

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

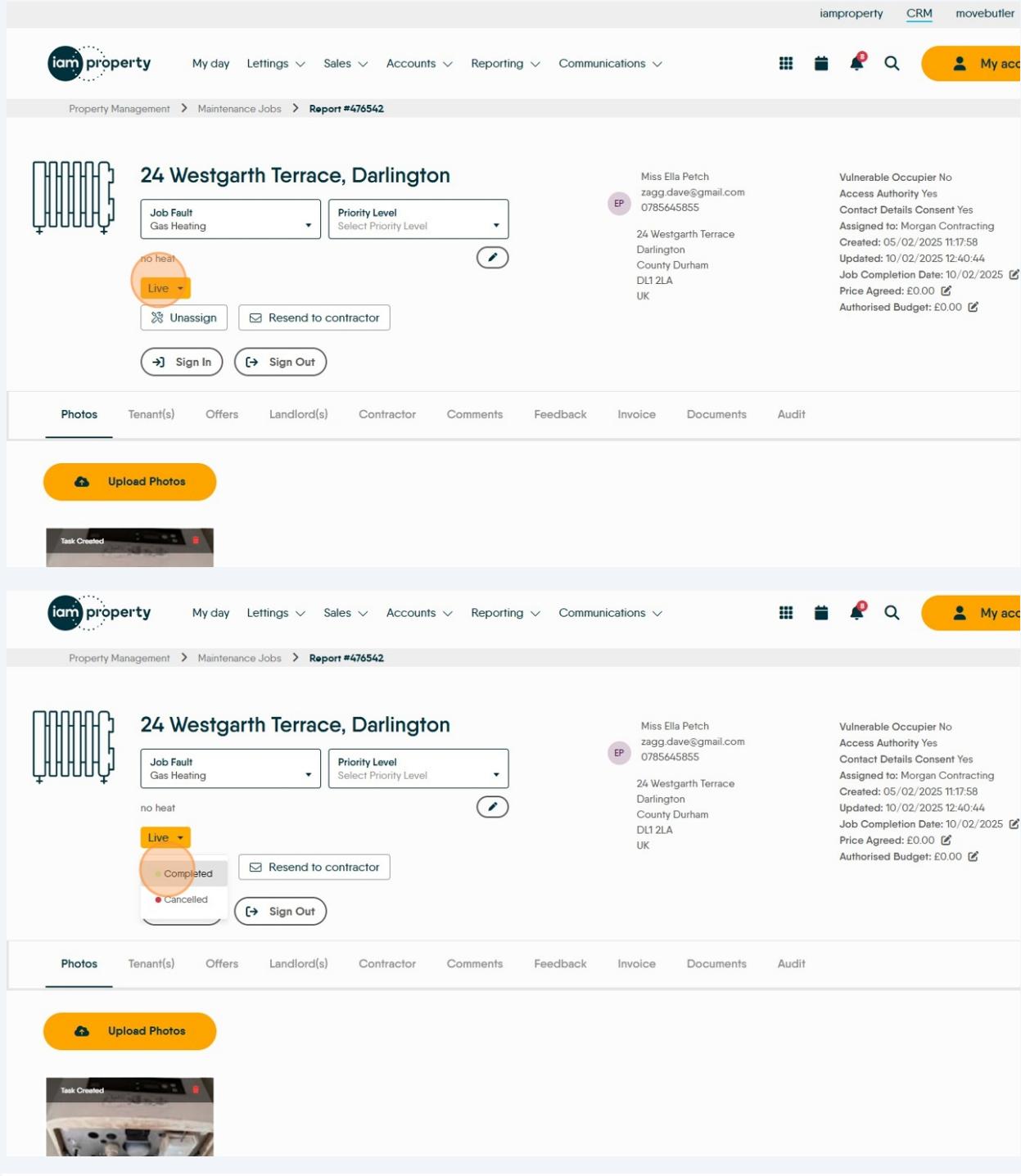
Navigate to <https://crm.iamproperty.com/myday> then to your Property Management jobs list.

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"



24 Westgarth Terrace, Darlington

Job Fault: Gas Heating

Priority Level: Select Priority Level

Status: Live (Completed, Cancelled)

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

Photos Tenant(s) Offers Landlord(s) Contractor Comments Feedback Invoice Documents Audit

Upload Photos

Task Created

24 Westgarth Terrace, Darlington

Job Fault: Gas Heating

Priority Level: Select Priority Level

Status: Completed (Live, Cancelled)

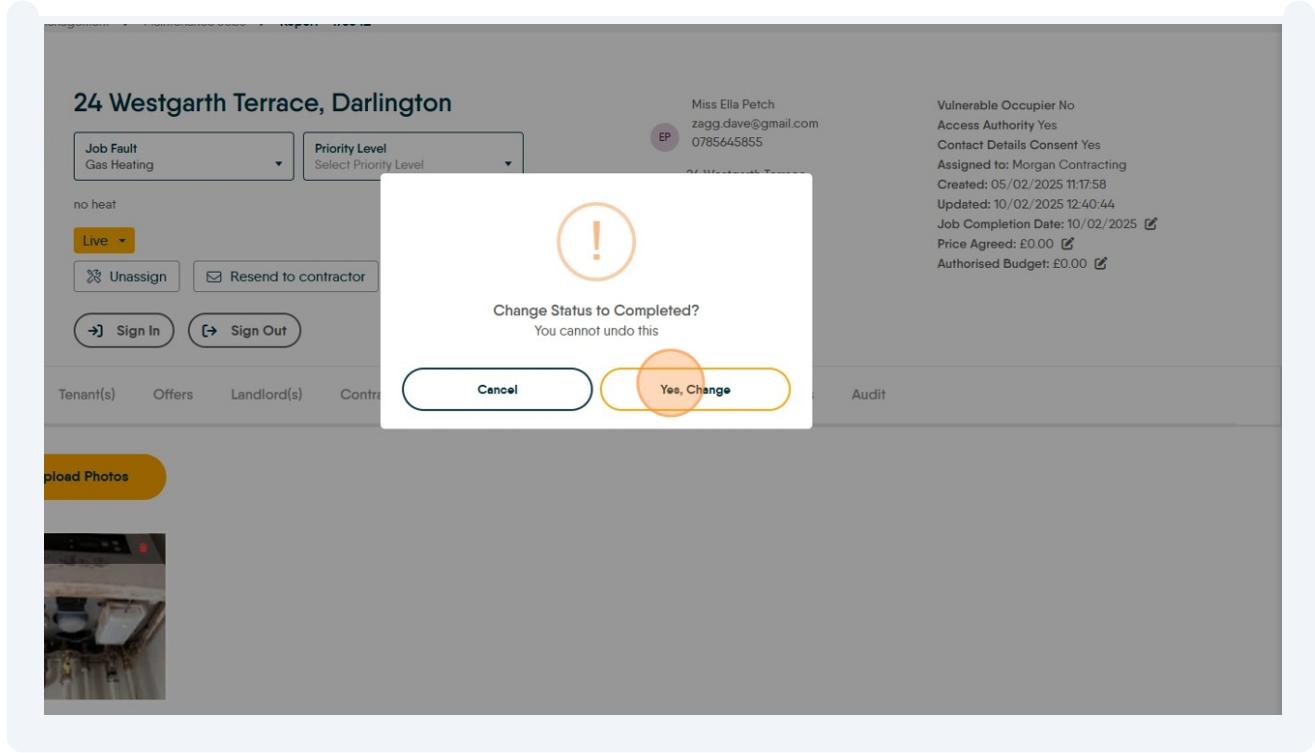
Miss Ella Petch
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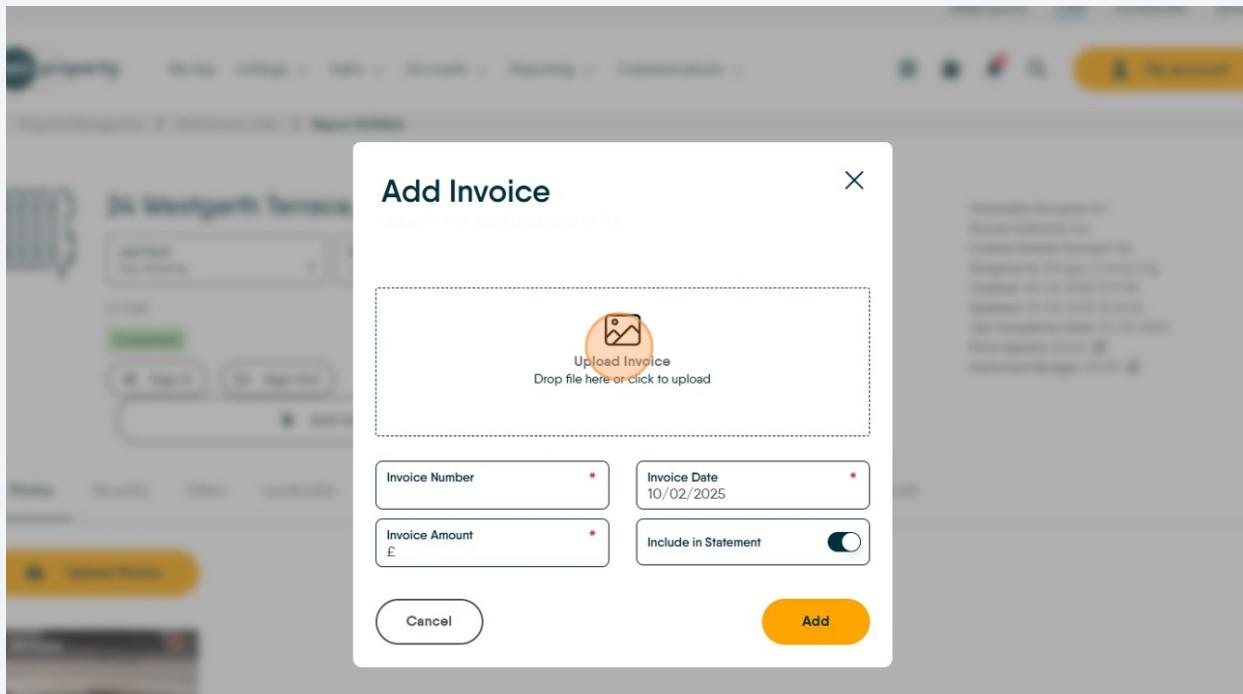
Upload Photos

