

How To... Refund Tenant Holding Payments in CRM



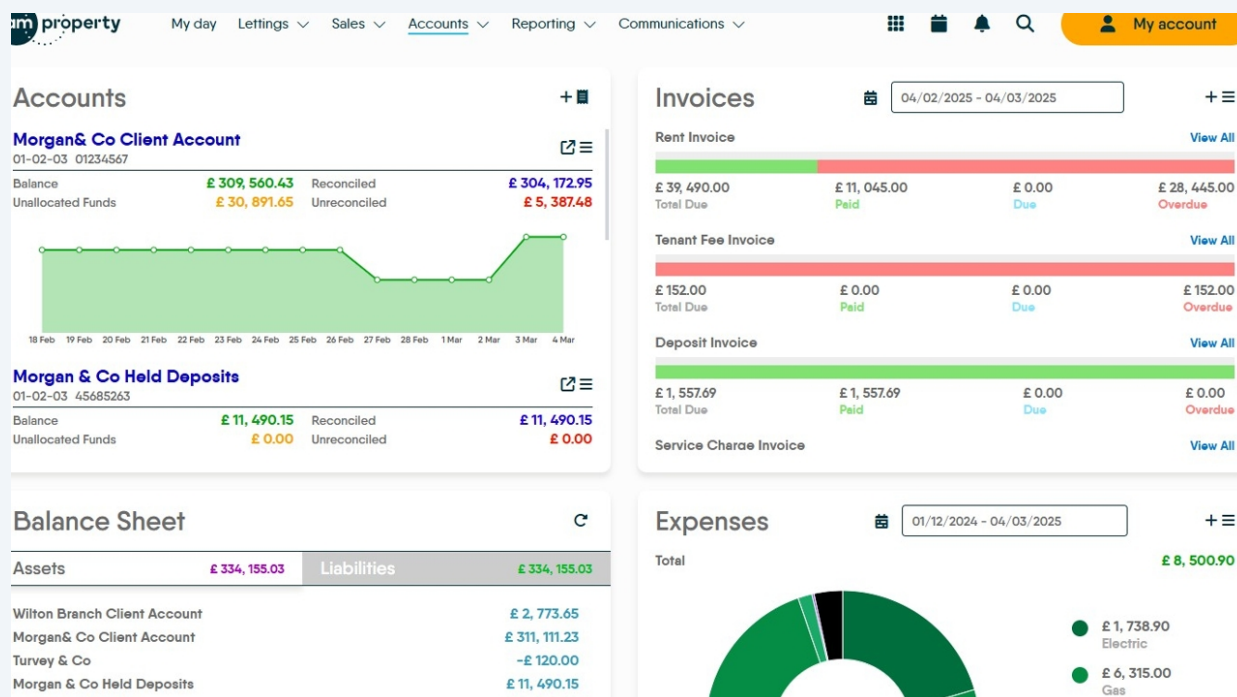
This guide provides a step-by-step process for refunding tenant holding payments in CRM and how to transfer the balance to the Agent ledger.

By following the detailed instructions, users can easily navigate the system to process refunds and associated fees, minimizing errors and saving time.

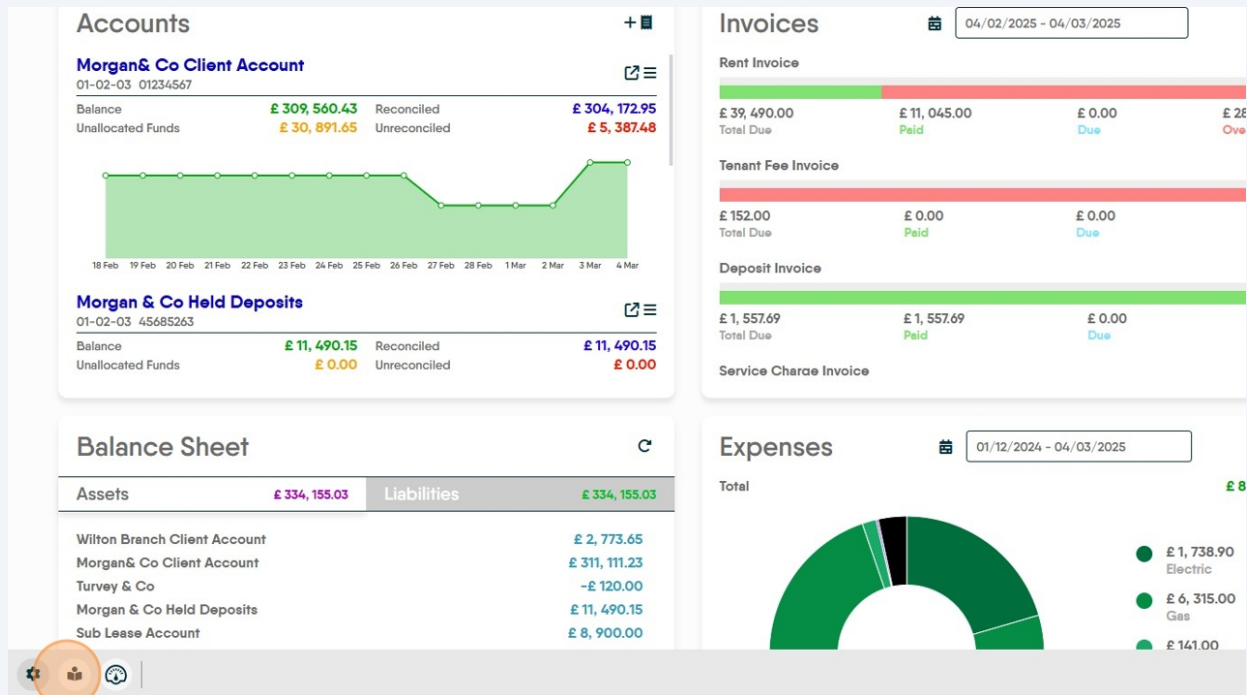
Whether you're new to the CRM or need a refresher, this guide is a valuable resource for maintaining financial integrity in tenant accounts.

