

# 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>

The screenshot shows the CRM dashboard with the following sections:

- Accounts:** Morgan& Co Client Account (01-02-03 01234567) and Morgan & Co Held Deposits (01-02-03 45685263). Both show a balance of £11,490.15, with Unallocated Funds of £0.00.
- Invoices:** Rent Invoice, Tenant Fee Invoice, Deposit Invoice, and Service Charge Invoice. The Rent Invoice shows a total due of £39,490.00, paid £11,045.00, due £0.00, and overdue £28,445.00.
- Balance Sheet:** Assets £334,155.03 and Liabilities £334,155.03. Details include Wilton Branch Client Account (£2,773.65), Morgan& Co Client Account (£311,111.23), Turvey & Co (-£120.00), and Morgan & Co Held Deposits (£11,490.15).
- Expenses:** Total £8,500.90. A pie chart breaks down expenses into Electric (£1,738.90) and Gas (£6,315.00).

2 Click here to access the Ledger screen.

**Accounts**

**Morgan & Co Client Account**  
01-02-03 01234567

Balance	£ 309,560.43	Unallocated Funds	£ 30,891.65	Reconciled	£ 304,172.95	Unreconciled	£ 5,387.48

**Morgan & Co Held Deposits**  
01-02-03 45685263

Balance	£ 11,490.15	Unallocated Funds	£ 0.00	Reconciled	£ 11,490.15	Unreconciled	£ 0.00
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**Invoices**  
04/02/2025 - 04/03/2025

- Rent Invoice: £ 39,490.00 (Paid), £ 11,045.00 (Due), £ 0.00 (Owe)
- Tenant Fee Invoice: £ 152.00 (Paid), £ 0.00 (Due)
- Deposit Invoice: £ 1,557.69 (Paid), £ 0.00 (Due)
- Service Charge Invoice: £ 1,557.69 (Paid), £ 0.00 (Due)

**Balance Sheet**

Assets	£ 334,155.03	Liabilities	£ 334,155.03
Wilton Branch Client Account	£ 2,773.65		
Morgan & Co Client Account	£ 311,111.23		
Turvey & Co	-£ 120.00		
Morgan & Co Held Deposits	£ 11,490.15		
Sub Lease Account	£ 8,900.00		

**Expenses**  
01/12/2024 - 04/03/2025

Total: £ 8

- £ 1,738.90 Electric
- £ 6,315.00 Gas
- £ 141.00 Rent

3 Click "Select ledger type"

iamproperty CRM movebutler

My day Lettings Sales Accounts Reporting Communications

Ledger Type: Tenant Ledger

Record: Search for Record

Outstanding Invoices: £ 0.00

Funds to Allocate: £ 0.00

Deposit: £ 0.00

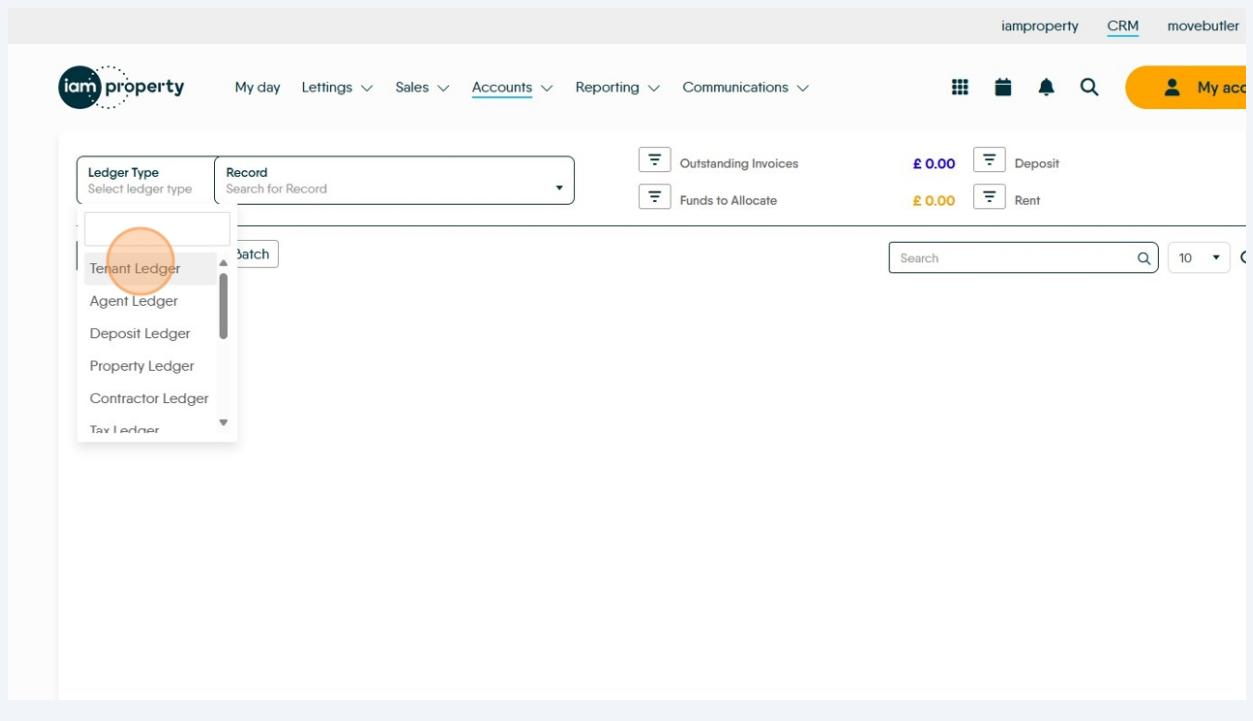
Rent: £ 0.00

Search:  10

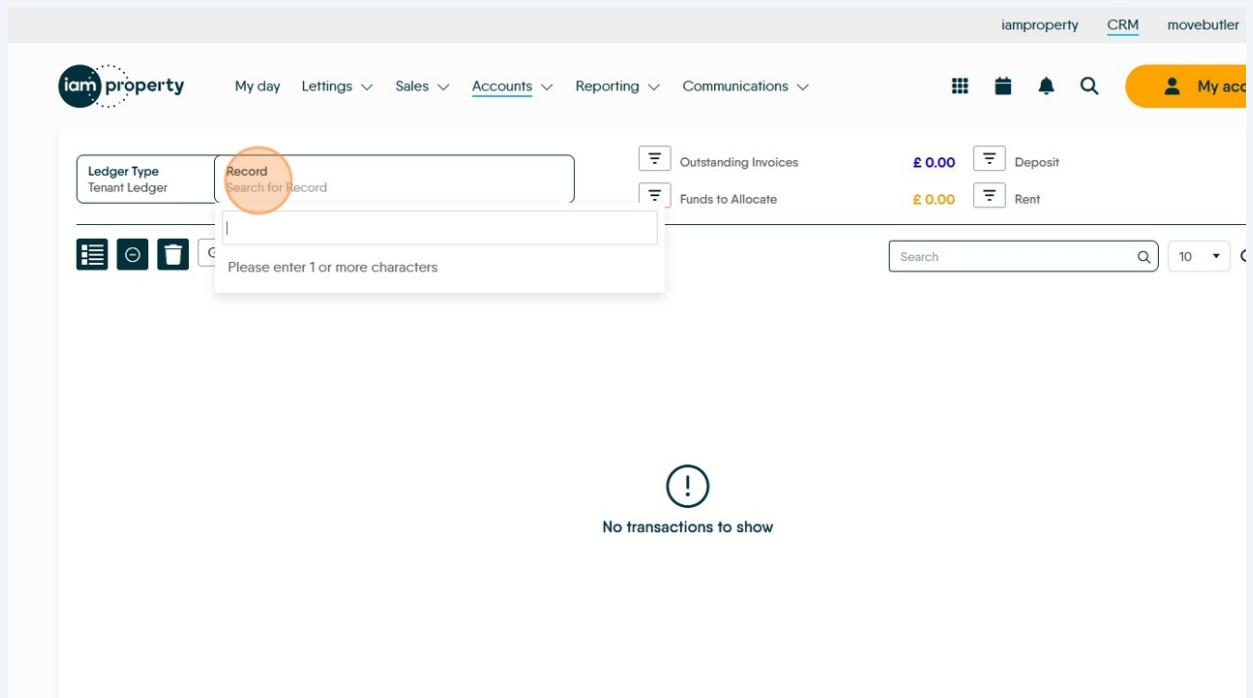
Ledger Type dropdown menu items:
 

- Tenant Ledger (selected)
- Agent Ledger
- Deposit Ledger
- Property Ledger
- Contractor Ledger
- Tax Ledger