Task Created

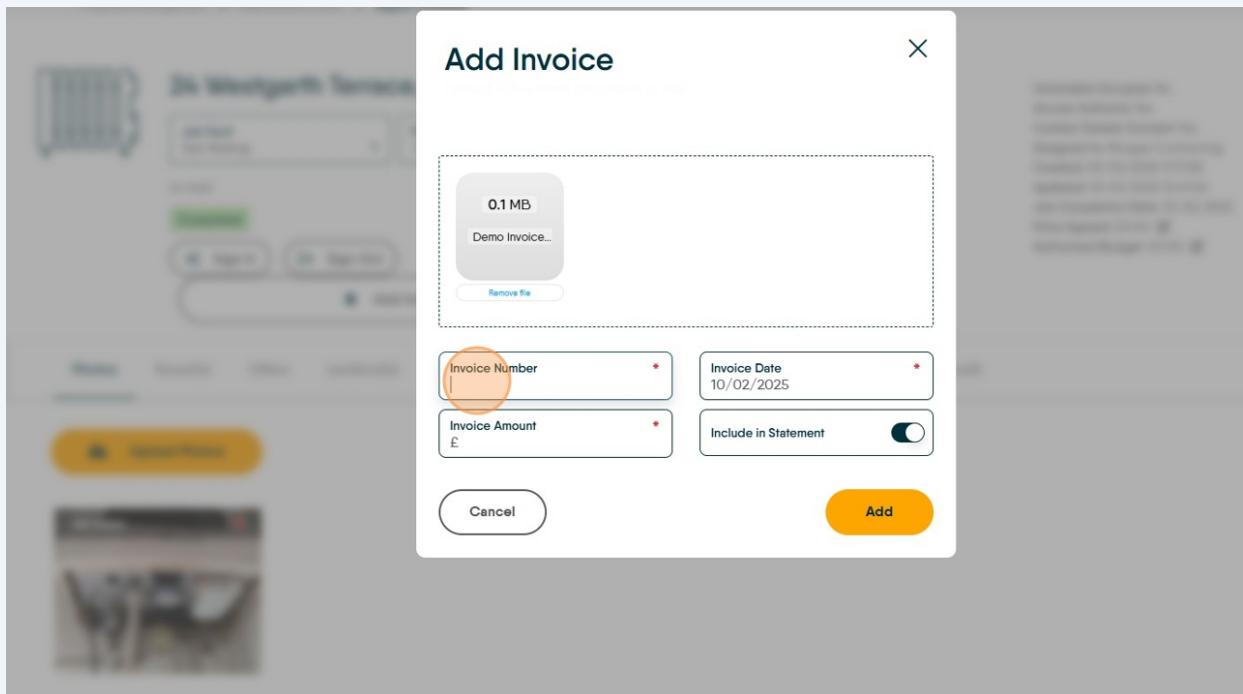


4 Click "Add Invoice" (You may need to refresh the screen to see this.)

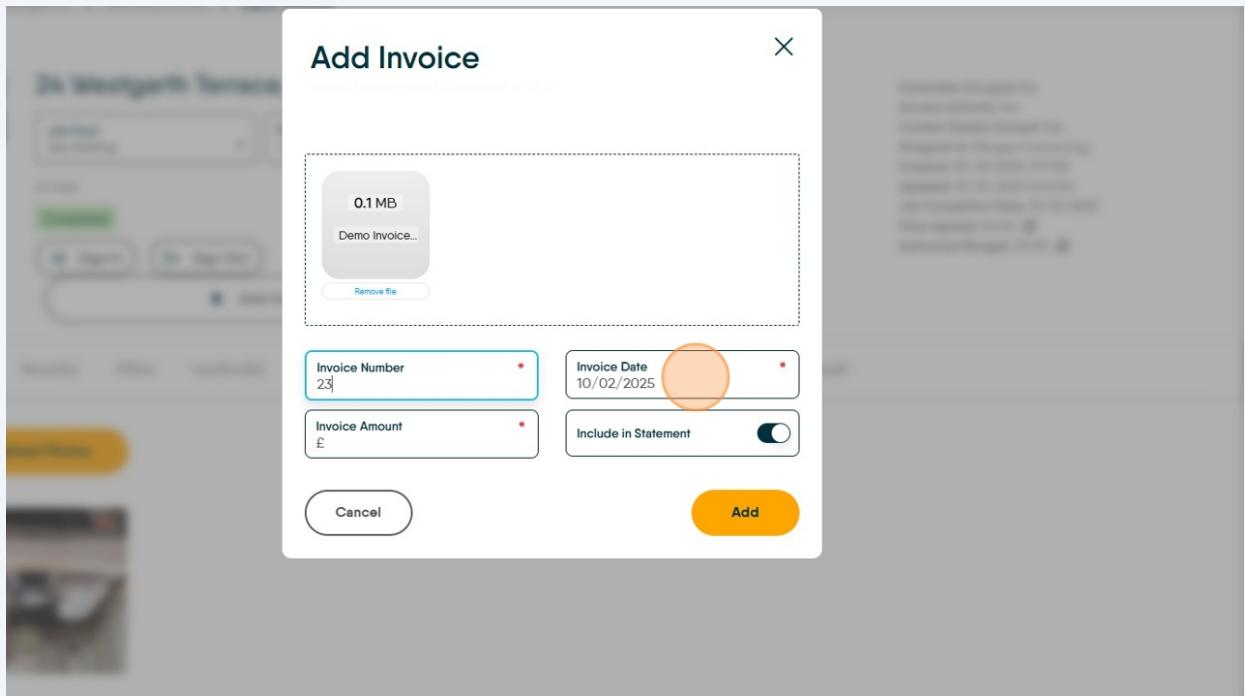
5 Click "Upload Invoice" to add an electronic copy of the Invoice



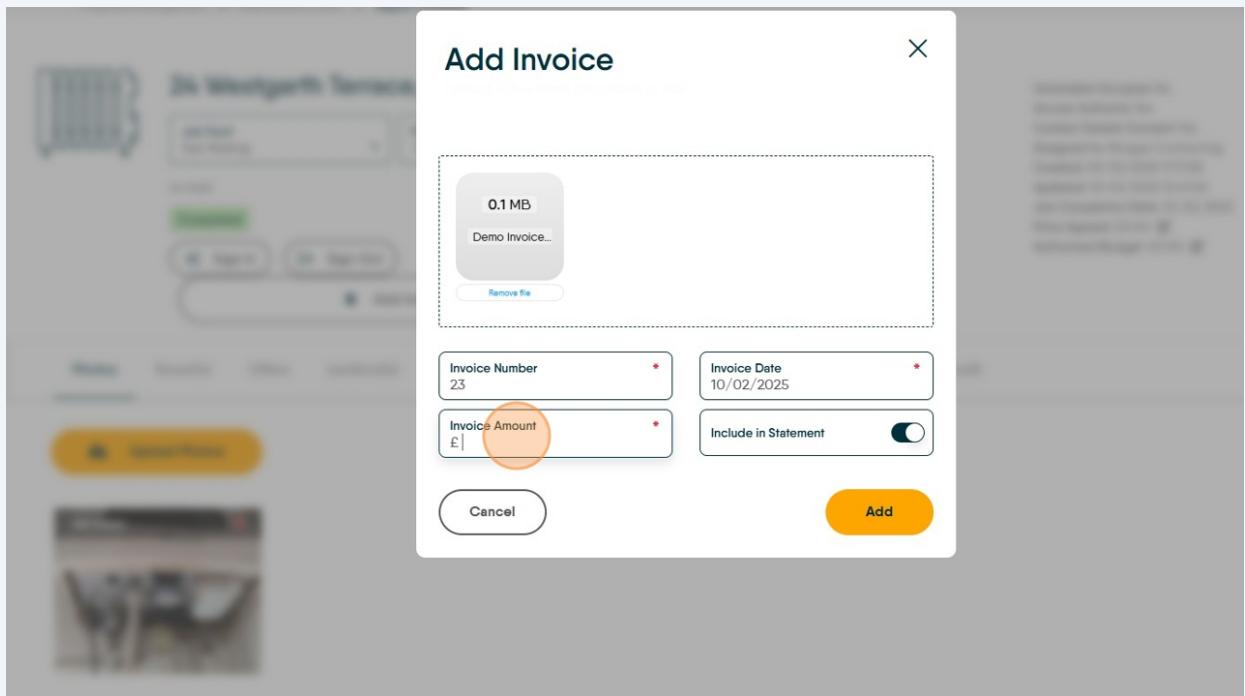
6 Add the Invoice Number



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

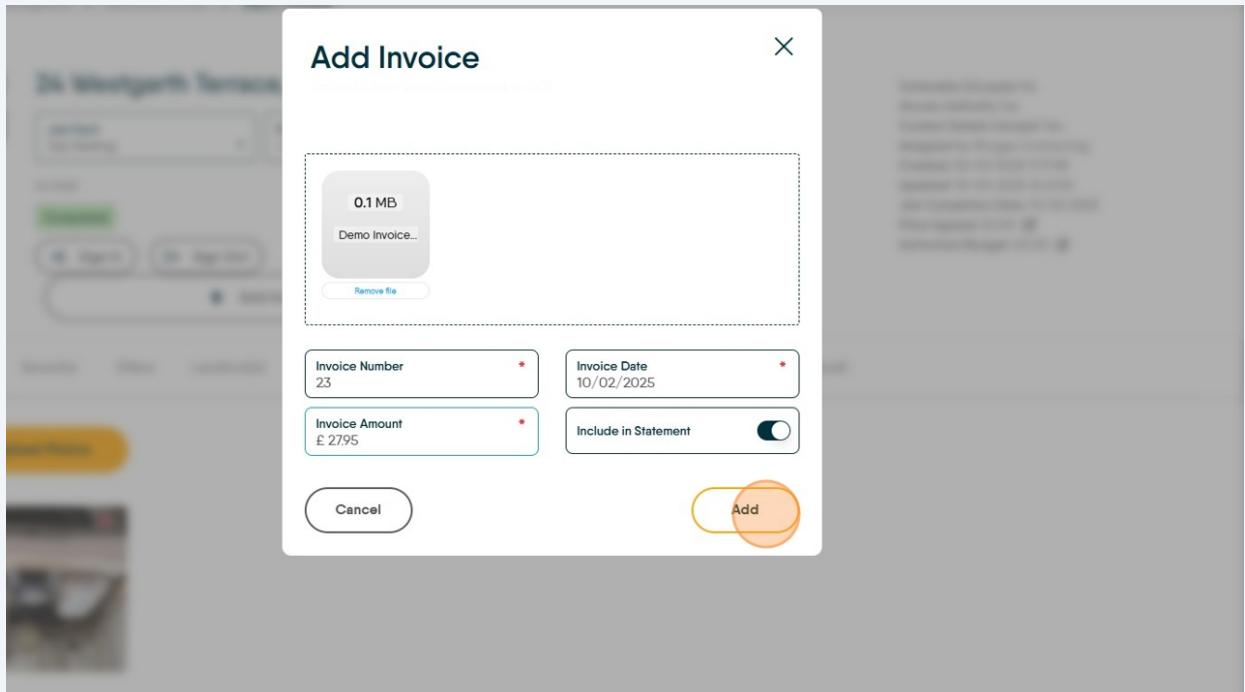


8 Click here and add the value of the invoice



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



(i)