In this example we will refund £100 to a tenant and then £80 to the Agent ledger as withheld funds. We will make the assumption that the holding fee has been brought into CRM as 'Unallocated Funds' i.e. not applied to a rent (or other) invoice'.

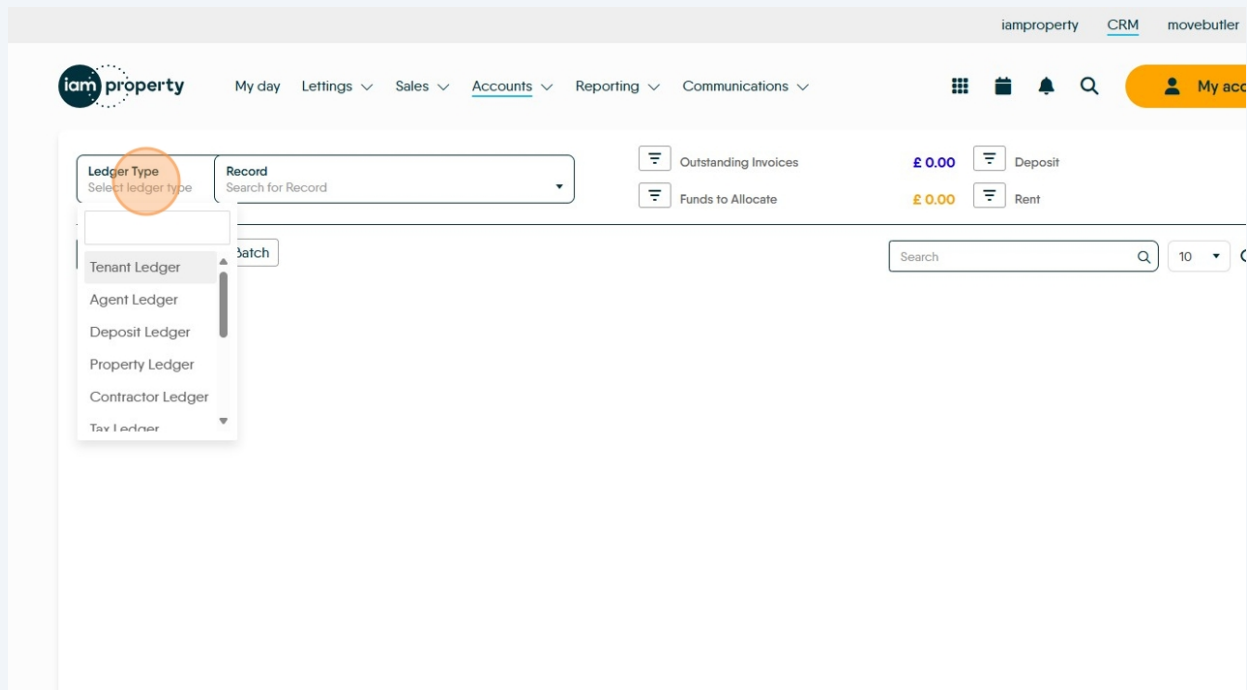
1 Navigate to <https://crm.iamproperty.com/Dashboards/Accounts>



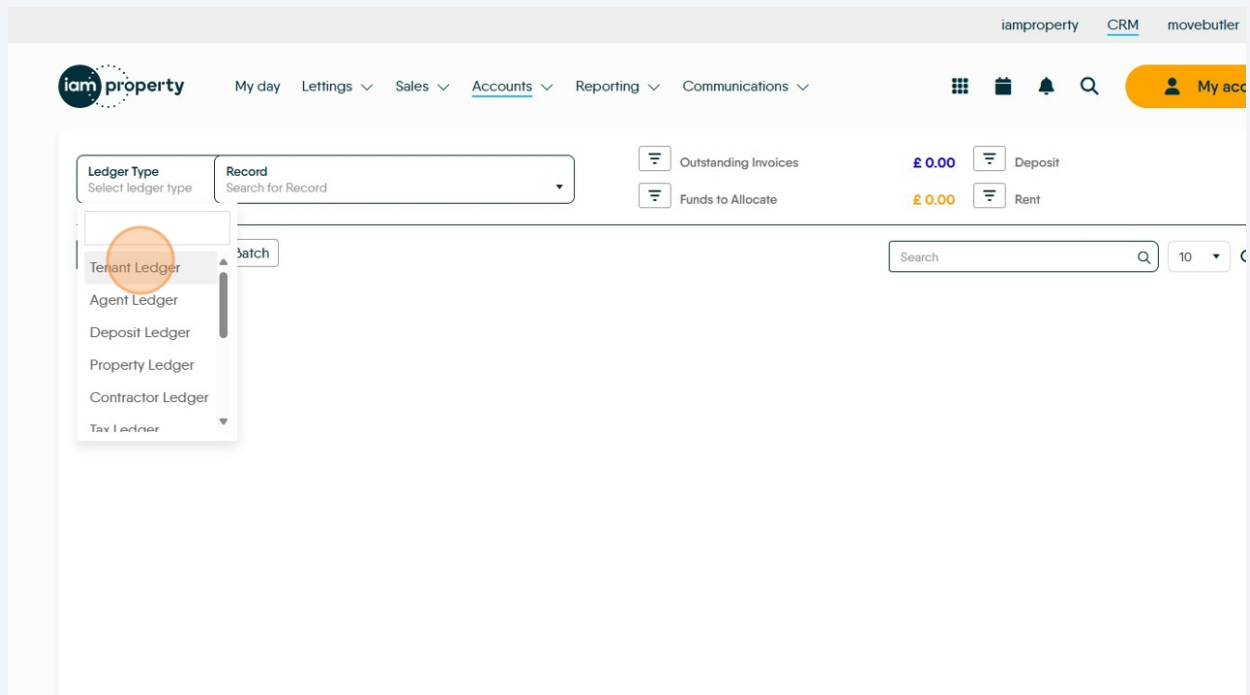
2 Click here to access the Ledger screen.