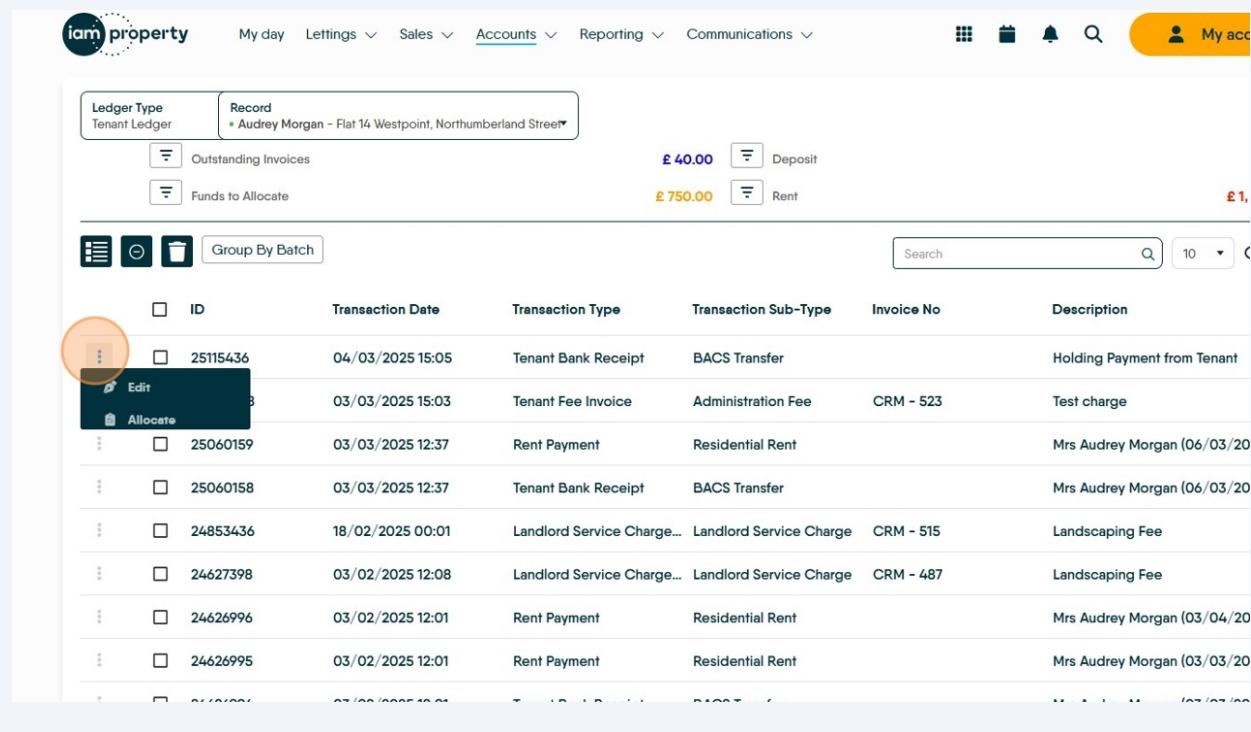
4 Click "Tenant Ledger"



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



6 Click the 3 dot menu

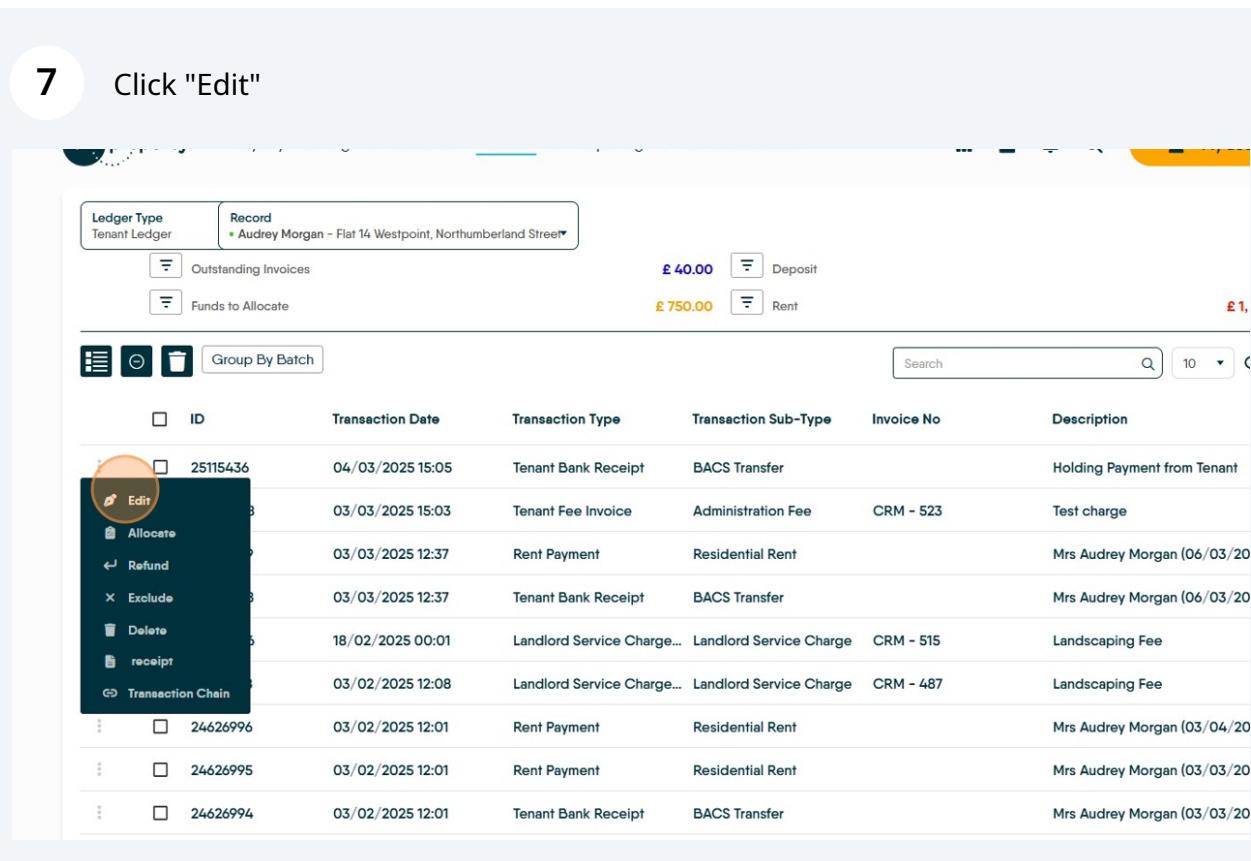


Ledger Type: Tenant Ledger Record: Audrey Morgan - Flat 14 Westpoint, Northumberland Street

£ 40.00 Deposit  
£ 750.00 Funds to Allocate  
£ 1,000.00 Outstanding Invoices

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
25060159	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060158	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
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 (03/04/2025)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

7 Click "Edit"

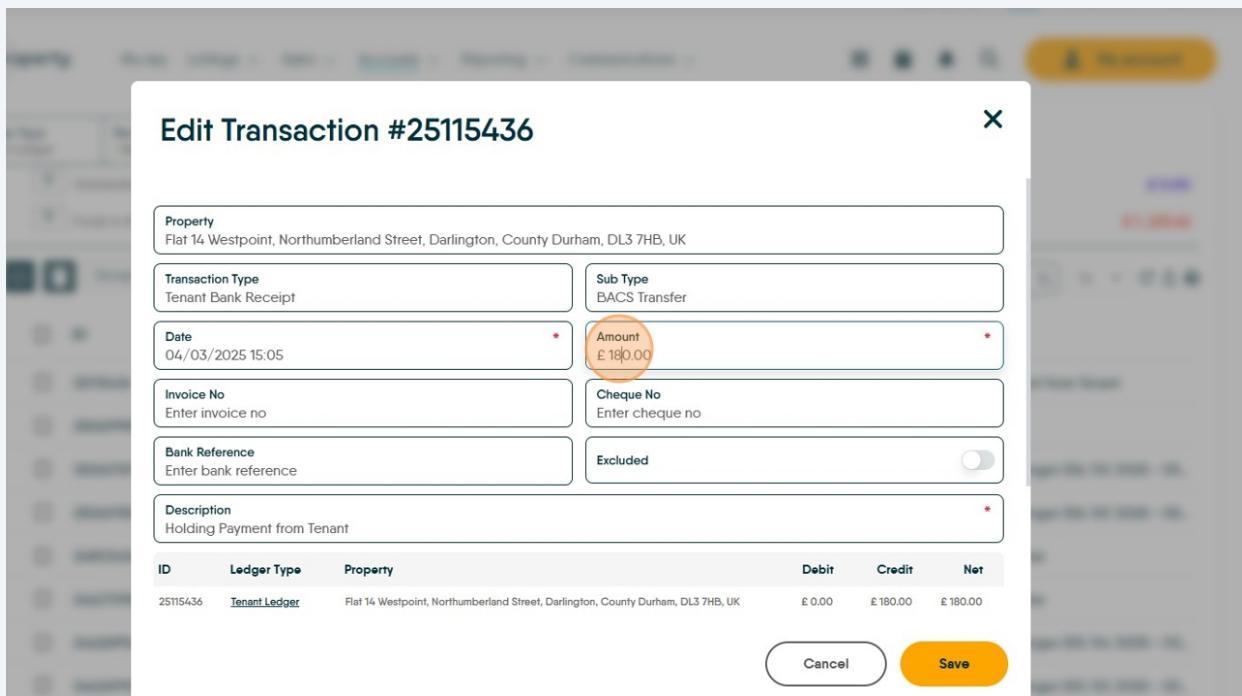


Ledger Type: Tenant Ledger Record: Audrey Morgan - Flat 14 Westpoint, Northumberland Street