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"

Search for reports that people have created for you

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

Create Job My Jobs Feedback Centre Invoices

Filter by Priority Level

High Medium Low Water Gas Electric Court of Protection None

Offered 477136

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

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

ASSIGN **Complete Job** **Cancel Job**

Search for reports that people have created for you

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

Create Job My Jobs Feedback Centre Invoices

Filter by Priority Level

Medium Low Water Gas Electric Court of Protection None

Offered 477136

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

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

ASSIGN **Complete Job** **Cancel Job**

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	²³ 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	³⁶ Download	125.97 Paid
Morgan Contracting	Radiator - Heating	298650	24 Westgarth Terrace Darlington DL1 2LA	15/12/2023 10:52:48	²⁹ 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	Nahwest 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	²⁸ Download	120 Paid
Morgan Contracting	Plumbing, Leak	459652	1 Yew Tree Close Darlington DL2 2HX	06/01/2025 09:43:43	¹²² Download	130 Unpaid

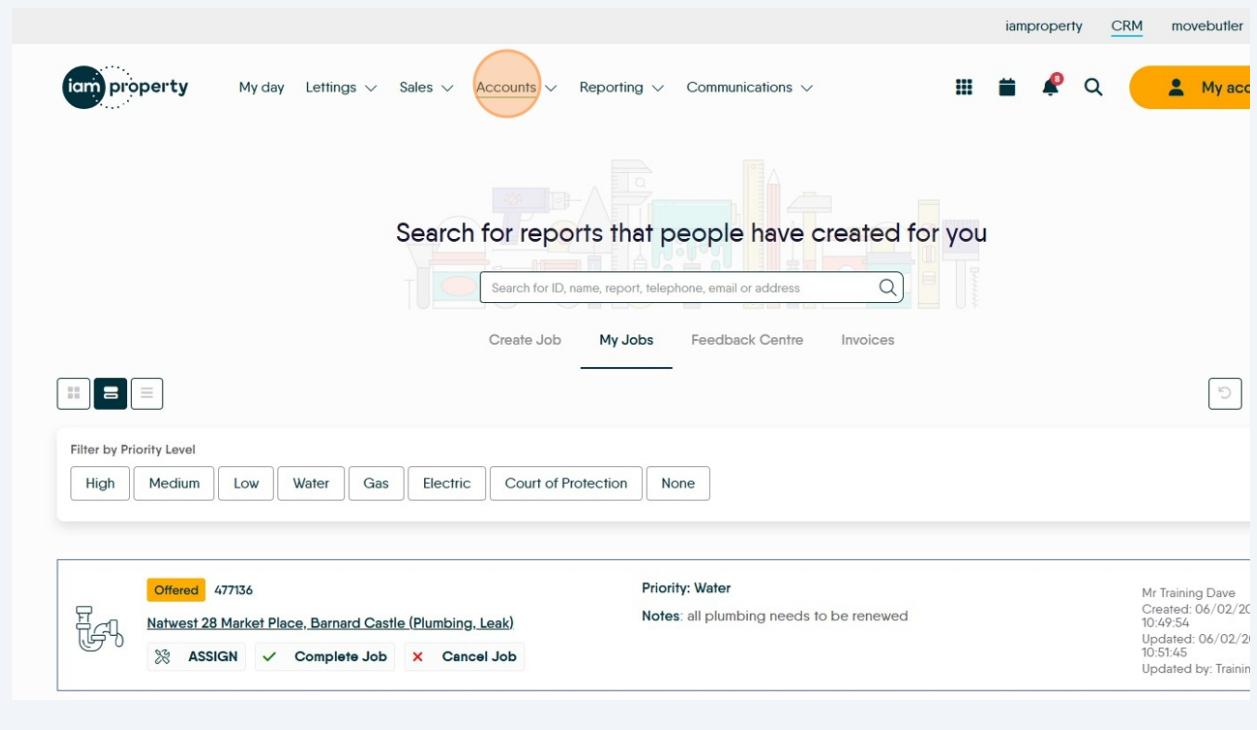
Invoicing the Job to the Landlord



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"



Search for reports that people have created for you

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

Create Job My Jobs Feedback Centre Invoices

Filter by Priority Level

High Medium Low Water Gas Electric Court of Protection None

Offered 477136

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

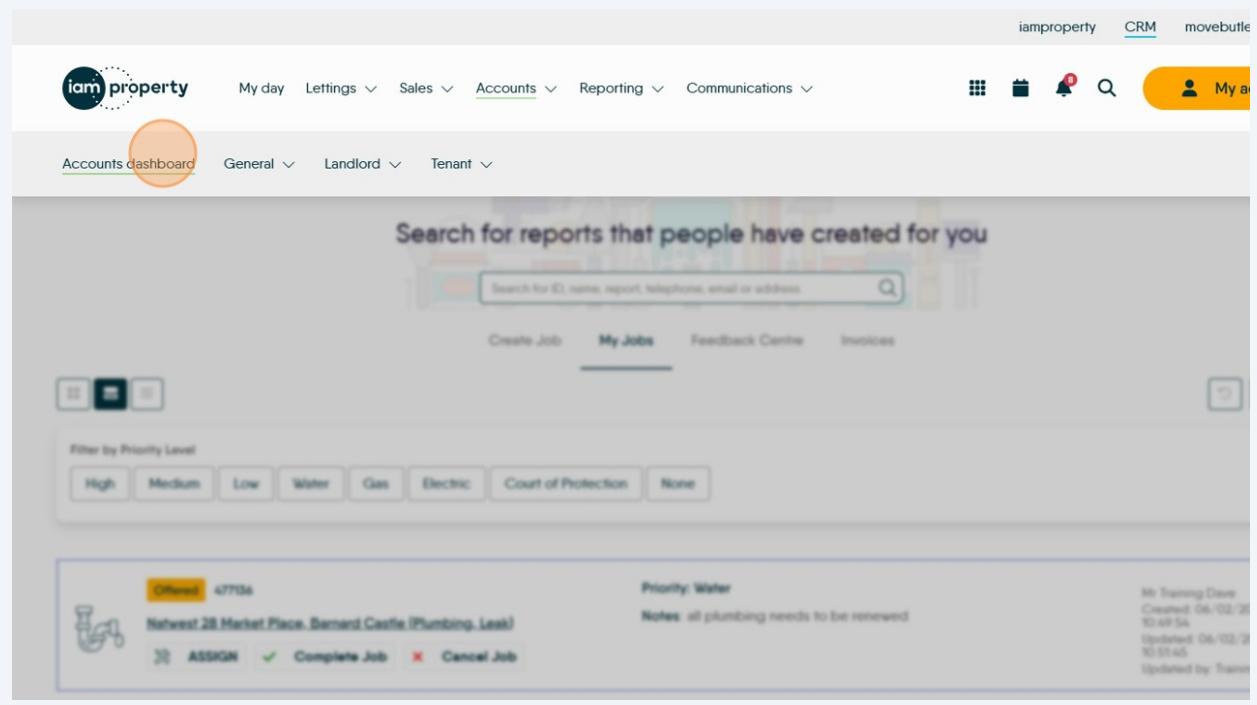
Priority: Water

Notes: all plumbing needs to be renewed

Mr Training Dave
Created: 06/02/2020 10:49:54
Updated: 06/02/2020 10:51:45
Updated by: Trainin