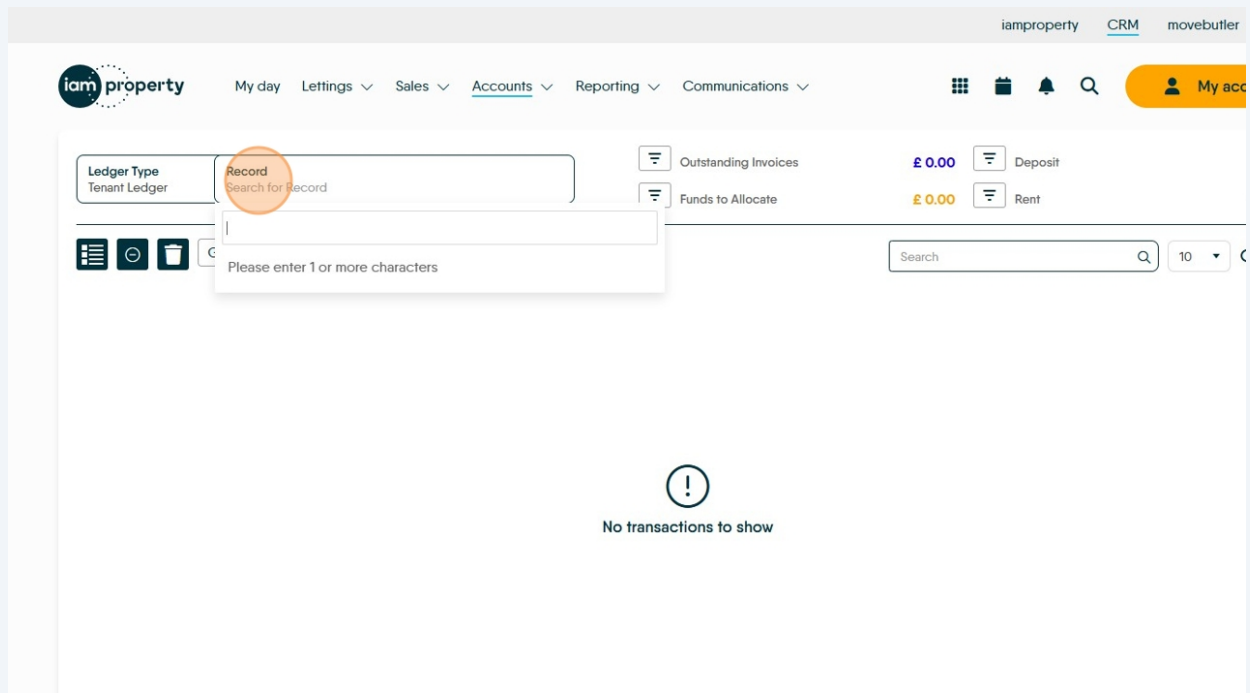
3 Click "Select ledger type"



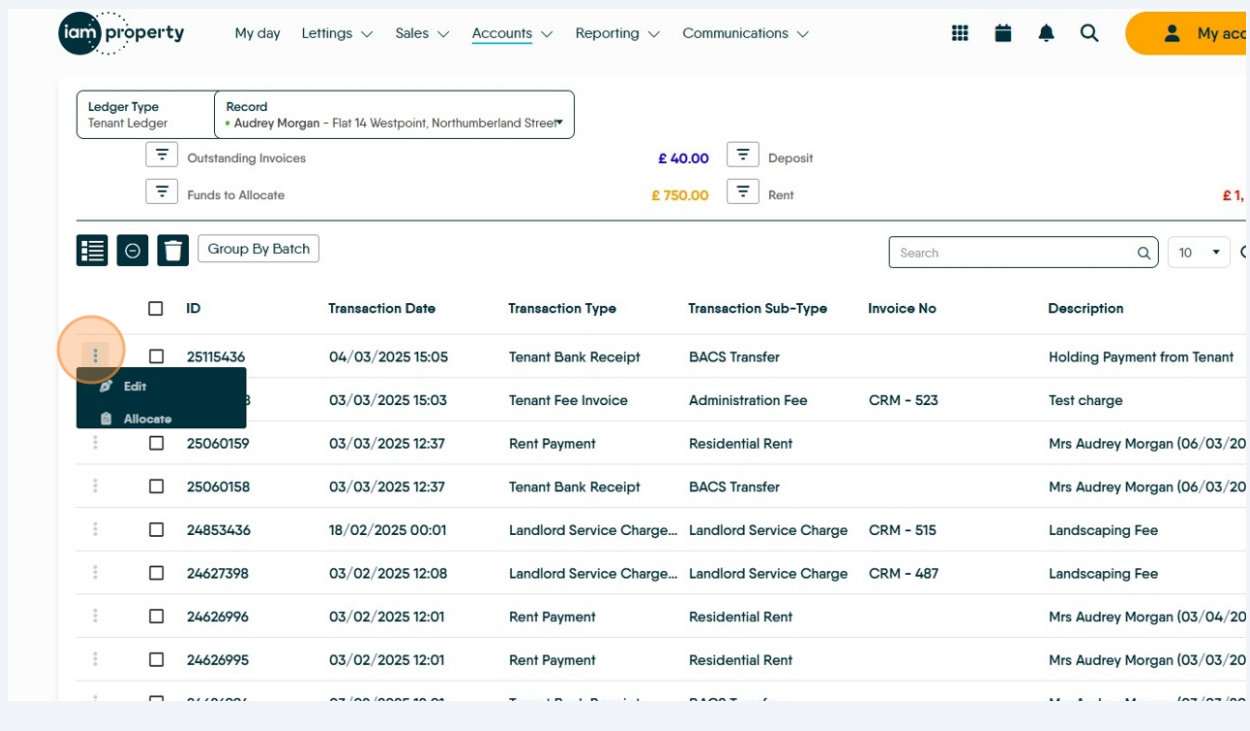
4 Click "Tenant Ledger"