£ 40.00 Deposit  
£ 750.00 Funds to Allocate  
£ 1,000.00 Outstanding Invoices

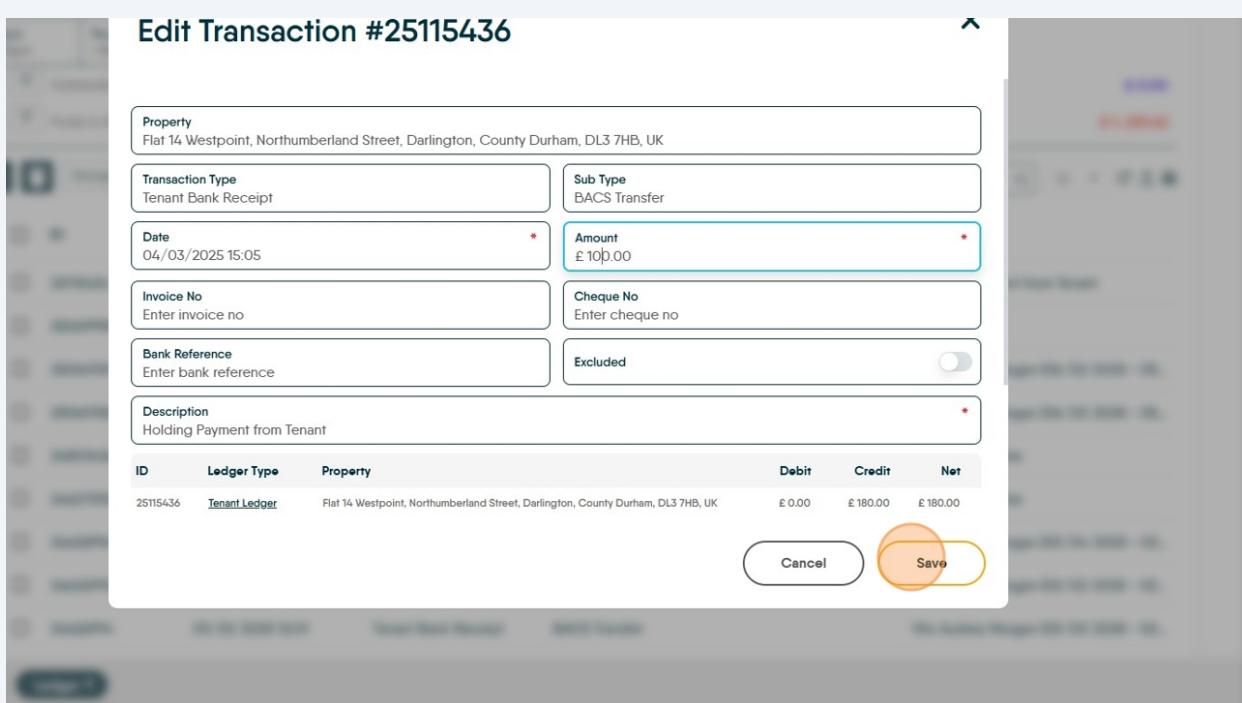
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060159	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060158	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025)
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 (03/04/2025)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

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



The screenshot shows the 'Edit Transaction #25115436' dialog box. The 'Amount' field, which contains '£ 180.00', is highlighted with a red circle. The dialog box includes fields for Property (Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK), Transaction Type (Tenant Bank Receipt), Sub Type (BACS Transfer), Date (04/03/2025 15:05), Invoice No (Enter invoice no), Cheque No (Enter cheque no), Bank Reference (Enter bank reference), Excluded (toggle switch), and Description (Holding Payment from Tenant). Below the form is a table showing transaction details: ID 25115436, Ledger Type Tenant Ledger, Property Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK, Debit £ 0.00, Credit £ 180.00, and Net £ 180.00. At the bottom are 'Cancel' and 'Save' buttons, with 'Save' being highlighted with a yellow circle.

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



The screenshot shows the 'Edit Transaction #25115436' dialog box. The 'Amount' field, which now contains '£ 10.00', is highlighted with a blue border. The dialog box includes fields for Property (Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK), Transaction Type (Tenant Bank Receipt), Sub Type (BACS Transfer), Date (04/03/2025 15:05), Invoice No (Enter invoice no), Cheque No (Enter cheque no), Bank Reference (Enter bank reference), Excluded (toggle switch), and Description (Holding Payment from Tenant). Below the form is a table showing transaction details: ID 25115436, Ledger Type Tenant Ledger, Property Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK, Debit £ 0.00, Credit £ 180.00, and Net £ 180.00. At the bottom are 'Cancel' and 'Save' buttons, with 'Save' being highlighted with a yellow circle.

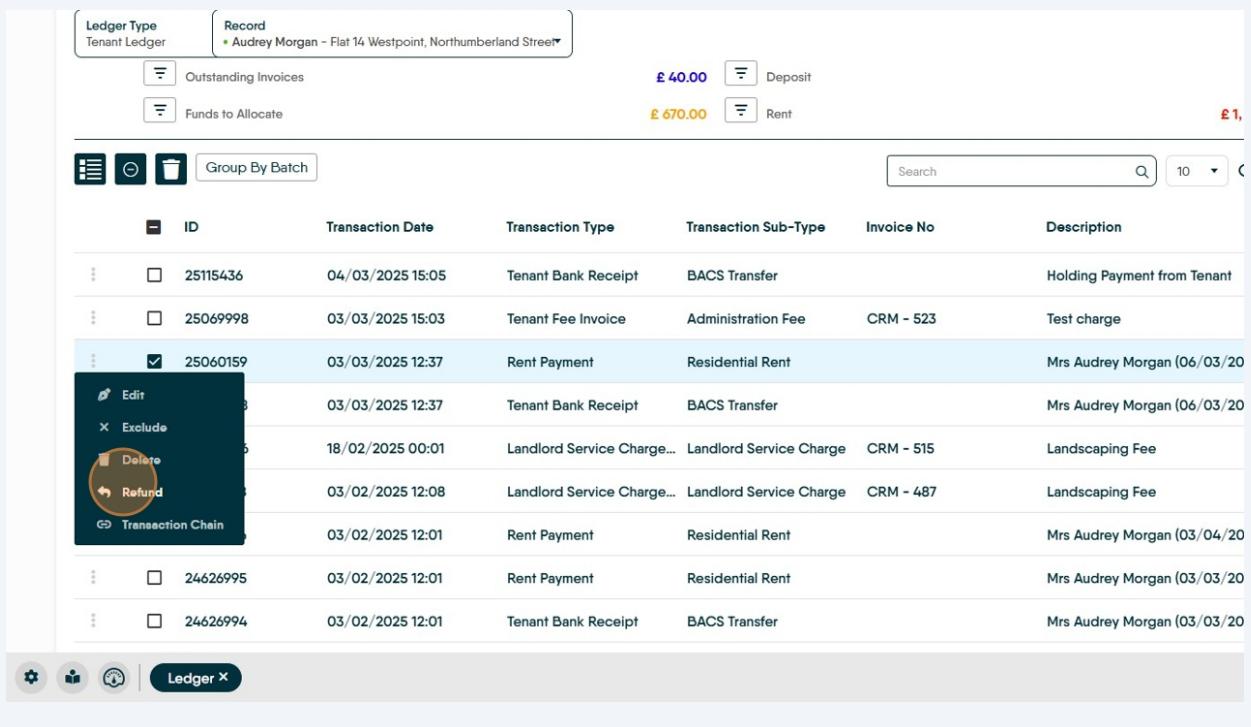
10 Click this checkbox.

Ledger Type	Tenant Ledger	Record	Audrey Morgan - Flat 14 Westpoint, Northumberland Street			
<input type="checkbox"/>	Outstanding Invoices	£ 40.00	<input type="checkbox"/>	Deposit		
<input type="checkbox"/>	Funds to Allocate	£ 670.00	<input type="checkbox"/>	Rent		£ 1,
			Group By Batch			Search <input type="text"/>
						10
<input type="checkbox"/>	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 (06/03/2025)
<input type="checkbox"/>	25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
<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)
<input type="checkbox"/>	24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
<input type="checkbox"/>	24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

11 Click here.

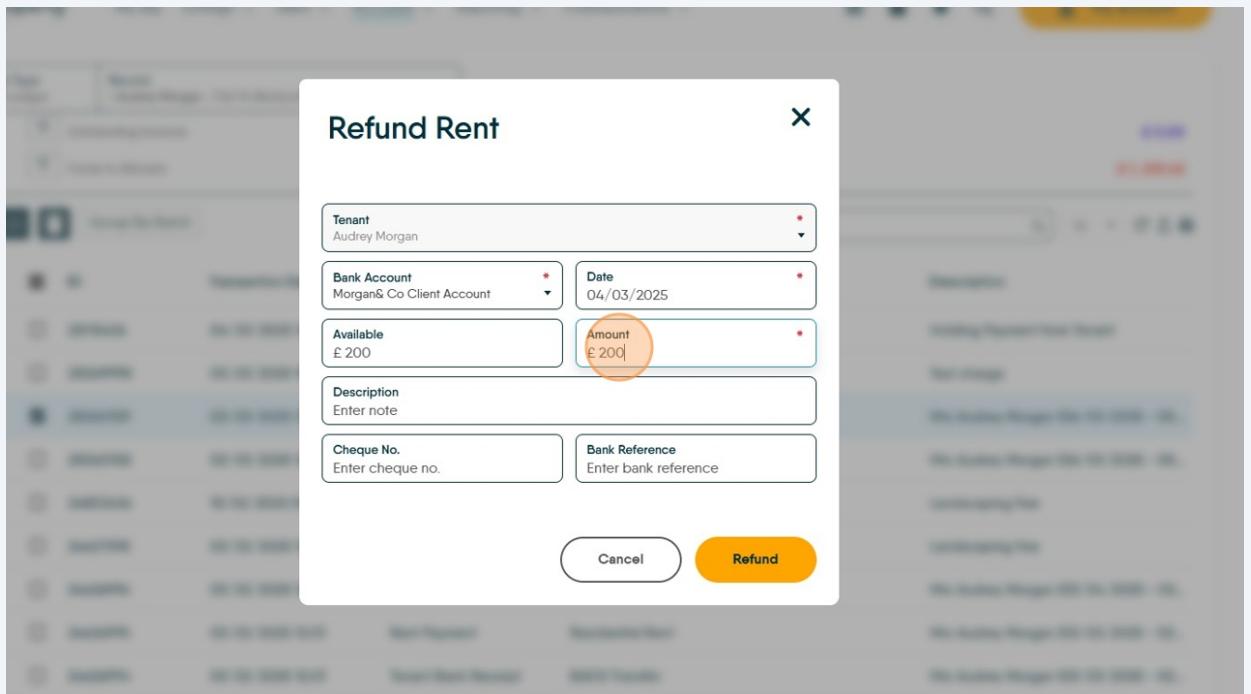
Ledger Type	Tenant Ledger	Record	Audrey Morgan - Flat 14 Westpoint, Northumberland Street			
<input type="checkbox"/>	Outstanding Invoices	£ 40.00	<input type="checkbox"/>	Deposit		
<input type="checkbox"/>	Funds to Allocate	£ 670.00	<input type="checkbox"/>	Rent		£ 1,
			Group By Batch	Search		
	ID	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 (06/03/2025)
Edit Exclude		03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
<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)
<input type="checkbox"/>	24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/2025)
<input type="checkbox"/>	24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/2025)