ASSIGN Complete Job Cancel Job

13 Click "Accounts dashboard"



Search for reports that people have created for you

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

Create Job My Jobs Feedback Centre Invoices

Filter by Priority Level

High Medium Low Water Gas Electric Court of Protection None

Offered 477136

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

Priority: Water

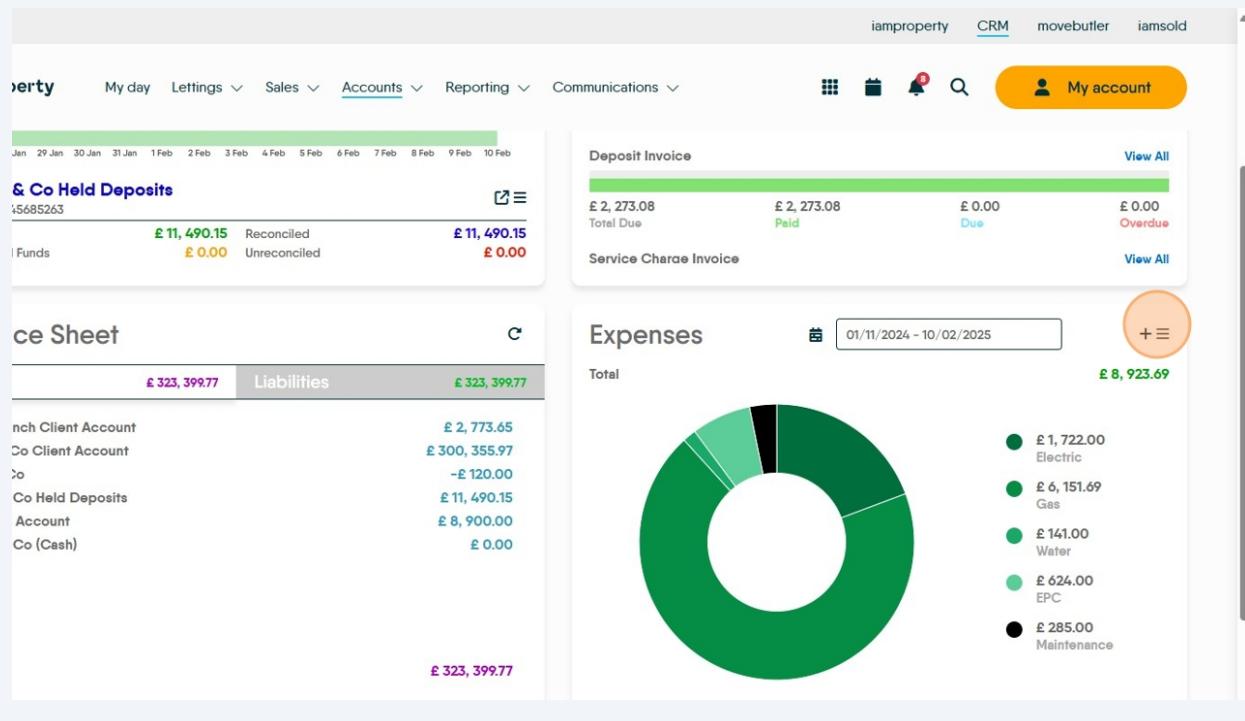
Notes: all plumbing needs to be renewed

Mr Training Dave
Created: 06/02/2020 10:49:54
Updated: 06/02/2020 10:51:45
Updated by: Trainin

ASSIGN Complete Job Cancel Job

14

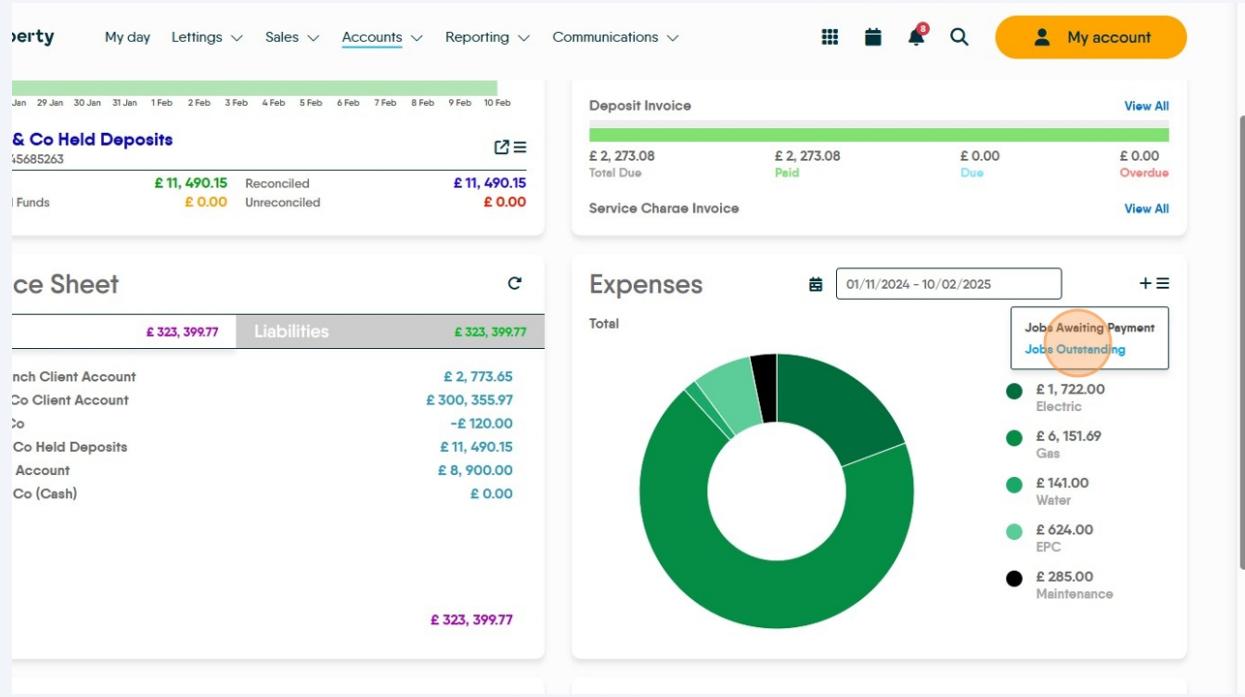
Once in the Accounts Dashboard, on the 'Expenses' tile click on the 3 line menu and from this list select



The screenshot shows the Accounts Dashboard. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined, indicating it's the active page), 'Reporting', 'Communications', and 'My account'. Below the navigation is a timeline from Jan 29 to Feb 10. The main content area features several tiles: 'Deposits' (Co Held Deposits), 'Service Charge Invoice', 'Expenses' (a donut chart showing £8,923.69 total with categories like Electric, Gas, Water, EPC, and Maintenance), and a 'Balance Sheet' showing Liabilities of £323,399.77.

15

Click "Jobs Outstanding"



The screenshot shows the same Accounts Dashboard as the previous one, but with a focus on the 'Jobs Outstanding' option. The 'Jobs Outstanding' option is highlighted with a red oval and a callout box, indicating it has been selected. The rest of the dashboard elements are identical to the first screenshot.

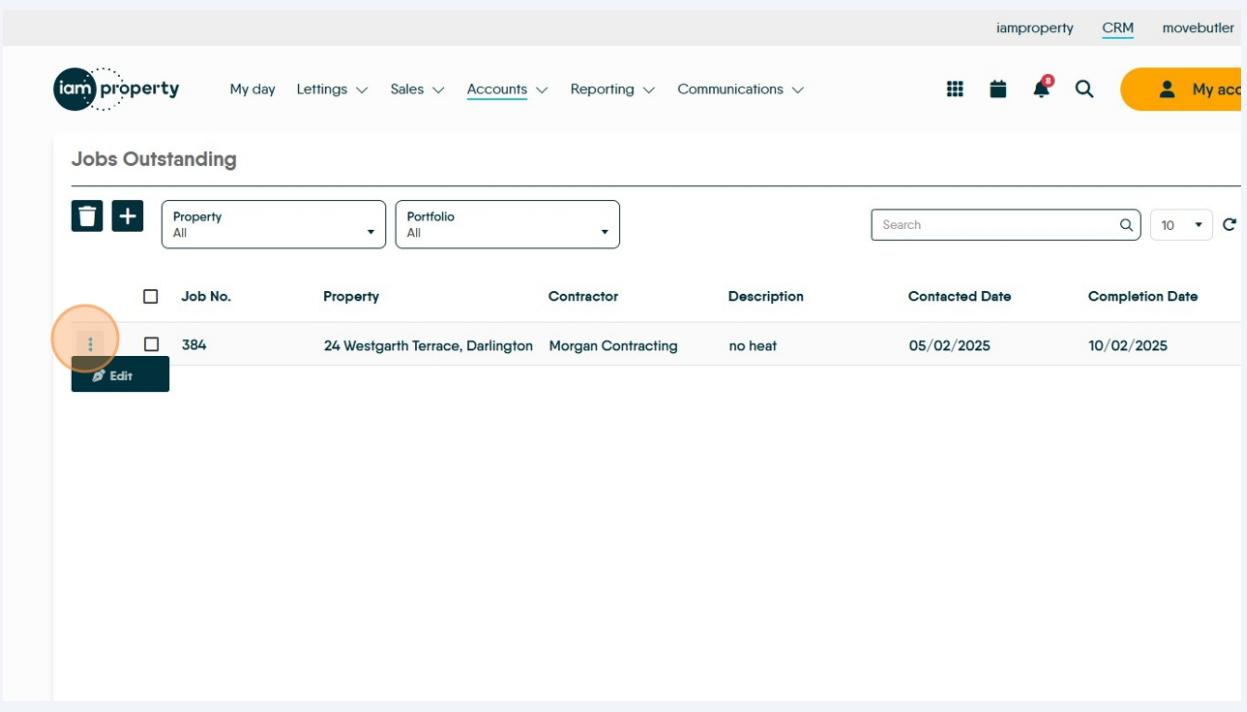
Jobs Outstanding.



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

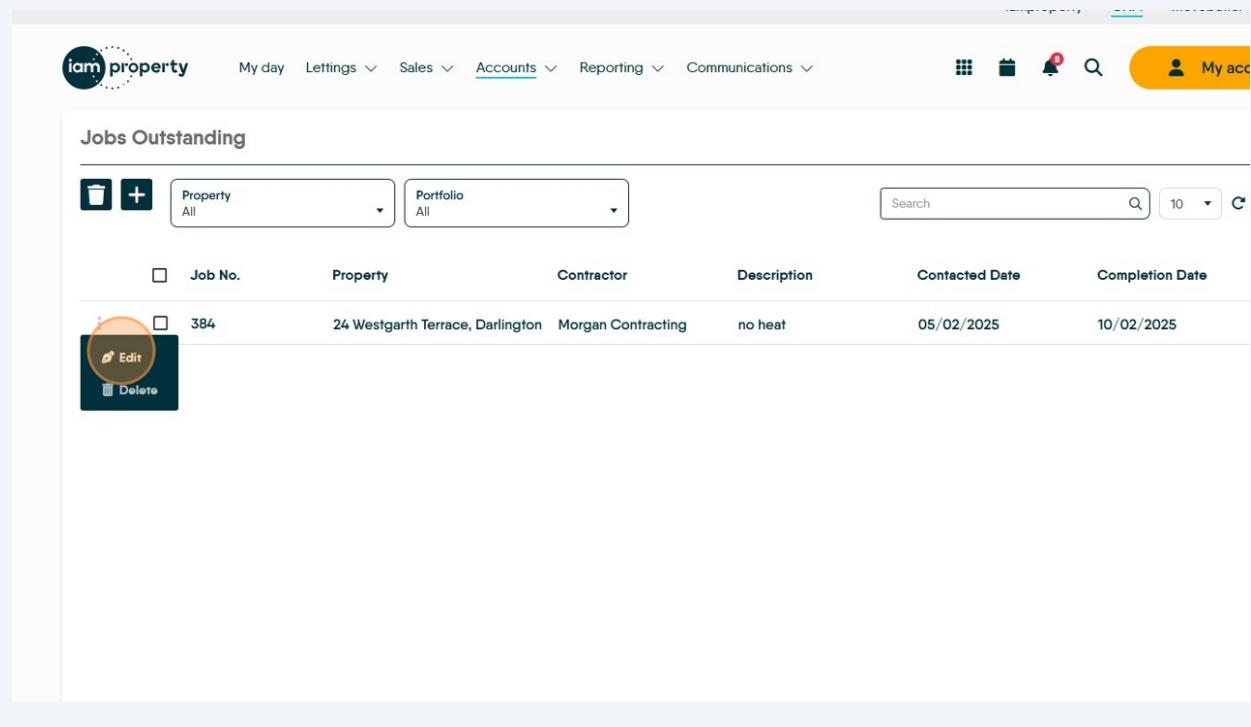
This will show the list of 'Jobs Outstanding'. Click the 3 dot menu