5 Click "Search for Record" Search for the Tenant record and select from the list here.



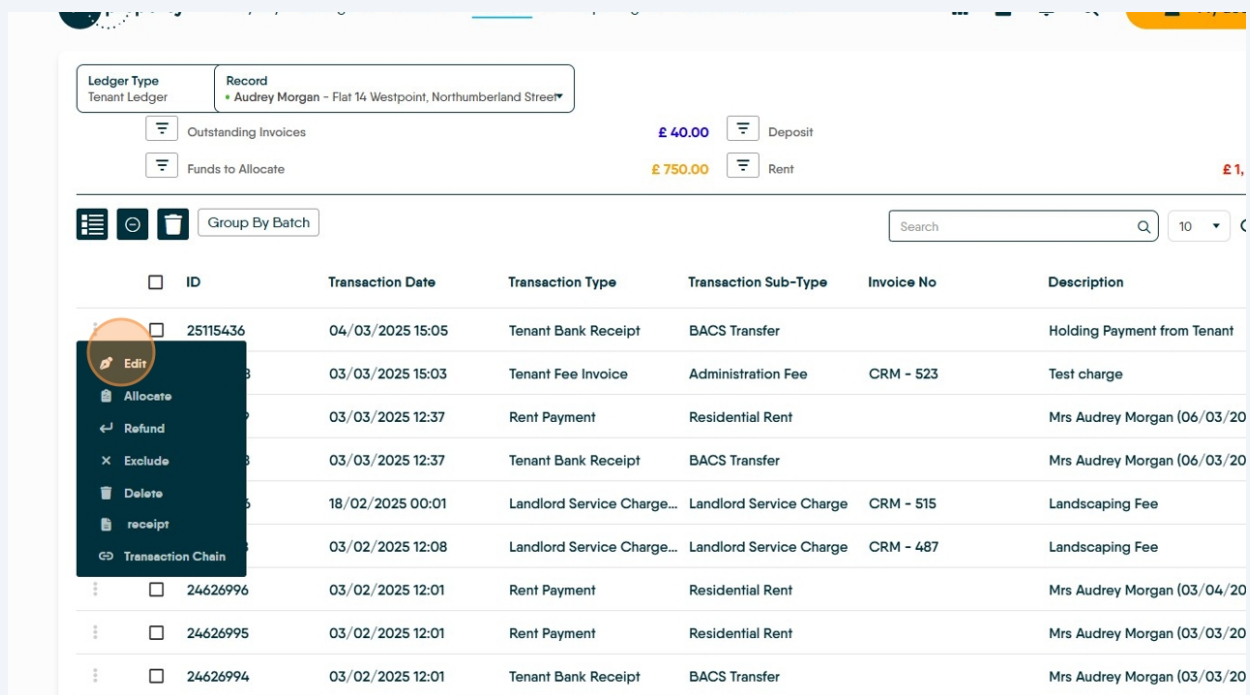
6 Click the 3 dot menu



The screenshot shows the 'Accounts' section of the 'iam property' system. At the top, there's a navigation bar with 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below this, a 'Ledger Type' dropdown is set to 'Tenant Ledger', and a 'Record' dropdown is set to 'Audrey Morgan - Flat 14 Westpoint, Northumberland Street'. Summary statistics show 'Outstanding Invoices' at £40.00, 'Funds to Allocate' at £750.00, and 'Deposit' at £1,000.00. A table of transactions is displayed with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. A 3-dot menu is highlighted next to the first transaction row (ID 25115436).

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060157	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20)

7 Click "Edit"



This screenshot is similar to the previous one, but the 3-dot menu for the first transaction row (ID 25115436) is open, and the 'Edit' option is highlighted. The menu also includes 'Allocate', 'Refund', 'Exclude', 'Delete', 'receipt', and 'Transaction Chain'.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060157	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20)

- 8 From the 'Edit Transaction' screen. Click the "Amount" field.

The screenshot shows the 'Edit Transaction #25115436' form. The 'Amount' field, which currently displays '£ 180.00', is highlighted with an orange circle. The form includes fields for Property, Transaction Type, Sub Type, Date, Invoice No, Cheque No, Bank Reference, and Excluded. A table at the bottom shows transaction details.

ID	Ledger Type	Property	Debit	Credit	Net
25115436	Tenant Ledger	Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK	£ 0.00	£ 180.00	£ 180.00

- 9 Edit the amount to value you are returning to the Tenant. Click "Save"

The screenshot shows the 'Edit Transaction #25115436' form with the 'Amount' field updated to '£ 100.00'. The 'Save' button at the bottom right is highlighted with an orange circle. The form structure and other fields remain the same as in the previous step.