## 12 Click "Refund"



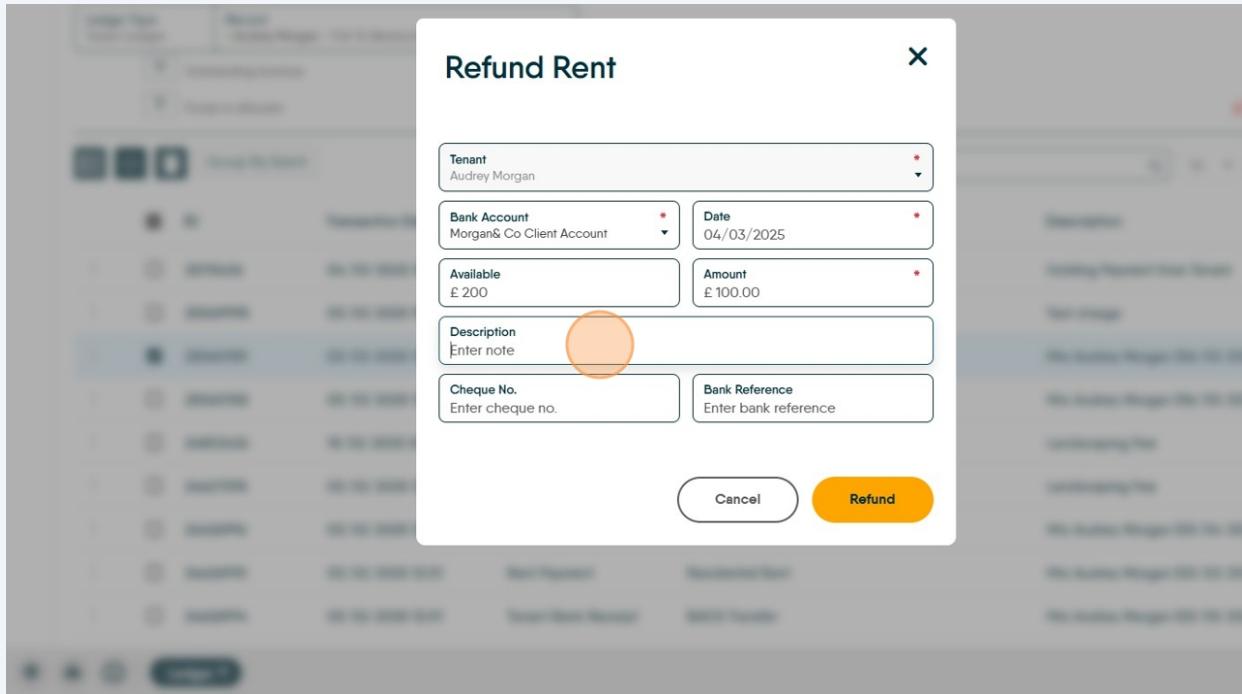
The screenshot shows a software interface for managing a ledger. At the top, there are buttons for 'Outstanding Invoices' (£ 40.00), 'Deposit' (£ 670.00), 'Funds to Allocate' (£ 1,100), and 'Rent' (£ 1,100). The 'Record' section shows 'Audrey Morgan - Flat 14 Westpoint, Northumberland Street'. Below this is a table of transactions with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. A transaction for ID 25060159 is selected and has a context menu open, with the 'Refund' option highlighted. The table also includes rows for various other transactions like 'Holding Payment from Tenant', 'Test charge', and 'Landscaping Fee'.

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

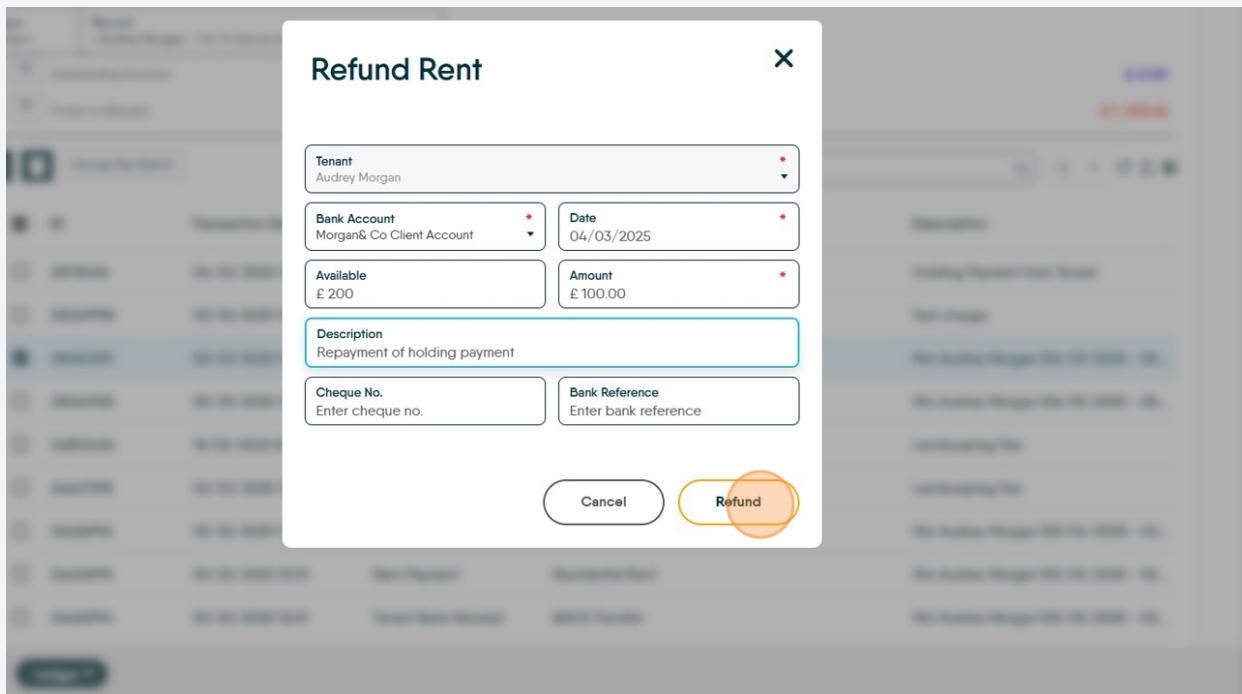


The screenshot shows a 'Refund Rent' dialog box. It includes fields for 'Tenant' (Audrey Morgan), 'Bank Account' (Morgan & Co Client Account), 'Date' (04/03/2025), 'Available' (£ 200), 'Amount' (£ 200), 'Description' (Enter note), 'Cheque No.' (Enter cheque no.), and 'Bank Reference' (Enter bank reference). The 'Amount' field is highlighted with a red circle. At the bottom are 'Cancel' and 'Refund' buttons.

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



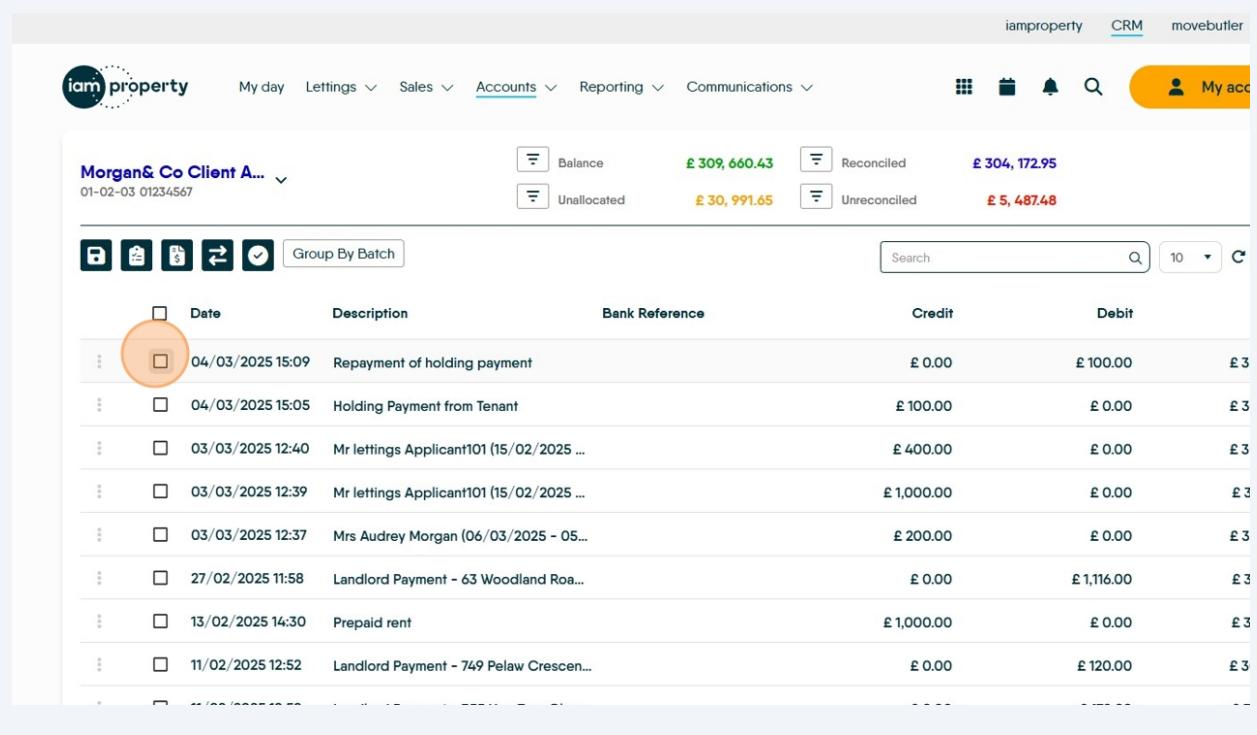
15 Click "Refund" this will create the refund transaction in the Client Account.