The screenshot shows the 'Jobs Outstanding' page in the iamproperty software. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts' (underlined in blue), 'Reporting', 'Communications', and user-specific options like 'My acc'. Below the navigation is a search bar and a table titled 'Jobs Outstanding'. The table has columns for 'Job No.', 'Property', 'Contractor', 'Description', 'Contacted Date', and 'Completion Date'. The first row of the table is highlighted with a red circle around the three-dot menu icon in the 'Job No.' column. The table data is as follows:

<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"

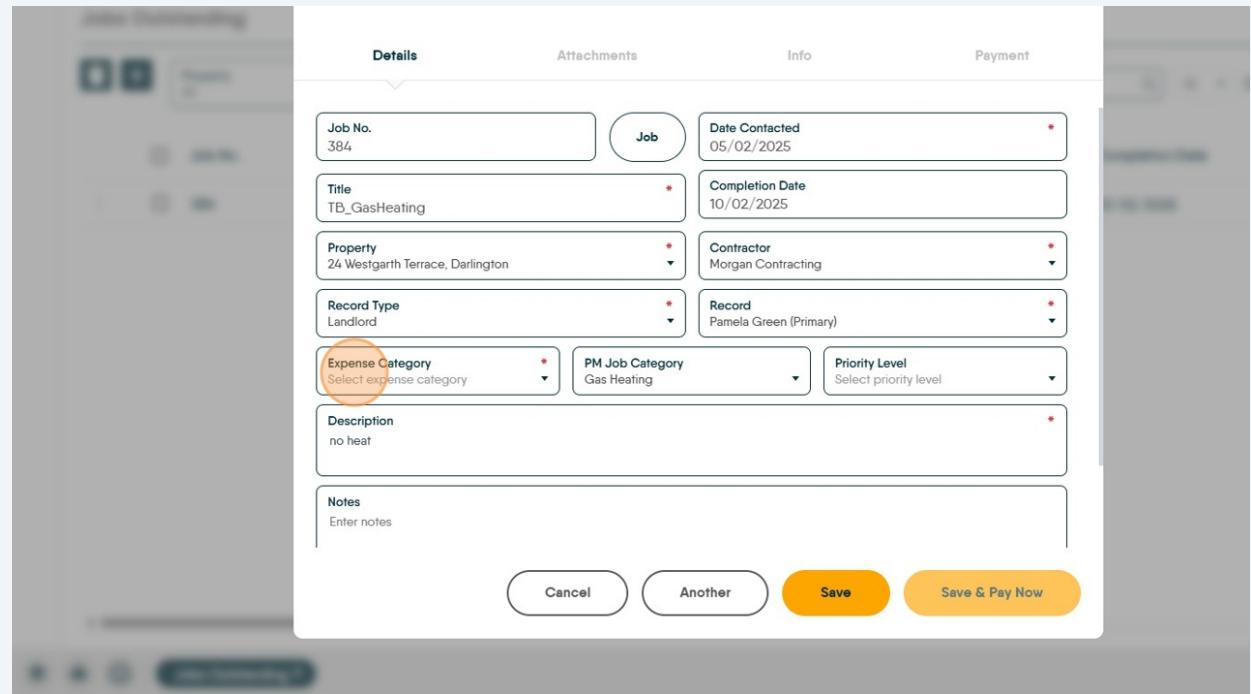


Jobs Outstanding

<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

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.



Details

Job No. 384	Job	Date Contacted 05/02/2025
Title TB_GasHeating		Completion Date 10/02/2025
Property 24 Westgarth Terrace, Darlington	Contractor	Morgan Contracting
Record Type Landlord	Record	Pamela Green (Primary)
Expense Category Select expense category	PM Job Category Gas Heating	Priority Level Select priority level
Description no heat		
Notes Enter notes		

Cancel Another Save Save & Pay Now

19

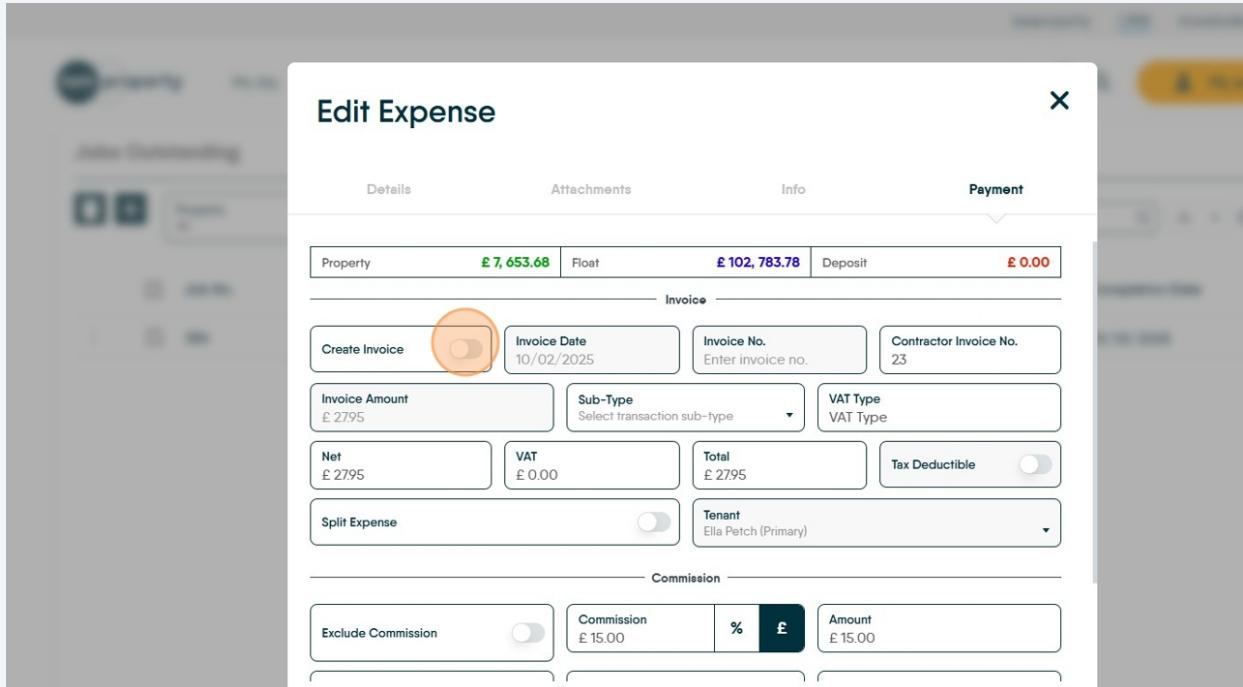
You do not need to check or complete anything in the the Attachments or Info screens. To charge the Landlord for the work, click "Payment".

The screenshot shows the 'Edit Expense' interface. At the top, there are tabs for 'Details', 'Attachments', 'Info', and 'Payment'. The 'Payment' tab is highlighted with an orange circle. Below the tabs, there are several input fields and dropdowns. The 'Property' field shows a balance of £ 7,653.68. The 'Float' field shows a balance of £ 102,783.78. The 'Deposit' field shows a balance of £ 0.00. Under the 'Invoice' section, there is a 'Create Invoice' toggle switch, an 'Invoice Date' field set to 10/02/2025, an 'Invoice No.' field with placeholder 'Enter invoice no.', and a 'Contractor Invoice No.' field with value 23. The 'Invoice Amount' field shows £ 2795. The 'Sub-Type' dropdown is set to 'Select transaction sub-type'. The 'VAT Type' dropdown is set to 'VAT Type'. The 'Net' field shows £ 2795. The 'VAT' field shows £ 0.00. The 'Total' field shows £ 2795. The 'Tax Deductible' toggle switch is off. The 'Split Expense' toggle switch is off. The 'Tenant' dropdown is set to 'Ella Petch (Primary)'. Under the 'Commission' section, there is a 'Exclude Commission' toggle switch, a 'Commission' field set to £ 15.00, a '%' symbol, a '£' symbol, and an 'Amount' field set to £ 15.00.

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.