ID	Ledger Type	Property	Debit	Credit	Net
25115436	Tenant Ledger	Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK	£ 0.00	£ 180.00	£ 180.00

10 Click this checkbox.

Ledger Type

Tenant Ledger

Record

Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices

£ 40.00

Deposit

Funds to Allocate

£ 670.00

Rent

£ 1,

Group By Batch

Search

10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/> 25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/> 25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input type="checkbox"/> 25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/> 24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/> 24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20
<input type="checkbox"/> 24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20
<input type="checkbox"/> 24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20

Ledger X

11 Click here.

Ledger Type

Tenant Ledger

Record

Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices

£ 40.00

Deposit

Funds to Allocate

£ 670.00

Rent

£ 1,

Group By Batch

Search

10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/> 25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/> 25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input checked="" type="checkbox"/> 25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/> 24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/> 24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20
<input type="checkbox"/> 24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20
<input type="checkbox"/> 24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20

Edit

Exclude

Ledger X

12 Click "Refund"

Ledger Type
Tenant Ledger

Record
Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices £ 40.00 Deposit

Funds to Allocate £ 670.00 Rent £ 1,

Group By Batch Search 10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20

Edit Exclude Delete Refund Transaction Chain

Ledger X

13 Click the "Amount" field and edit to the amount we are refunding.

Refund Rent

Tenant
Audrey Morgan

Bank Account
Morgan & Co Client Account

Date
04/03/2025

Available
£ 200

Amount
£ 200

Description
Enter note

Cheque No.
Enter cheque no.

Bank Reference
Enter bank reference

Cancel Refund

- 14 Click the "Description" field. Type a clear description for the transaction e.g. "Repayment of holding payment"

The screenshot shows a 'Refund Rent' modal form. The fields are: Tenant (Audrey Morgan), Bank Account (Morgan& Co Client Account), Date (04/03/2025), Available (£200), Amount (£100.00), Description (Enter note), Cheque No. (Enter cheque no.), and Bank Reference (Enter bank reference). An orange circle highlights the 'Description' field.

- 15 Click "Refund" this will create the refund transaction in the Client Account.

The screenshot shows the same 'Refund Rent' modal form, but now the 'Description' field contains the text 'Repayment of holding payment'. An orange circle highlights the 'Refund' button at the bottom right.

16 Click this icon.

Ledger Type

Tenant Ledger

Record

Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices

£ 40.00

Funds to Allocate

£ 670.00

Deposit

£ 1,

Rent

£ 1,

Group By Batch

Search

10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20

Ledger X

17 Click here.

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My day

Lettings

Sales

Accounts

Reporting

Communications

My acc

Accounts

Morgan & Co Client Account

01-02-03 01234567

Balance

£ 309,660.43

Reconciled

£ 304,172.95

Unallocated Funds

£ 30,991.65

Unreconciled

£ 5,487.48

View Transactions

Morgan & Co Held Deposits

01-02-03 45685263

Balance

£ 11,490.15

Reconciled

£ 11,490.15

Unallocated Funds

£ 0.00

Unreconciled

£ 0.00

Balance Sheet

Assets

£ 334,335.03

Liabilities

£ 334,335.03

Wilton Branch Client Account

£ 2,773.65

Invoices

04/02/2025 - 04/03/2025

Rent Invoice

£ 39,490.00

£ 11,045.00

£ 0.00

£ 28

Tenant Fee Invoice

£ 152.00

£ 0.00

£ 0.00

Deposit Invoice

£ 1,557.69

£ 1,557.69

£ 0.00

Service Charge Invoice

Expenses

01/12/2024 - 04/03/2025

Total

£ 8,

£ 1,738.90

18 Click this checkbox.

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iam property My day Lettings Sales Accounts Reporting Communications

Morgan& Co Client A... 01-02-03 01234567

Balance £ 309,660.43 Reconciled £ 304,172.95

Unallocated £ 30,991.65 Unreconciled £ 5,487.48

Group By Batch Search 10

<input type="checkbox"/>	Date	Description	Bank Reference	Credit	Debit	
<input type="checkbox"/>	04/03/2025 15:09	Repayment of holding payment		£ 0.00	£ 100.00	£ 3
<input type="checkbox"/>	04/03/2025 15:05	Holding Payment from Tenant		£ 100.00	£ 0.00	£ 3
<input type="checkbox"/>	03/03/2025 12:40	Mr lettings Applicant101 (15/02/2025 ...		£ 400.00	£ 0.00	£ 3
<input type="checkbox"/>	03/03/2025 12:39	Mr lettings Applicant101 (15/02/2025 ...		£ 1,000.00	£ 0.00	£ 3
<input type="checkbox"/>	03/03/2025 12:37	Mrs Audrey Morgan (06/03/2025 - 05...		£ 200.00	£ 0.00	£ 3
<input type="checkbox"/>	27/02/2025 11:58	Landlord Payment - 63 Woodland Roa...		£ 0.00	£ 1,116.00	£ 3
<input type="checkbox"/>	13/02/2025 14:30	Prepaid rent		£ 1,000.00	£ 0.00	£ 3
<input type="checkbox"/>	11/02/2025 12:52	Landlord Payment - 749 Pelaw Crescen...		£ 0.00	£ 120.00	£ 3

19 Click this icon.

Ledger Type Tenant Ledger Record Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices £ 40.00 Deposit