16 Click this icon.

17 Click here.

18 Click this checkbox.



My day Lettings Sales Accounts Reporting Communications

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

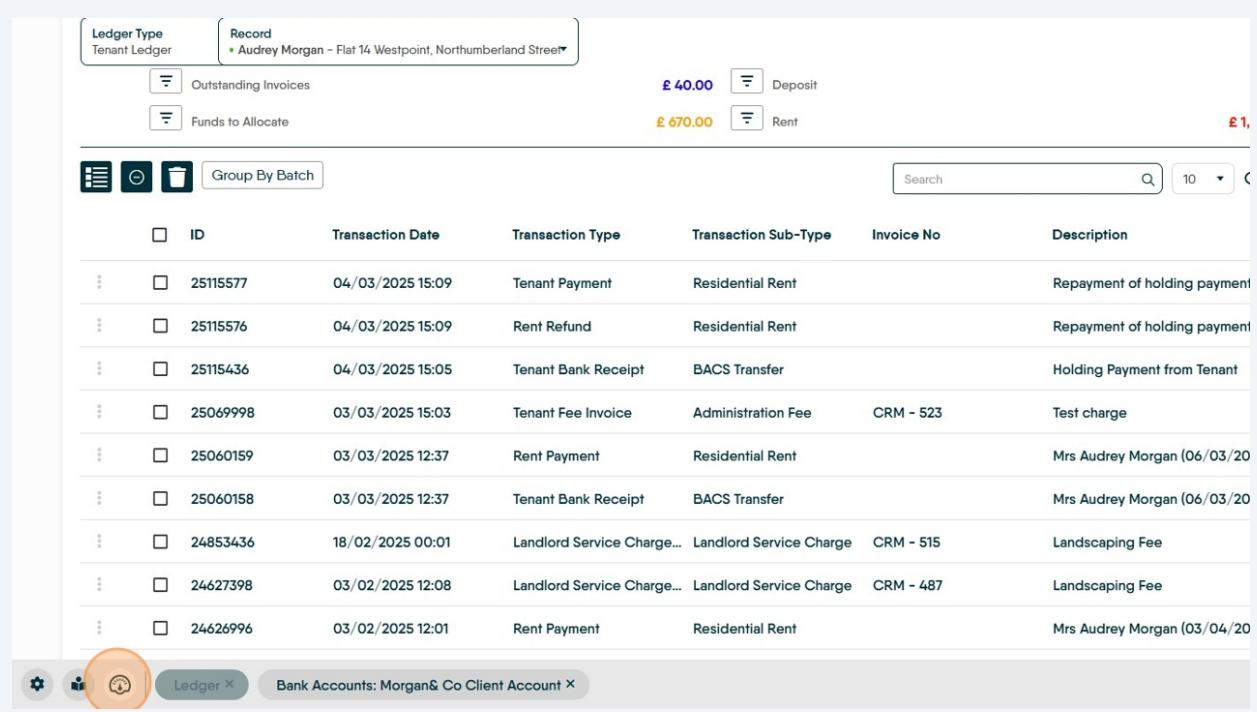
Balance £ 309,660.43 Reconciled £ 304,172.95

Unallocated £ 30,991.65 Unreconciled £ 5,487.48

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

£ 40.00 Deposit

£ 670.00 Funds to Allocate Rent £ 1,

Outstanding Invoices

Group By Batch

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 (06/03/2020)
<input type="checkbox"/>	25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2020)
<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 (03/04/2020)

Ledger X Bank Accounts: Morgan& Co Client Account X

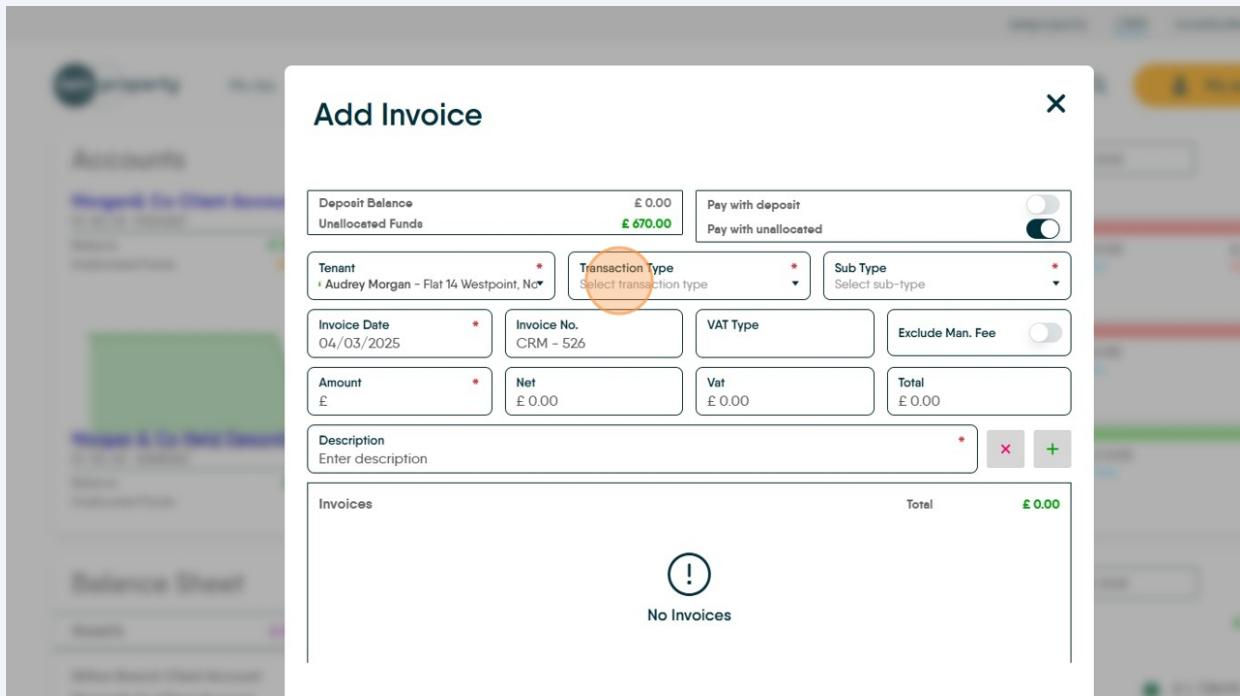
20 Click here.

The screenshot shows the iamsold software interface. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts' (underlined), 'Reporting', 'Communications'. On the right, there are icons for 'My account', 'Add New Invoice', and a date range '04/02/2025 - 04/03/2025'. The main area is divided into two sections: 'Invoices' and 'Expenses'.  
**Invoices Section:**  
- **Rent Invoice:** Total Due: £39,490.00, Paid: £11,045.00, Due: £0.00, Overdue: £28,445.00.  
- **Tenant Fee Invoice:** Total Due: £152.00, Paid: £0.00, Due: £0.00, Overdue: £152.00.  
- **Deposit Invoice:** Total Due: £1,557.69, Paid: £1,557.69, Due: £0.00, Overdue: £0.00.  
- **Service Charge Invoice:** Total Due: £0.00, Paid: £0.00, Due: £0.00, Overdue: £0.00.  
**Expenses Section:**  
- **Total:** £8,500.00.  
- A pie chart shows the breakdown of expenses, with a green slice representing £1,738.90.