Details Attachments Info Payment

Property **£ 7,653.68** Float **£ 102,783.78** 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

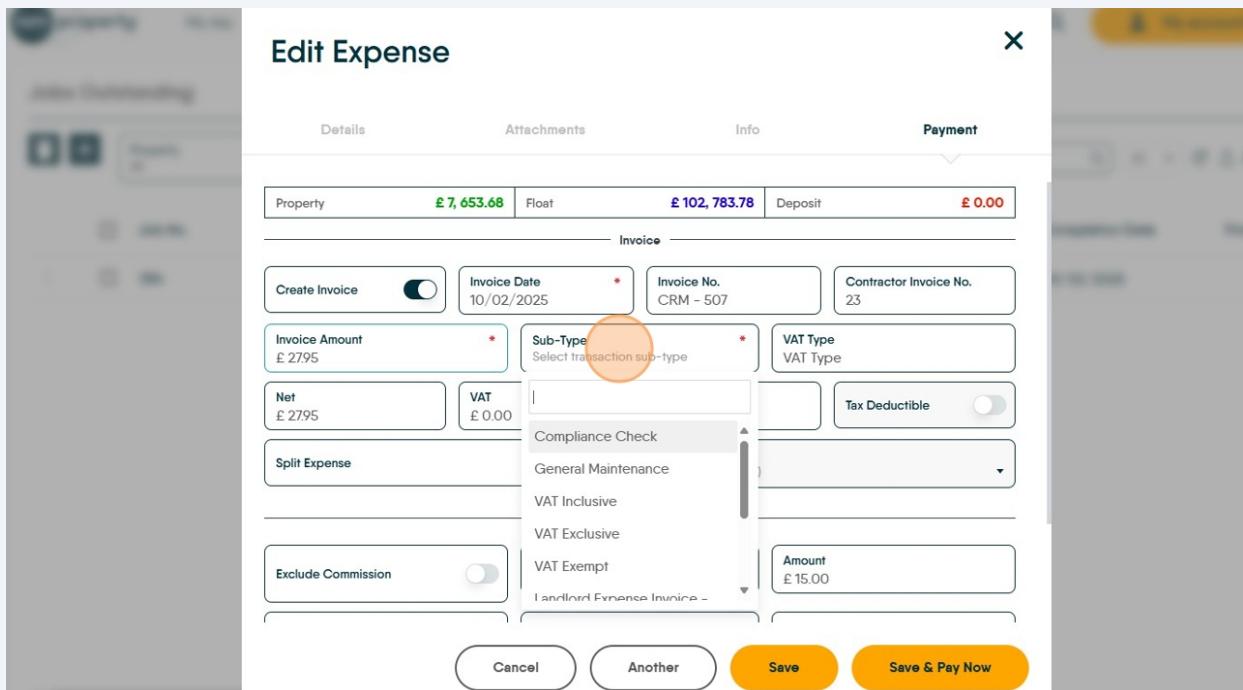
Split Expense Tenant Ella Petch (Primary)

Commission

Exclude Commission Commission £ 15.00 % Amount £ 15.00

21

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



Details Attachments Info Payment

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

Invoice

Create Invoice 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

Split Expense

Exclude Commission Commission £ 15.00 % Amount £ 15.00

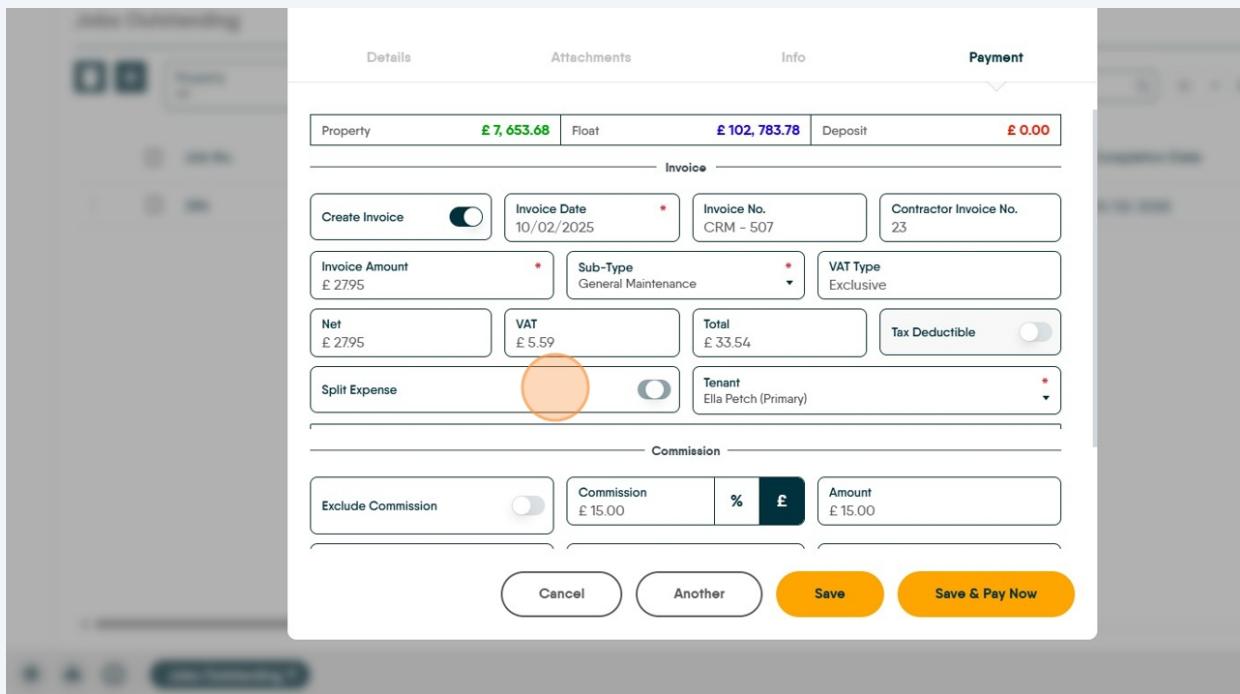
Compliance Check
General Maintenance
VAT Inclusive
VAT Exclusive
VAT Exempt
Landlord Expense Invoice -

Buttons

Cancel Another Save Save & Pay Now

22

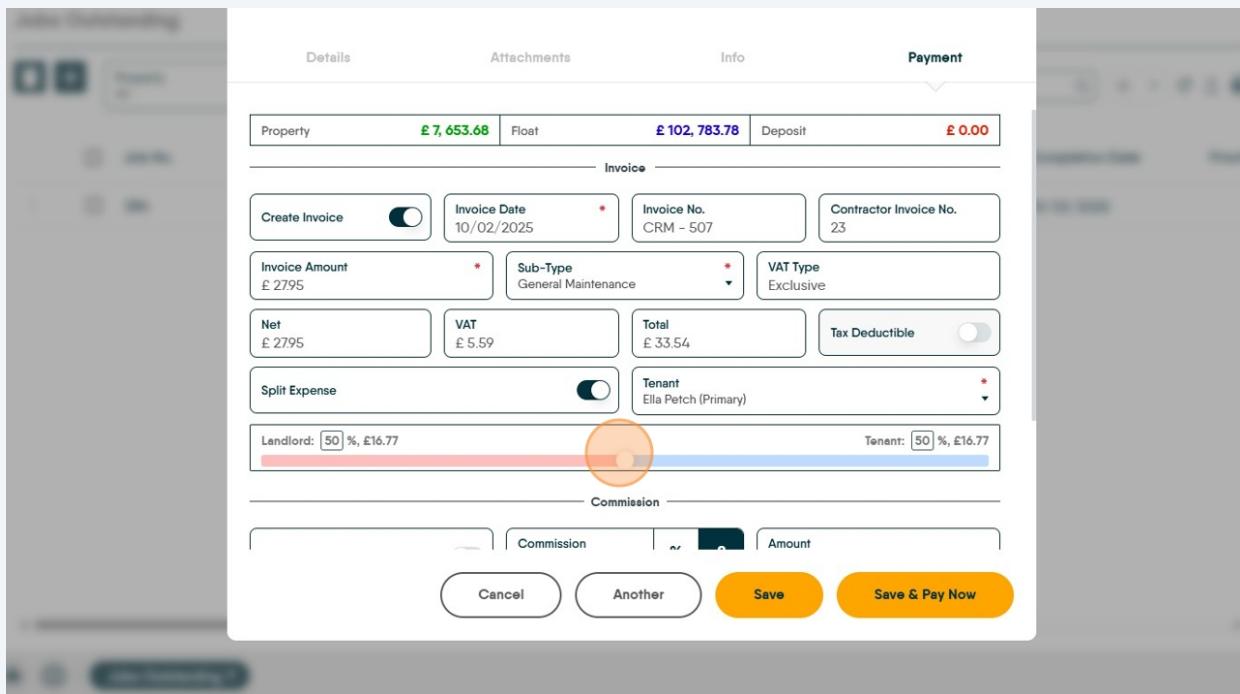
If you are splitting the expense with your tenant. Click "Split Expense"



The screenshot shows a software interface for creating an invoice. At the top, there are tabs for 'Details', 'Attachments', 'Info', and 'Payment'. The 'Payment' tab is active. Below the tabs, there are several input fields: 'Property' (£7,653.68), 'Float' (£102,783.78), 'Deposit' (£0.00). The 'Invoice' section contains fields for 'Create Invoice' (switch on), 'Invoice Date' (10/02/2025), 'Invoice No.' (CRM - 507), and 'Contractor Invoice No.' (23). Under 'Invoice Amount' (£2795), 'Sub-Type' (General Maintenance), and 'VAT Type' (Exclusive) are listed. Below these are 'Net' (£2795), 'VAT' (£5.59), 'Total' (£33.54), and a 'Tax Deductible' switch (off). The 'Split Expense' button is highlighted with an orange circle. The 'Commission' section includes a 'Exclude Commission' switch (off), 'Commission' (£15.00), a percentage field (%), and a currency field (£). At the bottom are buttons for '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 same software interface as the previous one, but with a different configuration. The 'Split Expense' button is now active, indicated by a switch that is turned on. The 'Landlord' and 'Tenant' sections both show a value of '50 %, £16.77'. The 'Commission' section is identical to the previous screenshot. The bottom buttons are 'Cancel', 'Another', 'Save', and 'Save & Pay Now'.