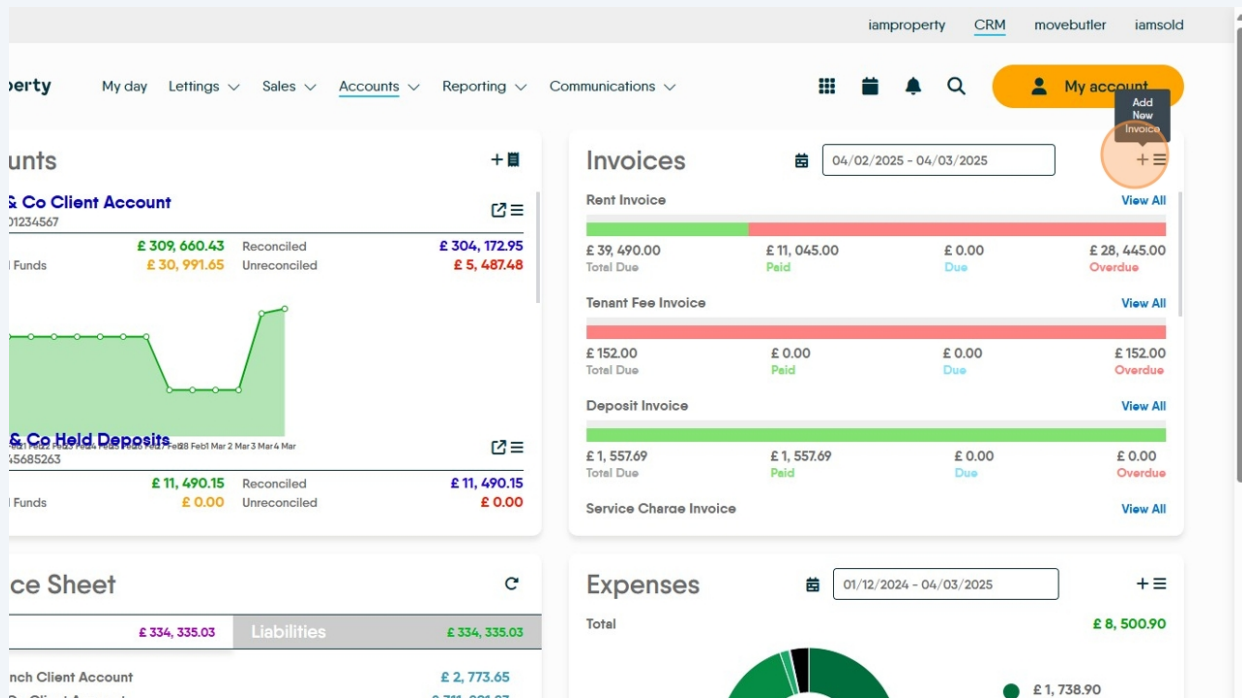
Funds to Allocate £ 670.00 Rent £ 1,

Group By Batch Search 10

<input type="checkbox"/>	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/>	25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
<input type="checkbox"/>	25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
<input type="checkbox"/>	25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/>	25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input type="checkbox"/>	25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025 - 05/03/2025)
<input type="checkbox"/>	25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025 - 05/03/2025)
<input type="checkbox"/>	24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/>	24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/>	24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025 - 02/04/2025)

Ledger X Bank Accounts: Morgan& Co Client Account X

20 Click here.



21 Click "Select tenant" and type your tenant name, select from the drop down list.

The screenshot shows the 'Add Invoice' form. The 'Tenant' field is highlighted with a red circle, indicating where to click to select a tenant. 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 'Description' field is also present. The 'Invoices' table is empty, and the 'Total' is £ 0.00.

Field	Value
Deposit Balance	£ 0.00
Unallocated Funds	£ 0.00
Transaction Type	Select transaction type
Sub Type	Select sub-type
Invoice Date	04/03/2025
Invoice No.	CRM - 526
VAT Type	
Exclude Man. Fee	<input type="checkbox"/>
Amount	£
Net	£ 0.00
Vat	£ 0.00
Total	£ 0.00

Invoices	Total
	£ 0.00

22 Click "Select transaction type"

The screenshot shows the 'Add Invoice' form. The 'Transaction Type' dropdown menu is highlighted with an orange circle. The form contains the following fields and values:

Deposit Balance		£ 0.00		Pay with deposit		<input type="checkbox"/>	
Unallocated Funds		£ 670.00		Pay with unallocated		<input checked="" type="checkbox"/>	
Tenant	Audrey Morgan - Flat 14 Westpoint, No			Transaction Type	Select transaction type		
Sub Type	Select sub-type			Invoice Date	04/03/2025		
Invoice No.	CRM - 526			VAT Type			
Exclude Man. Fee	<input type="checkbox"/>			Amount	£		
Net	£ 0.00			Vat	£ 0.00		
Total	£ 0.00			Description	Enter description		

Below the form, there is a section titled 'Invoices' with a 'Total' of £ 0.00. A message 'No Invoices' is displayed with an exclamation mark icon.

23 Click "Tenant Fee Invoice" (in this case) or the appropriate option.

The screenshot shows the 'Add Invoice' form with the 'Transaction Type' dropdown menu open. The 'Tenant Fee Invoice' option is highlighted with an orange circle. The form contains the following fields and values:

Deposit Balance		£ 0.00		Pay with deposit		<input type="checkbox"/>	
Unallocated Funds		£ 670.00		Pay with unallocated		<input checked="" type="checkbox"/>	
Tenant	Audrey Morgan - Flat 14 Westpoint, No			Transaction Type	Select transaction type		
Sub Type	Select sub-type			Invoice Date	04/03/2025		
Invoice No.	CRM - 5			VAT Type			
Exclude Man. Fee	<input type="checkbox"/>			Amount	£		
Net	£ 0.00			Vat	£ 0.00		
Total	£ 0.00			Description	Enter description		

Below the form, there is a section titled 'Invoices' with a 'Total' of £ 0.00. A message 'No Invoices' is displayed with an exclamation mark icon.