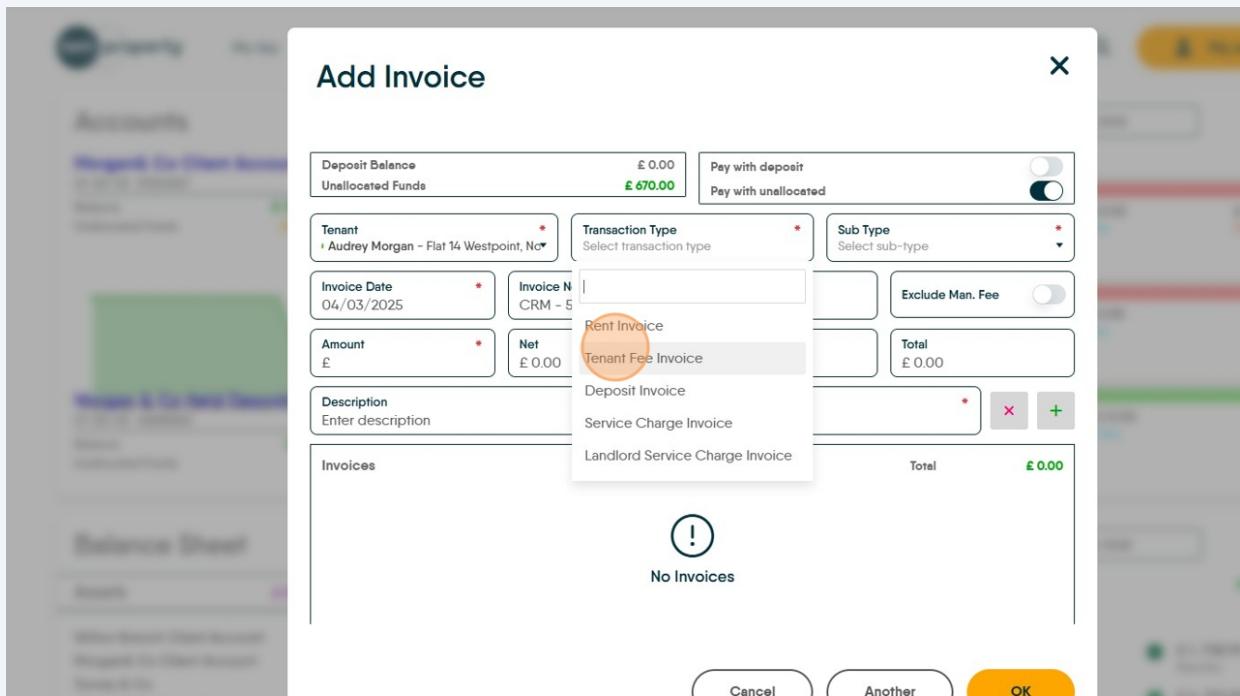
21 Click "Select tenant" and type your tenant name, select from the drop down list.

The screenshot shows the 'Add Invoice' dialog box. The 'Tenant' field is highlighted with a red circle. The dialog box contains the following fields:  
- Deposit Balance: £0.00  
- Unallocated Funds: £0.00  
- Pay with deposit:   
- Pay with unallocated:   
- Tenant: Select tenant (highlighted)  
- 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: £  
- Net: £0.00  
- VAT: £0.00  
- Total: £0.00  
- Description: Enter description  
- Invoices: No Invoices

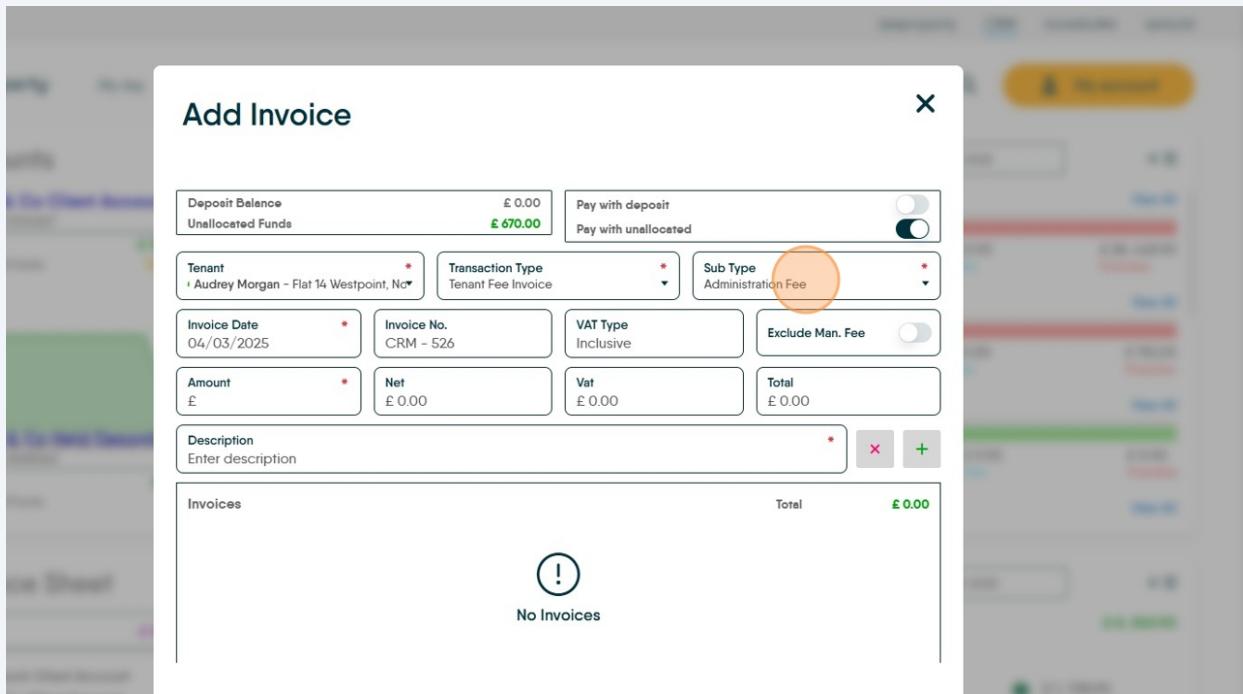
22 Click "Select transaction type"



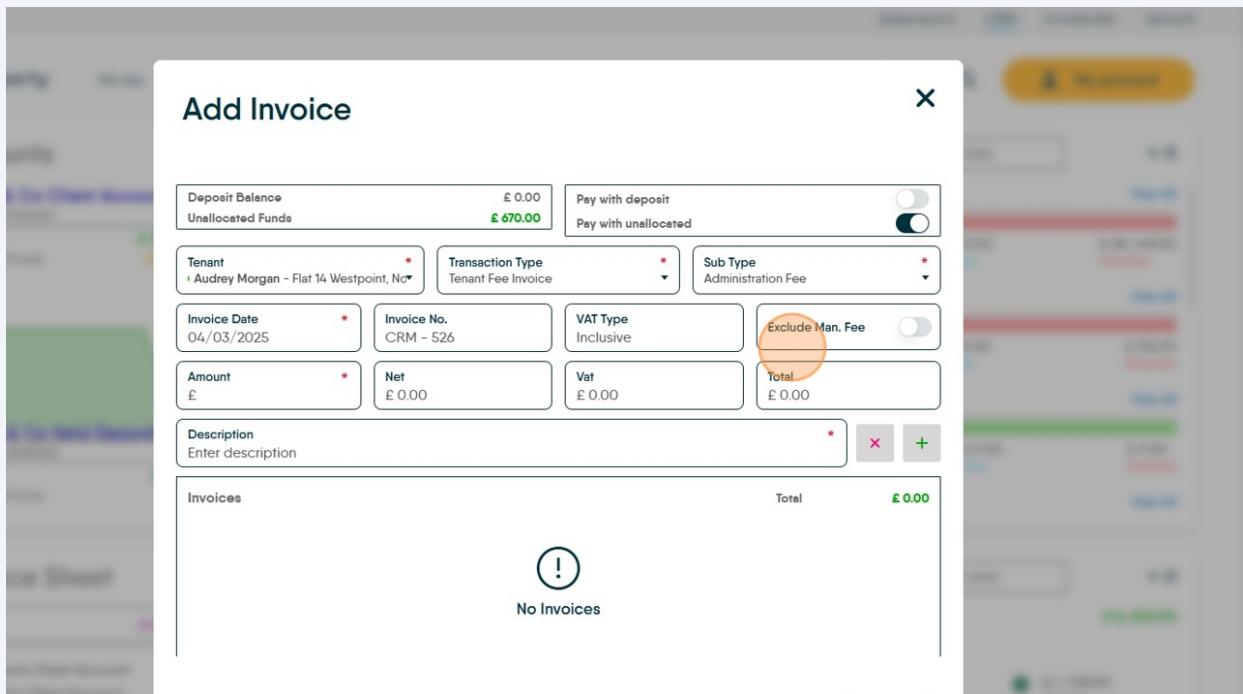
23 Click "Tenant Fee Invoice" (in this case) or the appropriate option.



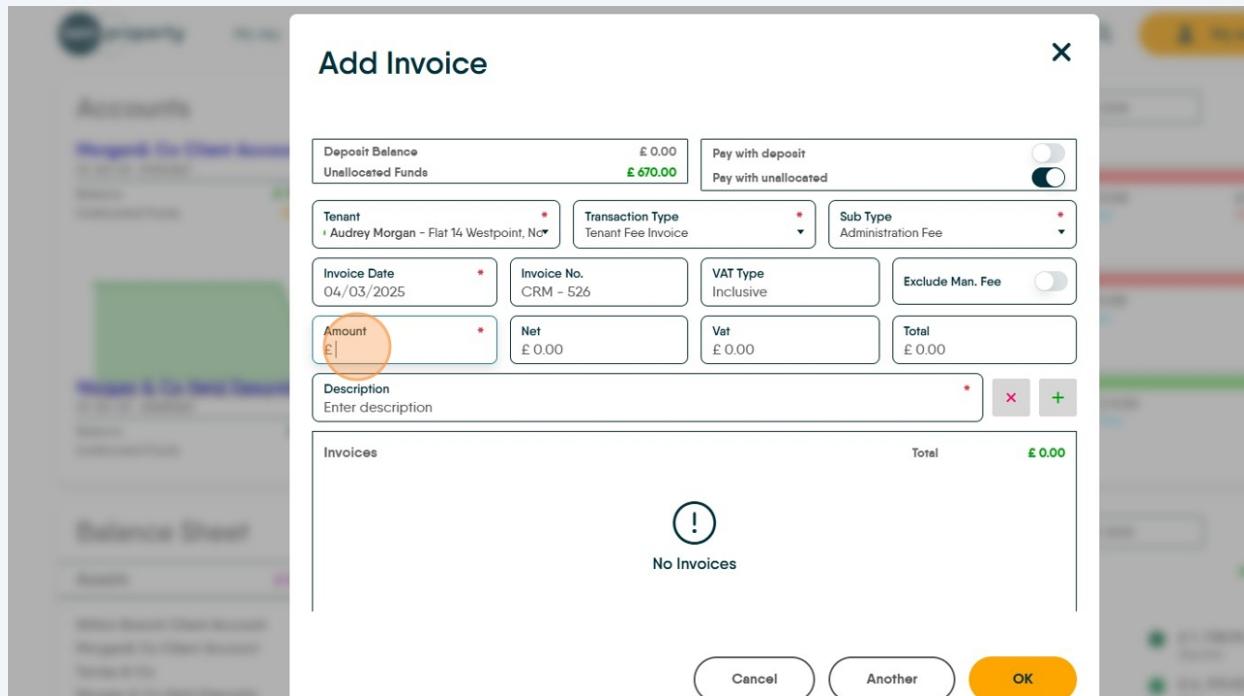
24 Click "Administration Fee"