Uplift and Commission

24

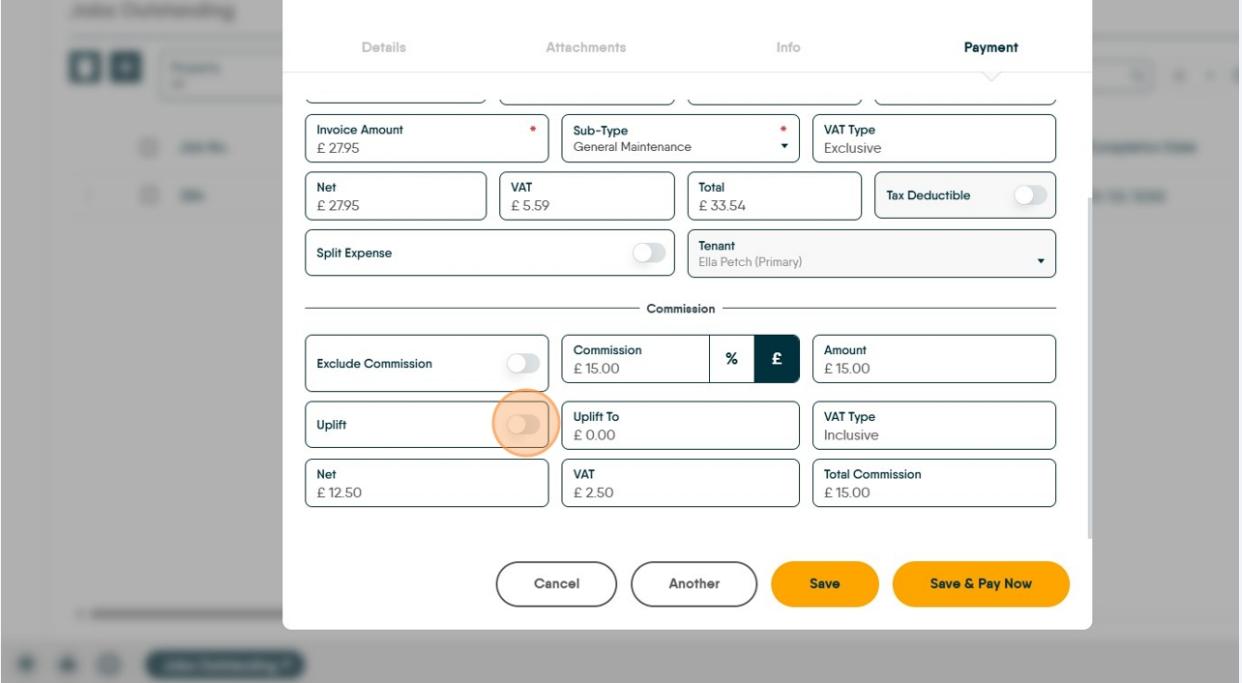
If a commission payment is set in the Contractor record it will show here, as either a cash or percentage value (as pre-set). The commission rate can be edited here or if not enabled, can be enabled here. Click "Commission" toggle to enable or disable.

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.

Invoice Amount £ 30.00	Sub-Type General Maintenance	VAT Type Exclusive
Net £ 30.00	VAT £ 6.00	Total £ 36.00
Split Expense		Tenant Ella Petch (Primary)
Commission		
Exclude Commission	Commission £ 15.00	% £
Uplift	Uplift To £ 0.00	VAT Type Inclusive
Net £ 12.50	VAT £ 2.50	Total Commission £ 15.00

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.



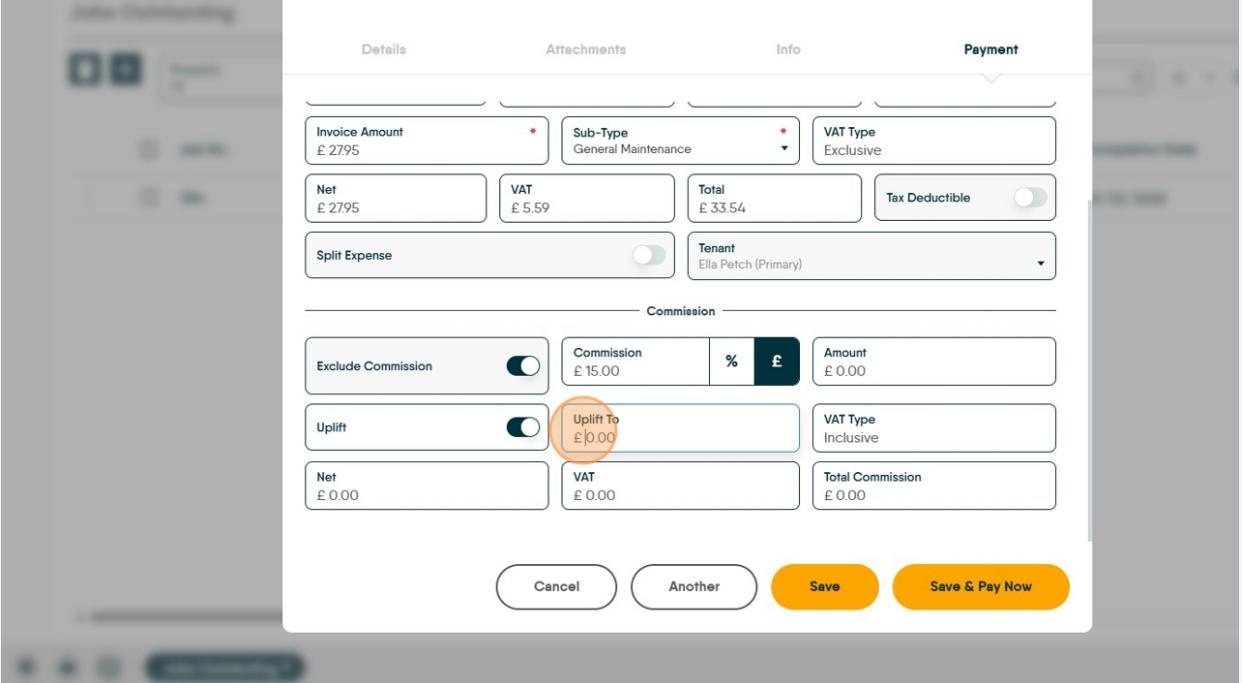
The screenshot shows the 'Commission' screen with the following details:

- Invoice Amount:** £ 2795
- Sub-Type:** General Maintenance
- VAT Type:** Exclusive
- Net:** £ 2795
- VAT:** £ 5.59
- Total:** £ 33.54
- Tax Deductible:**
- Split Expense:**
- Tenant:** Ella Patch (Primary)
- Commission:**
 - Exclude Commission:**
 - Commission:** £ 15.00
 - Amount:** £ 15.00
- Uplift:** (highlighted with an orange circle)
- Uplift To:** £ 0.00
- VAT Type:** Inclusive
- Net:** £ 12.50
- VAT:** £ 2.50
- Total Commission:** £ 15.00

Buttons at the bottom: **Cancel**, **Another**, **Save** (highlighted in yellow), **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



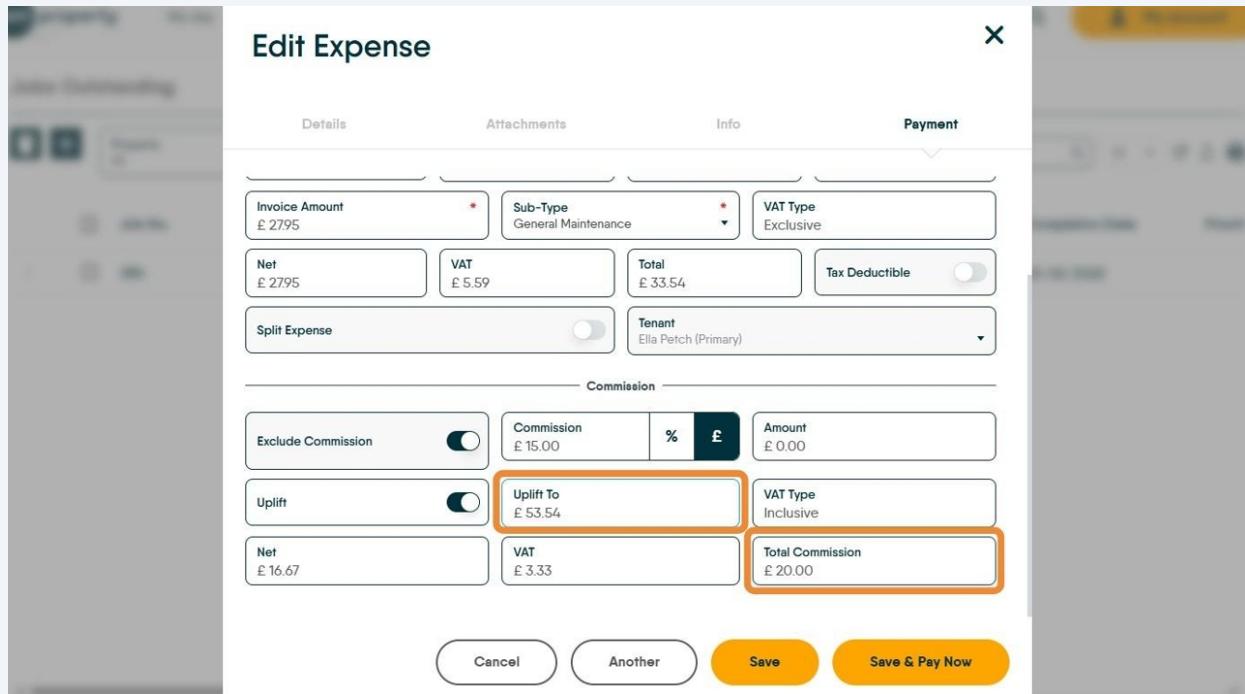
The screenshot shows the 'Commission' screen with the following details:

- Invoice Amount:** £ 2795
- Sub-Type:** General Maintenance
- VAT Type:** Exclusive
- Net:** £ 2795
- VAT:** £ 5.59
- Total:** £ 33.54
- Tax Deductible:**
- Split Expense:**
- Tenant:** Ella Patch (Primary)
- Commission:**
 - Exclude Commission:**
 - Commission:** £ 15.00
 - Amount:** £ 15.00
- Uplift:** (highlighted with an orange circle)
- Uplift To:** £ 20.00
- VAT Type:** Inclusive
- Net:** £ 0.00
- VAT:** £ 0.00
- Total Commission:** £ 0.00

Buttons at the bottom: **Cancel**, **Another**, **Save** (highlighted in yellow), **Save & Pay Now**.