At the bottom of the form, there are three buttons: 'Cancel', 'Another', and 'OK'.

24 Click "Administration Fee"

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No		
Transaction Type	Tenant Fee Invoice		
Sub Type	Administration Fee		
Invoice Date	04/03/2025	Invoice No.	CRM - 526
VAT Type	Inclusive	Exclude Man. Fee	<input type="checkbox"/>
Amount	£	Net	£ 0.00
Vat	£ 0.00	Total	£ 0.00
Description Enter description			
Invoices		Total	£ 0.00

Below the table, there is a warning icon and the text "No Invoices".

25 If you want "Exclude the Mangement fee" Click here

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No		
Transaction Type	Tenant Fee Invoice		
Sub Type	Administration Fee		
Invoice Date	04/03/2025	Invoice No.	CRM - 526
VAT Type	Inclusive	Exclude Man. Fee	<input type="checkbox"/>
Amount	£	Net	£ 0.00
Vat	£ 0.00	Total	£ 0.00
Description Enter description			
Invoices		Total	£ 0.00

Below the table, there is a warning icon and the text "No Invoices".

- 26 Click the "Amount" field. Add the amount of the fee/charge

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No	Transaction Type	Tenant Fee Invoice
Invoice Date	04/03/2025	VAT Type	Inclusive
Amount	£	Exclude Man. Fee	<input type="checkbox"/>
Net	£ 0.00	Vat	£ 0.00
Total	£ 0.00		

Description: Enter description

Invoices: No Invoices

Total: £ 0.00

Buttons: Cancel, Another, OK

- 27 Click the "Description" field. Type a clear accurate description e.g. "Retained Holding Payment for A Morgan"

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No	Transaction Type	Tenant Fee Invoice
Invoice Date	04/03/2025	VAT Type	Inclusive
Amount	£ 70.00	Exclude Man. Fee	<input type="checkbox"/>
Net	£ 58.33	Vat	£ 11.67
Total	£ 70.00		

Description: Enter description

Invoices: No Invoices

Total: £ 0.00

Buttons: Cancel, Another, OK

28 Click here. This will create the invoice.

Add Invoice

Deposit Balance £ 0.00
Unallocated Funds £ 670.00

Pay with deposit ☐
Pay with unallocated ☒

Tenant
Audrey Morgan - Flat 14 Westpoint, No

Transaction Type
Tenant Fee Invoice

Sub Type
Administration Fee

Invoice Date
04/03/2025

Invoice No.
CRM - 526

VAT Type
Inclusive

Exclude Man. Fee ☐

Amount
£ 70.00

Net
£ 58.33

Vat
£ 11.67

Total
£ 70.00

Description
Retained Holding Payment for A Morgan

Invoices

Total £ 0.00

No Invoices

Cancel

Another

OK

29 Click here.

Deposit Balance £ 0.00
Unallocated Funds £ 670.00

Pay with deposit ☐
Pay with unallocated ☒

Tenant
Audrey Morgan - Flat 14 Westpoint, No

Transaction Type
Select transaction type

Sub Type
Select sub-type

Invoice Date
04/03/2025

Invoice No.
CRM - 526

VAT Type

Exclude Man. Fee ☐

Amount
£ 0.00

Net
£ 0.00

Vat
£ 0.00

Total
£ 0.00

Description
Enter description

Invoices

Total £ 70.00

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude	
	<input checked="" type="checkbox"/>	04/03/2025	CRM - 526	Tenant Fee I...	Inclusive	£ 58.33	£ 11.67	£ 70.00	Retained H...	<input checked="" type="checkbox"/>

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

Cancel

Another

OK

30 Click "Select transaction type"

The screenshot shows the 'Add Invoice' form with the 'Transaction Type' dropdown menu open. The menu lists the following options: Rent Invoice, Tenant Fee Invoice, Deposit Invoice, Service Charge Invoice, and Landlord Service Charge Invoice. The 'Transaction Type' field is highlighted with an orange circle. The form includes fields for Deposit Balance (£0.00), Unallocated Funds (£670.00), Tenant (Audrey Morgan - Flat 14 Westpoint, No), Invoice Date (04/03/2025), Invoice Number (CRM - 5), Amount (£0.00), Net (£0.00), and Sub Type (Select sub-type). There are also toggle switches for 'Pay with deposit' and 'Pay with unallocated', and a section for 'Exclude Man. Fee'. The total is £0.00. A 'No Invoices' message is displayed at the bottom.

31 Click "Tenant Fee Invoice"

The screenshot shows the 'Add Invoice' form with the 'Tenant Fee Invoice' option selected in the 'Transaction Type' dropdown menu. The menu lists the following options: Rent Invoice, Tenant Fee Invoice, Deposit Invoice, Service Charge Invoice, and Landlord Service Charge Invoice. The 'Tenant Fee Invoice' option is highlighted with an orange circle. The form includes fields for Deposit Balance (£0.00), Unallocated Funds (£670.00), Tenant (Audrey Morgan - Flat 14 Westpoint, No), Invoice Date (04/03/2025), Invoice Number (CRM - 5), Amount (£0.00), Net (£0.00), and Sub Type (Select sub-type). There are also toggle switches for 'Pay with deposit' and 'Pay with unallocated', and a section for 'Exclude Man. Fee'. The total is £0.00. A 'No Invoices' message is displayed at the bottom. At the bottom of the form, there are buttons for 'Cancel', 'Another', and 'OK'.

