0.00), Total (£ 2795), Tax Deductible (toggle), Split Expense (toggle), and Tenant (Ella Petch (Primary)). The 'Commission' section includes an 'Exclude Commission' toggle, Commission (£ 15.00), % (£), and Amount (£ 15.00). The dropdown menu shows options: Compliance Check, General Maintenance, VAT Inclusive, VAT Exclusive, VAT Exempt, and Landlord Expense Invoice.

- 22 If you are splitting the expense with your tenant. Click "Split Expense"

The screenshot shows the 'Details' tab of a software interface. At the top, there are four tabs: 'Details', 'Attachments', 'Info', and 'Payment'. Below the tabs, there are three input fields: 'Property' with a value of £ 7,653.68, 'Float' with a value of £ 102,783.78, and 'Deposit' with a value of £ 0.00. Below these, there is a section titled 'Invoice'. It contains a 'Create Invoice' toggle (checked), 'Invoice Date' (10/02/2025), 'Invoice No.' (CRM - 507), and 'Contractor Invoice No.' (23). Below the 'Invoice' section, there are four input fields: 'Invoice Amount' (£ 2795), 'Sub-Type' (General Maintenance), 'VAT Type' (Exclusive), and 'Net' (£ 2795). Below these, there are four input fields: 'VAT' (£ 5.59), 'Total' (£ 33.54), 'Tax Deductible' (toggle), and 'Split Expense' (toggle, highlighted with an orange circle). Below the 'Split Expense' toggle, there is a 'Tenant' dropdown menu (Ella Petch (Primary)). Below the 'Tenant' dropdown, there is a section titled 'Commission'. It contains a 'Commission' input field (£ 15.00), a '%' sign, a '£' sign, and an 'Amount' input field (£ 15.00). At the bottom, there are four buttons: 'Cancel', 'Another', 'Save', and 'Save & Pay Now'.

- 23 This will show a slider that can be used to set the payment split between the Landlord and the Tenant. Click here.

The screenshot shows the 'Details' tab of a software interface. At the top, there are four tabs: 'Details', 'Attachments', 'Info', and 'Payment'. Below the tabs, there are three input fields: 'Property' with a value of £ 7,653.68, 'Float' with a value of £ 102,783.78, and 'Deposit' with a value of £ 0.00. Below these, there is a section titled 'Invoice'. It contains a 'Create Invoice' toggle (checked), 'Invoice Date' (10/02/2025), 'Invoice No.' (CRM - 507), and 'Contractor Invoice No.' (23). Below the 'Invoice' section, there are four input fields: 'Invoice Amount' (£ 2795), 'Sub-Type' (General Maintenance), 'VAT Type' (Exclusive), and 'Net' (£ 2795). Below these, there are four input fields: 'VAT' (£ 5.59), 'Total' (£ 33.54), 'Tax Deductible' (toggle), and 'Split Expense' (toggle, highlighted with an orange circle). Below the 'Split Expense' toggle, there is a 'Tenant' dropdown menu (Ella Petch (Primary)). Below the 'Tenant' dropdown, there is a slider for payment split between Landlord and Tenant. The slider is labeled 'Landlord: 50 %, £16.77' and 'Tenant: 50 %, £16.77'. Below the slider, there is a section titled 'Commission'. It contains a 'Commission' input field (£ 15.00), a '%' sign, a '£' sign, and an 'Amount' input field (£ 15.00). At the bottom, there are four buttons: 'Cancel', 'Another', 'Save', and 'Save & Pay Now'.

## Uplift and Commission

24

If a commission payment is set in the Contractor record it will show here, as either a cash or percentage value (as pre-set). The commission rate can be edited here or if not enabled, can be enabled here. Click "Commission" toggle to enable or disable.

Commission is a payment from the Contractor to the Agent. It is set in the Contractor record and is paid automatically from the payment to the Contractor into the Agent Ledger.