27

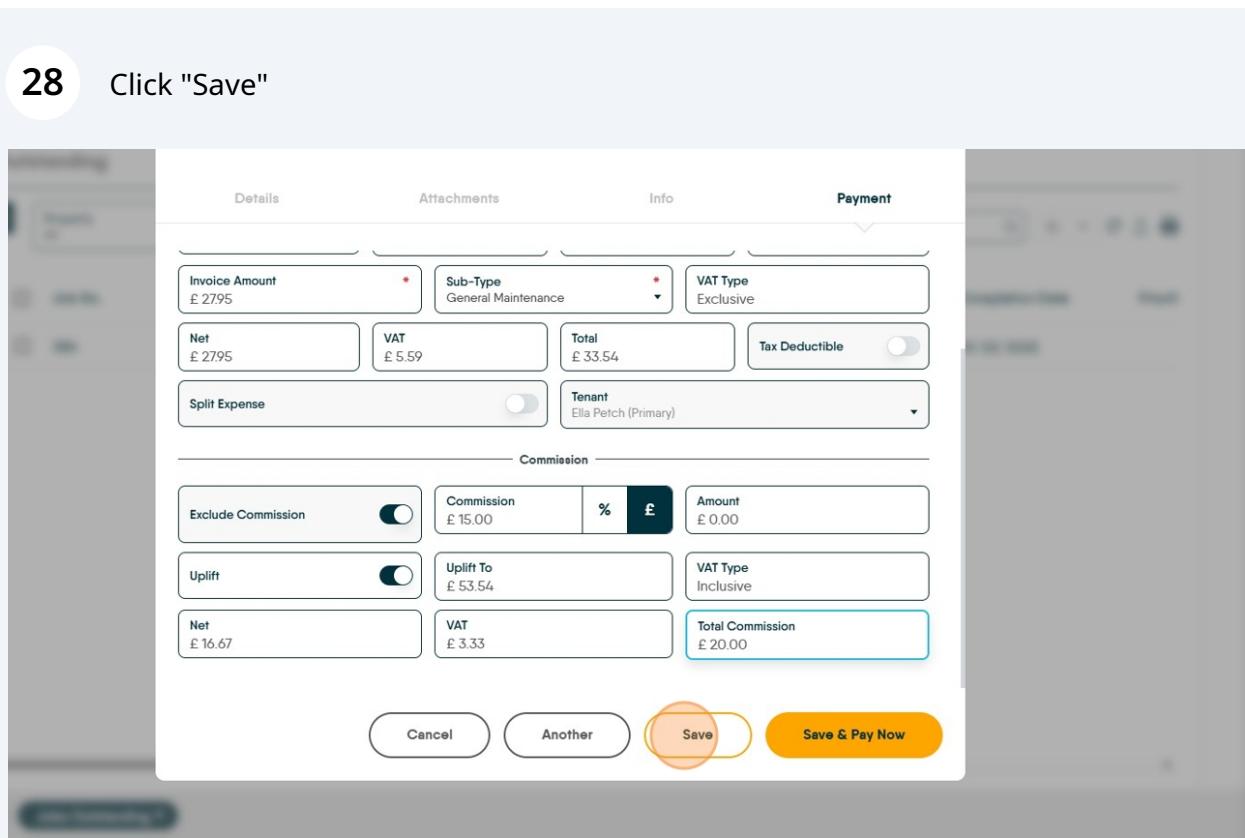
Click the "Total Commission" field and type £53.54. This will then create a charge of £20 shown in the 'Total Commission' field.



The screenshot shows the 'Edit Expense' interface. The 'Commission' section is active. The 'Uplift To' field is set to £53.54 and is highlighted with an orange border. The 'Total Commission' field is set to £20.00 and is also highlighted with an orange border. Other fields in the commission section include 'Exclude Commission' (off), 'Commission £15.00', 'Amount £0.00', 'Uplift' (on), 'VAT Type Inclusive', 'Net £16.67', 'VAT £3.33', and 'VAT Type Inclusive' again. The 'Payment' tab is selected.

28

Click "Save"



The screenshot shows the 'Edit Expense' interface. The 'Commission' section is active. The 'Total Commission' field is set to £20.00 and is highlighted with a blue border. The 'Save' button at the bottom is highlighted with an orange circle. Other buttons at the bottom include 'Cancel', 'Another', and '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.

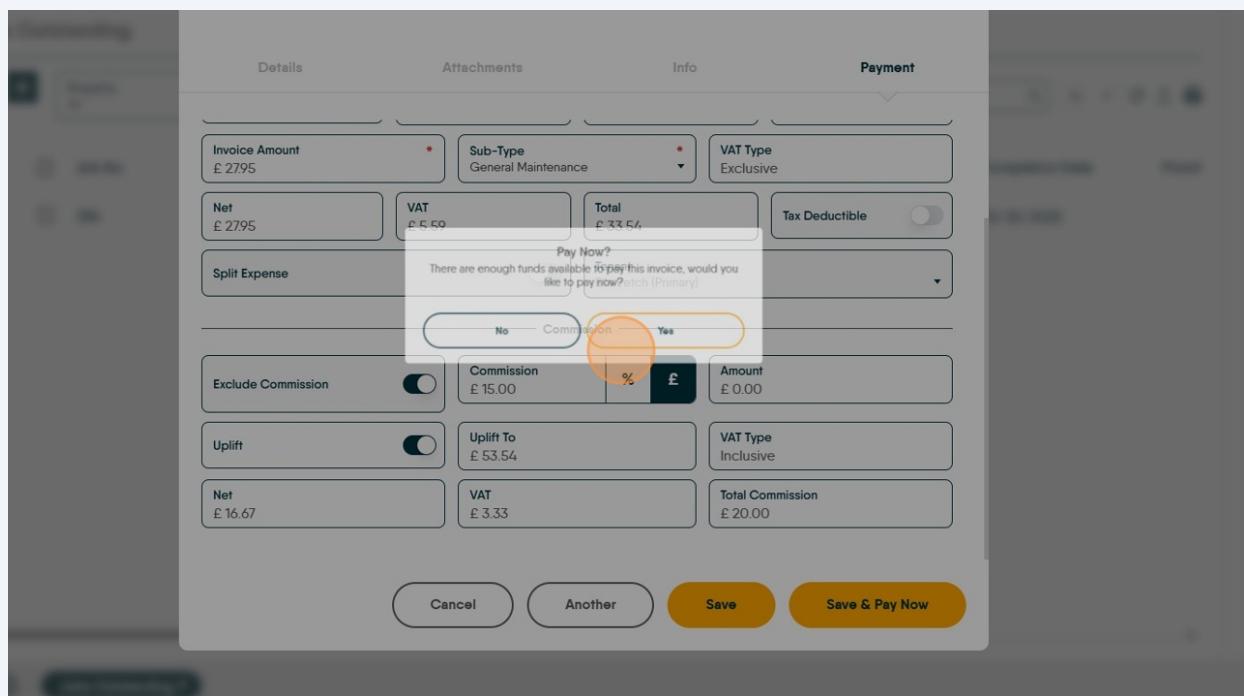


Alert! If there are funds available on the property record, you will see an option to "Pay Now?" this allows you to pay the contractor invoice straight away. This can be ignored and carry on as usual or opt to pay (create the payment line in the Client Account or BACS) your Contractor.

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.



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.

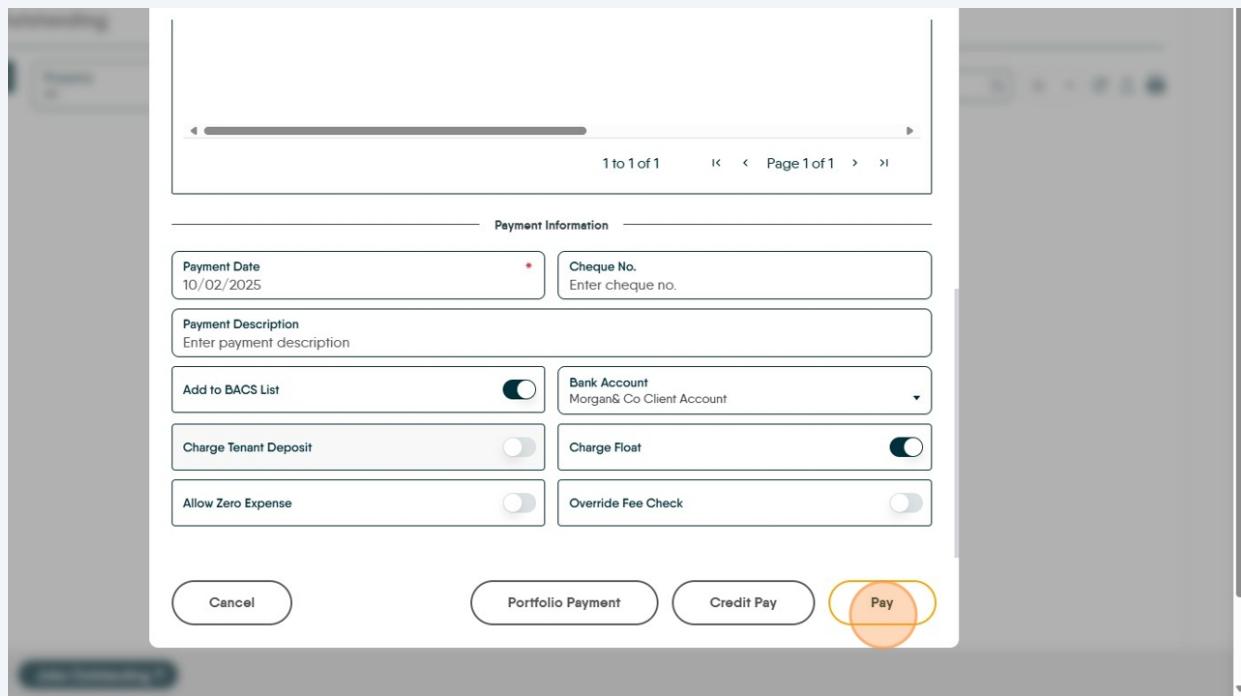
Date	Invoice No.	Type	Net	VAT	Total	Outs
10/02/2025	CRM - 507	Landlord Expense Invoice	£ 44.62	£ 8.92	£ 53.54	

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 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

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



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.