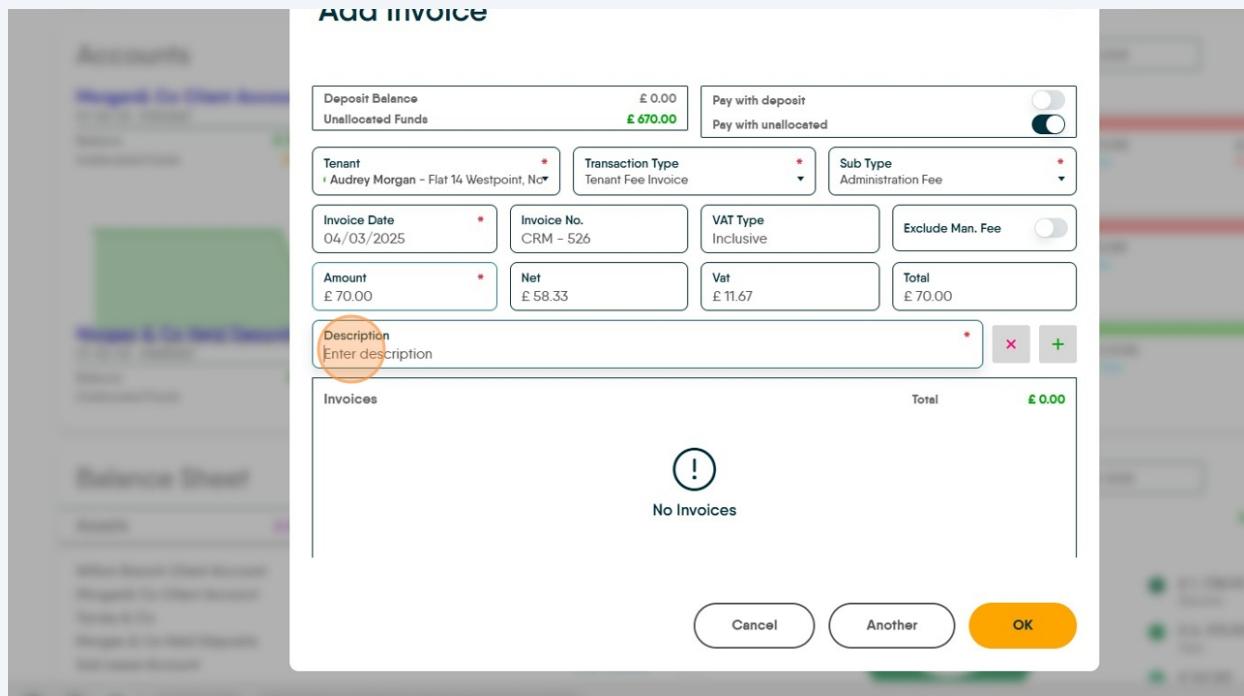
25 If you want to "Exclude the Management fee" Click here



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



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



28 Click here. This will create the invoice.

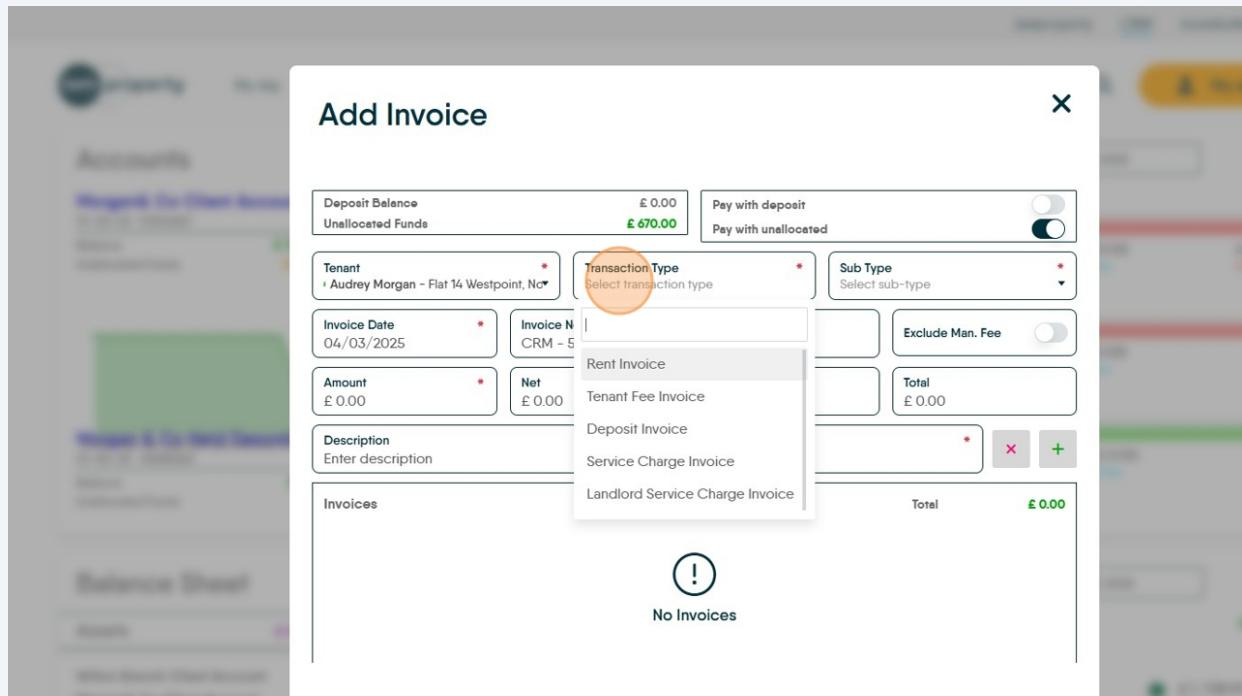
**Add Invoice**

Deposit Balance £ 0.00	Unallocated Funds <b>£ 670.00</b>	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
Amount £ 70.00	Net £ 58.33	Vat £ 11.67
Total £ 70.00		
<b>Add</b>		
Description Retained Holding Payment for A Morgan		
Invoices		Total <b>£ 0.00</b>
No Invoices		
<b>Cancel</b> <b>Another</b> <b>OK</b>		

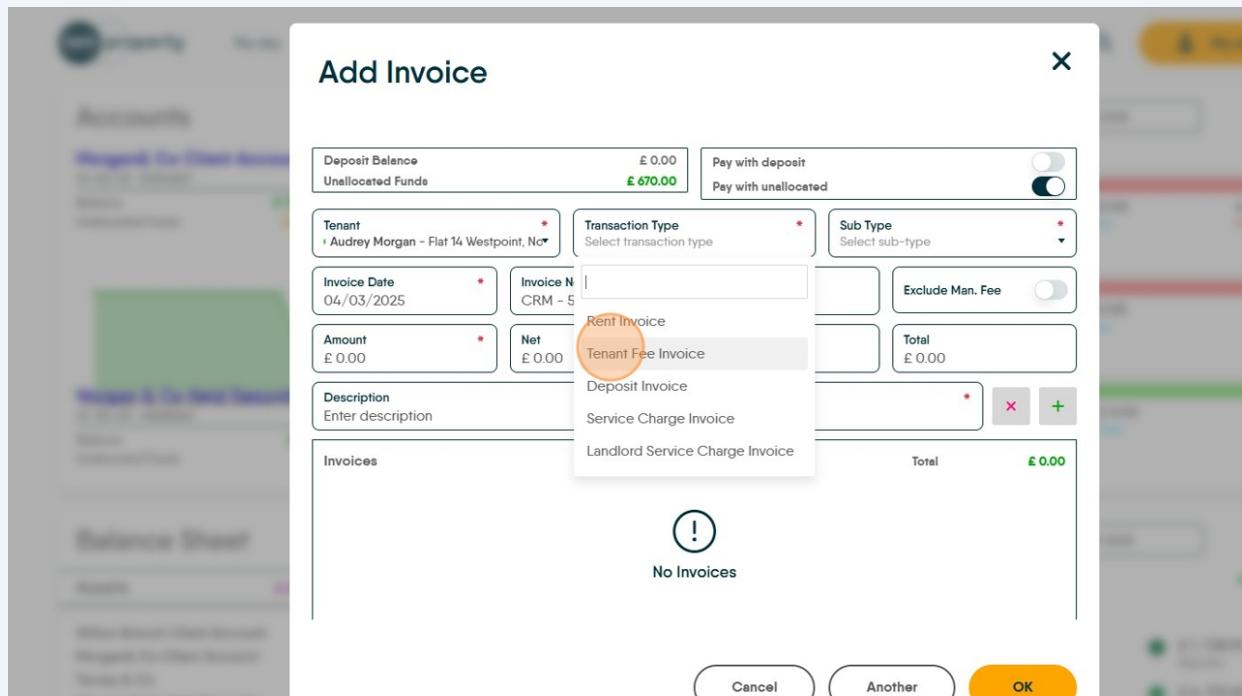
29 Click here.