The screenshot displays the 'Payment' tab of a software interface. The form is organized into several sections. The top section includes fields for 'Invoice Amount' (£ 30.00), 'Sub-Type' (General Maintenance), 'VAT Type' (Exclusive), 'Net' (£ 30.00), 'VAT' (£ 6.00), 'Total' (£ 36.00), 'Tax Deductible' (toggle), 'Split Expense' (toggle), and 'Tenant' (Ella Petch (Primary)). Below this is a section titled 'Commission' which contains 'Exclude Commission' (toggle), 'Commission' (£ 15.00), a percentage sign, a currency symbol (£), and 'Amount' (£ 15.00). The 'Commission' field is highlighted with an orange circle. Below the 'Commission' section are fields for 'Uplift' (toggle), 'Uplift To' (£ 0.00), 'VAT Type' (Inclusive), 'Net' (£ 12.50), 'VAT' (£ 2.50), and 'Total Commission' (£ 15.00). At the bottom of the form are four buttons: 'Cancel', 'Another', 'Save', and 'Save & Pay Now'.



25

The other option in the 'Commission' screen is the option to 'Uplift' a payment. This adds an additional charge to the Landlord and will be a cash amount added to the Landlords invoice and paid directly to the Agent Ledger.

The screenshot shows the 'Commission' screen with the following details:

Details		Attachments		Info		Payment	
Invoice Amount £ 2795	Sub-Type General Maintenance	VAT Type Exclusive					
Net £ 2795	VAT £ 5.59	Total £ 33.54	Tax Deductible <input type="checkbox"/>				
Split Expense <input type="checkbox"/>		Tenant Ella Petch (Primary)					
Commission							
Exclude Commission <input type="checkbox"/>	Commission £ 15.00	% £	Amount £ 15.00				
Uplift <input type="checkbox"/>	Uplift To £ 0.00	VAT Type Inclusive					
Net £ 12.50	VAT £ 2.50	Total Commission £ 15.00					
Cancel		Another		Save		Save & Pay Now	

26

Click the "Uplift To" field and type the total amount to be charged INCLUDING the uplift charge. e.g. to uplift this charge by £20

The screenshot shows the 'Commission' screen with the following details:

Details		Attachments		Info		Payment	
Invoice Amount £ 2795	Sub-Type General Maintenance	VAT Type Exclusive					
Net £ 2795	VAT £ 5.59	Total £ 33.54	Tax Deductible <input type="checkbox"/>				
Split Expense <input type="checkbox"/>		Tenant Ella Petch (Primary)					
Commission							
Exclude Commission <input type="checkbox"/>	Commission £ 15.00	% £	Amount £ 0.00				
Uplift <input type="checkbox"/>	Uplift To £ 0.00	VAT Type Inclusive					
Net £ 0.00	VAT £ 0.00	Total Commission £ 0.00					
Cancel		Another		Save		Save & Pay Now	

27

Click the "Total Commission" field and type £53.54. This will then create a charge of £20 shown in the 'Total Commission' field.

**Edit Expense**

Details Attachments Info **Payment**

Invoice Amount £ 2795 Sub-Type General Maintenance VAT Type Exclusive

Net £ 2795 VAT £ 5.59 Total £ 33.54 Tax Deductible ☐

Split Expense ☐ Tenant Ella Petch (Primary)

**Commission**

Exclude Commission ☐ Commission £ 15.00 % £ Amount £ 0.00

Uplift ☐ Uplift To £ 53.54 VAT Type Inclusive

Net £ 16.67 VAT £ 3.33 Total Commission £ 20.00

Cancel Another Save Save & Pay Now

28

Click "Save"

**Edit Expense**

Details Attachments Info **Payment**

Invoice Amount £ 2795 Sub-Type General Maintenance VAT Type Exclusive

Net £ 2795 VAT £ 5.59 Total £ 33.54 Tax Deductible ☐

Split Expense ☐ Tenant Ella Petch (Primary)

**Commission**

Exclude Commission ☐ Commission £ 15.00 % £ Amount £ 0.00

Uplift ☐ Uplift To £ 53.54 VAT Type Inclusive

Net £ 16.67 VAT £ 3.33 Total Commission £ 20.00

Cancel Another **Save** Save & Pay Now

This will create a charge to the Landlord that will be taken when you next 'Perform Payments' at the same time the payment to the landlord will be created.



Alert! If there are funds available on the property record, you will see an option to "Pay Now?" this allows you to pay the contractor invoice straight away. This can be ignored and carry on as usual or opt to pay (create the payment line in the Client Account or BACS) your Contractor.