32 Click the "Amount" field.

The screenshot shows a modal window titled "Add Invoice" with a close button (X) in the top right corner. The form contains several input fields and sections:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £ 670.00
- Pay with deposit:** ☐
- Pay with unallocated:** ☒
- Tenant:** Audrey Morgan - Flat 14 Westpoint, No. 14
- Transaction Type:** Tenant Fee Invoice
- Sub Type:** Administration Fee
- Invoice Date:** 04/03/2025
- Invoice No.:** CRM - 526
- VAT Type:** Inclusive
- Exclude Man. Fee:** ☐
- Amount:** £ 0.00 (This field is highlighted with an orange circle)
- Net:** £ 0.00
- Vat:** £ 0.00
- Total:** £ 0.00
- Description:** Enter description (with a red asterisk and delete/add icons)
- Invoices:** A list area showing "No Invoices" with a warning icon.
- Total:** £ 0.00

At the bottom of the modal are three buttons: "Cancel", "Another", and "OK".

33 Type "7"

34 Click the "Description" field.

Add Invoice

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>

Tenant Audrey Morgan - Flat 14 Westpoint, No	Transaction Type Tenant Fee Invoice	Sub Type Administration Fee
---	--	--------------------------------

Invoice Date 04/03/2025	Invoice No. CRM - 526	VAT Type Inclusive	Exclude Man. Fee <input type="checkbox"/>
----------------------------	--------------------------	-----------------------	--

Amount £ 70.00	Net £ 58.33	Vat £ 11.67	Total £ 70.00
-------------------	----------------	----------------	------------------

Description
Enter description

Invoices

Total £ 0.00

No Invoices

Cancel Another OK

35 Type "Withheld Holding Fee"

36 Click here.

Add Invoice

Deposit Balance£ 0.00

Unallocated Funds£ 670.00

Pay with deposit

Pay with unallocated

Tenant
Audrey Morgan - Flat 14 Westpoint, No

Transaction Type
Tenant Fee Invoice

Sub Type
Administration Fee

Invoice Date
04/03/2025

Invoice No.
CRM - 526

VAT Type
Inclusive

Exclude Man. Fee

Amount
£ 70.00

Net
£ 58.33

Vat
£ 11.67

Total
£ 70.00

Description
Withheld Holding Fee

+

Invoices

Total£ 0.00

!

No Invoices

Cancel

Another

OK

37 Click here.

Add Invoice

Deposit Balance£ 0.00

Unallocated Funds£ 670.00

Pay with deposit

Pay with unallocated

Tenant
Audrey Morgan - Flat 14 Westpoint, No

Transaction Type
Select transaction type

Sub Type
Select sub-type

Invoice Date
04/03/2025

Invoice No.
CRM - 526

VAT Type

Exclude Man. Fee

Amount
£ 0.00

Net
£ 0.00

Vat
£ 0.00

Total
£ 0.00

Description
Enter description

+

Invoices

Total£ 70.00

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude	
		04/03/2025	CRM - 526	Tenant Fee I...	Inclusive	£ 58.33	£ 11.67	£ 70.00	Withheld H...	

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

38 Click "OK"

The screenshot shows a form for creating a tenant invoice. At the top, there are fields for 'Deposit Balance' (£ 0.00) and 'Unallocated Funds' (£ 670.00). Below these are fields for 'Pay with deposit' and 'Pay with unallocated'. The form includes sections for 'Tenant' (Audrey Morgan - Flat 14 Westpoint, No*), 'Transaction Type' (Select transaction type), and 'Sub Type' (Select sub-type). There are also fields for 'Invoice Date' (04/03/2025), 'Invoice No.' (CRM - 526), 'VAT Type', and 'Exclude Man. Fee'. The 'Amount' is £ 0.00, 'Net' is £ 0.00, 'Vat' is £ 0.00, and 'Total' is £ 0.00. A 'Description' field is present with a '+' icon. Below the form is a table titled 'Invoices' with columns: Inv, Date, Invoice No., Type, VAT Type, Net, VAT, Total, Description, and Exclude. The table contains one row with a trash icon, a checkmark, the date 04/03/2025, invoice number CRM - 526, type Tenant Fee L., VAT type Inclusive, Net £ 58.33, VAT £ 11.67, Total £ 70.00, Description Withheld H., and an 'X' in the Exclude column. At the bottom, there are three buttons: 'Cancel', 'Another', and 'OK' (highlighted with an orange circle).

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude	
	<input checked="" type="checkbox"/>	04/03/2025	CRM - 526	Tenant Fee L.	Inclusive	£ 58.33	£ 11.67	£ 70.00	Withheld H.	X

39 Click "No"

The screenshot shows the same software interface as in step 38, but with a confirmation dialog box overlaid. The dialog box has a question mark icon and the text 'Would you like to produce a tenant invoice?'. It has two buttons: 'No' (highlighted with an orange circle) and 'Yes'. The background form is dimmed.

40 Click here.

iam property

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My acc

Ledger Type

Tenant Ledger

Record

Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices

Funds to Allocate

£ 40.00

£ 600.00

Deposit

Rent

£ 1,

Group By Batch

Search

10

<input type="checkbox"/>	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/>	25115660	04/03/2025 15:14	Tenant Fee Payment	Administration Fee	CRM - 526	Withheld Holding Fee
<input type="checkbox"/>	25115659	04/03/2025 15:14	Tenant Fee Invoice	Administration Fee	CRM - 526	Withheld Holding Fee
<input type="checkbox"/>	25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
<input type="checkbox"/>	25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
<input type="checkbox"/>	25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/>	25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input type="checkbox"/>	25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/>	25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20