## To Pay a Contractor Before the Perform Payments is Completed

29

This effectively gives the ability to make a payment to the Contractor before you have done the Perform Payments function. Click "Yes" or click the "Save and Pay Now" option.

The screenshot shows a software interface with a 'Payment' tab. A modal dialog box titled 'Pay Now?' is overlaid on the form. The dialog contains the text: 'There are enough funds available to pay this invoice, would you like to pay now? (Primary)'. Below this text are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with an orange circle. The background form is partially obscured by the dialog. The form fields include: Invoice Amount (£2795), Sub-Type (General Maintenance), VAT Type (Exclusive), Net (£2795), VAT (£5.59), Total (£33.54), Tax Deductible (toggle), Split Expense, Exclude Commission (toggle), Commission (£15.00), Uplift (£53.54), VAT Type (Inclusive), Net (£16.67), VAT (£3.33), and Total Commission (£20.00). At the bottom of the form are four buttons: Cancel, Another, Save, and Save & Pay Now.

30

The screen will show the details of the Contractor and the Landlord plus property details.

The screen will show the Property Balance, Float (if appropriate), Deposit (if appropriate) plus any funds on the Tenant record.

Pay Expense #395828

×

Contractor

Morgan Contracting

16 Yew Tree Close, Hurworth, Darlington

DL2 2HX

zagg.dave@gmail.com

07854693995

Property

Pamela Green

24 Westgarth Terrace, Darlington

zagg.dave@gmail.com

0712324567898

Property	£ 7,653.68	Tenant	£ 0.00
Float	£ 102,783.78	Deposit	£ 0.00

Expense Details

Job No.

384

Expense Category

Gas

TM Job Category

Gas Heating

Description

no heat

Notes

Enter job notes

Outstanding Invoices

Total £ 53.54

To Pay £ 0.00

<input type="checkbox"/>	Date	Invoice No.	Type	Net	VAT	Total	Outs
<input type="checkbox"/>	10/02/2025	CRM - 507	Landlord Expense Invoice	£ 44.62	£ 8.92	£ 53.54	

Cancel

Portfolio Payment

Credit Pay

Pay

31

Click this checkbox. To select the Invoice to be paid. It is possible to have multiple invoices for the same job from the same contractor showing on one record. The payment to the contractor can be split so partial payment can be made.

To partial payment, scroll along the payment line and edit the payment in the appropriate field.

**Pay Expense #395828**

Expense Details

Job No. 384 Expense Category Gas TM Job Category Gas Heating

Description no heat Notes Enter job notes

Outstanding Invoices Total £53.54 To Pay £0.00

<input checked="" type="checkbox"/>	Date	Invoice No.	Type	Net	VAT	Total	Outs
<input checked="" type="checkbox"/>	10/02/2025	CRM - 507	Landlord Expense Invoice	£44.62	£8.92	£53.54	

1 to 1 of 1 Page 1 of 1

Payment Information

Payment Date 10/02/2025 Cheque No. Enter cheque no.

Cancel Portfolio Payment Credit Pay Pay

32

There are now options to pay the contractor. Use any (retained) deposit or use the float. Select how to pay the Contractor if paying via BACS, select the BACS option, otherwise if paying a bank transfer disable the BACS option.

Payment Information

Payment Date 10/02/2025 Cheque No. Enter cheque no.

Payment Description Enter payment description

Add to BACS List ☒ Bank Account Morgan & Co Client Account

Charge Tenant Deposit ☐ Charge Float ☒

Allow Zero Expense ☐ Override Fee Check ☐

Cancel Portfolio Payment Credit Pay Pay

**33** Click "Pay" and the payment will be created either in BACS or the Client Account.

1 to 1 of 1    < > Page 1 of 1

**Payment Information**

Payment Date  
10/02/2025

Cheque No.  
Enter cheque no.

Payment Description  
Enter payment description

Add to BACS List ☒

Bank Account  
Morgan & Co Client Account

Charge Tenant Deposit ☐

Charge Float ☒

Allow Zero Expense ☐

Override Fee Check ☐

Cancel    Portfolio Payment    Credit Pay    **Pay**



**Alert!** Although you have processed the payment to the Contractor in CRM, it still needs to be processed by a BACS file upload or the bank transfer made in your 'real world' bank.