Deposit Balance £ 0.00	Unallocated Funds <b>£ 670.00</b>	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																				
Amount £ 0.00	Net £ 0.00	Vat £ 0.00																				
Total £ 0.00																						
Description Enter description																						
<b>OK</b>																						
<table border="1"><thead><tr><th>Inv</th><th>Date</th><th>Invoice No.</th><th>Type</th><th>VAT Type</th><th>Net</th><th>VAT</th><th>Total</th><th>Description</th><th>Exclude</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>04/03/2025</td><td>CRM - 526</td><td>Tenant Fee I...</td><td>Inclusive</td><td>£ 58.33</td><td>£ 11.67</td><td>£ 70.00</td><td>Retained H...</td><td><input type="checkbox"/></td></tr></tbody></table>			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 type="checkbox"/>
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 type="checkbox"/>													
1 to 1 of 1   < < Page 1 of 1 > >																						
<b>Cancel</b> <b>Another</b> <b>OK</b>																						

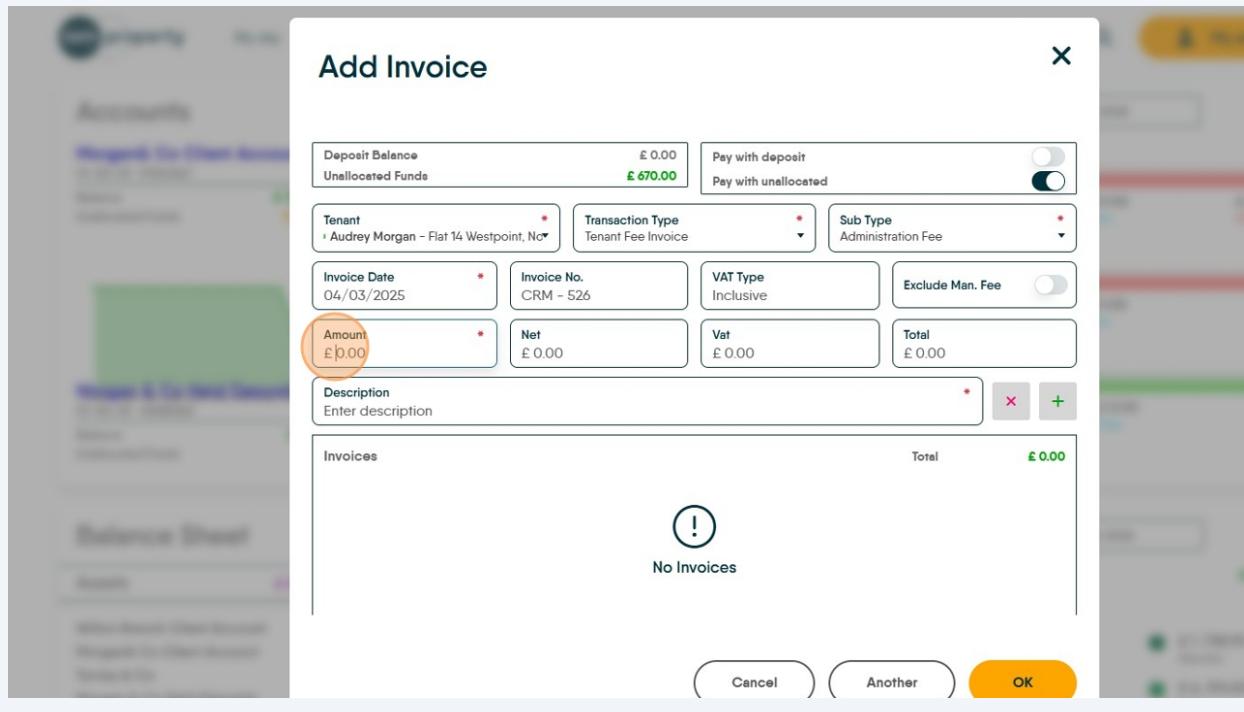
30 Click "Select transaction type"



31 Click "Tenant Fee Invoice"

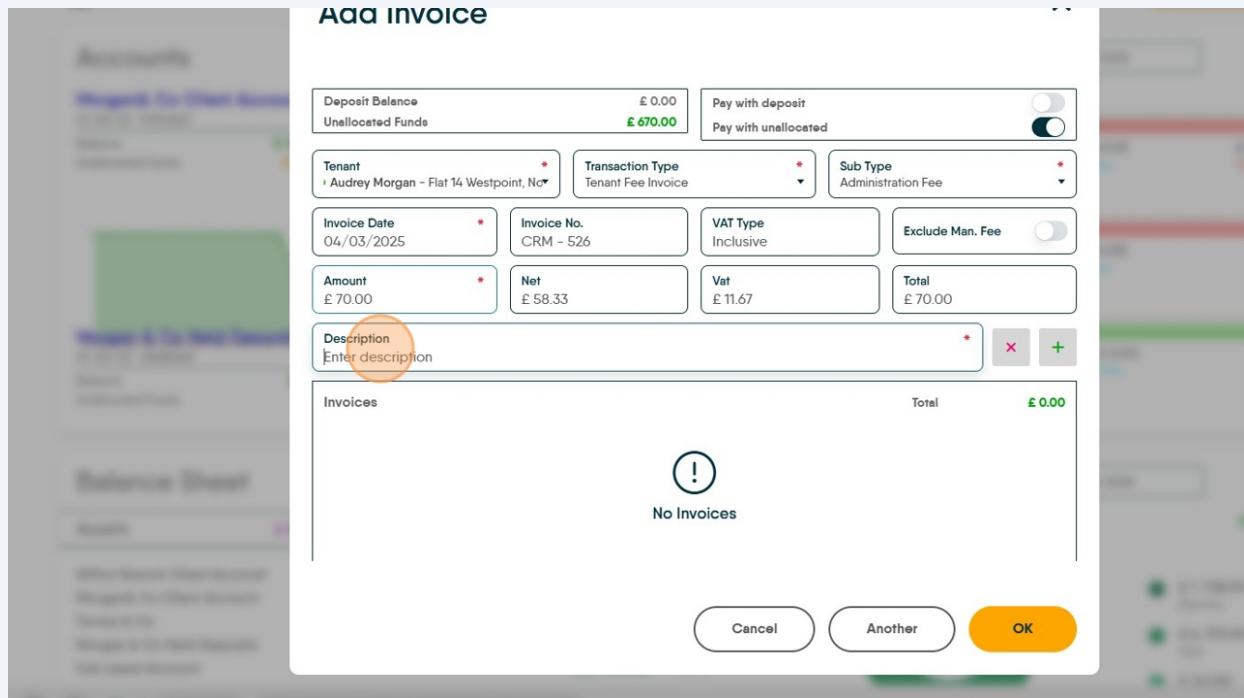


32 Click the "Amount" field.



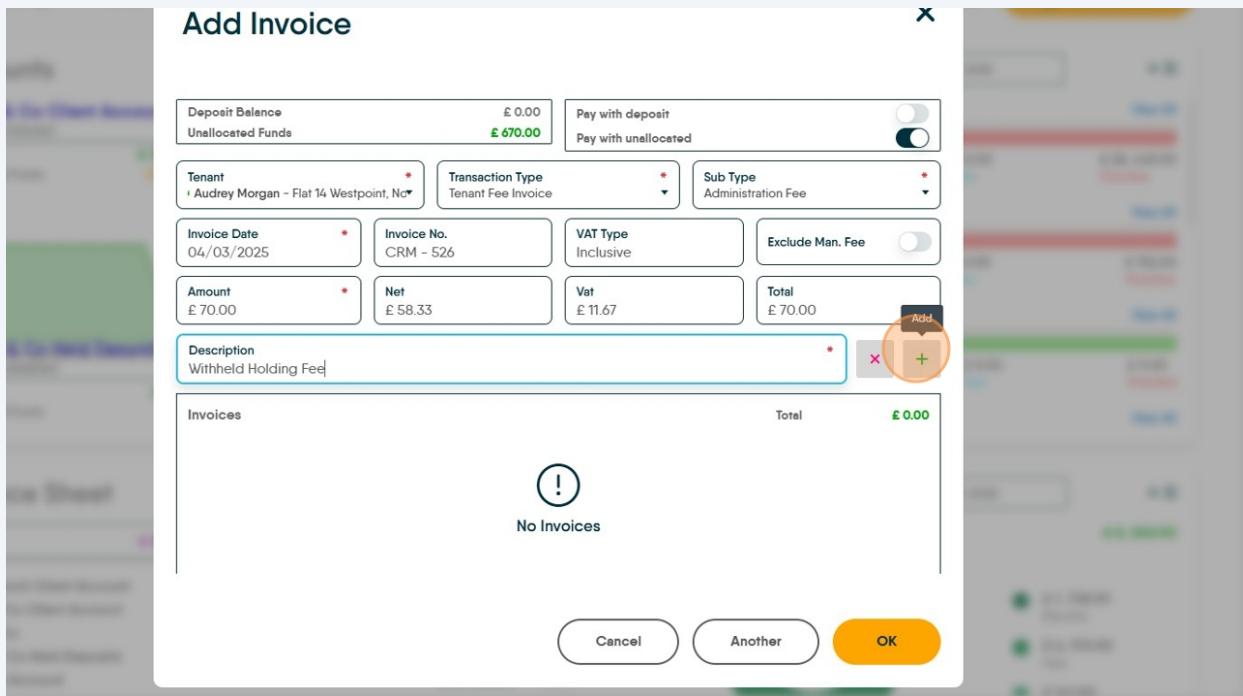
33 Type "7"

**34** Click the "Description" field.

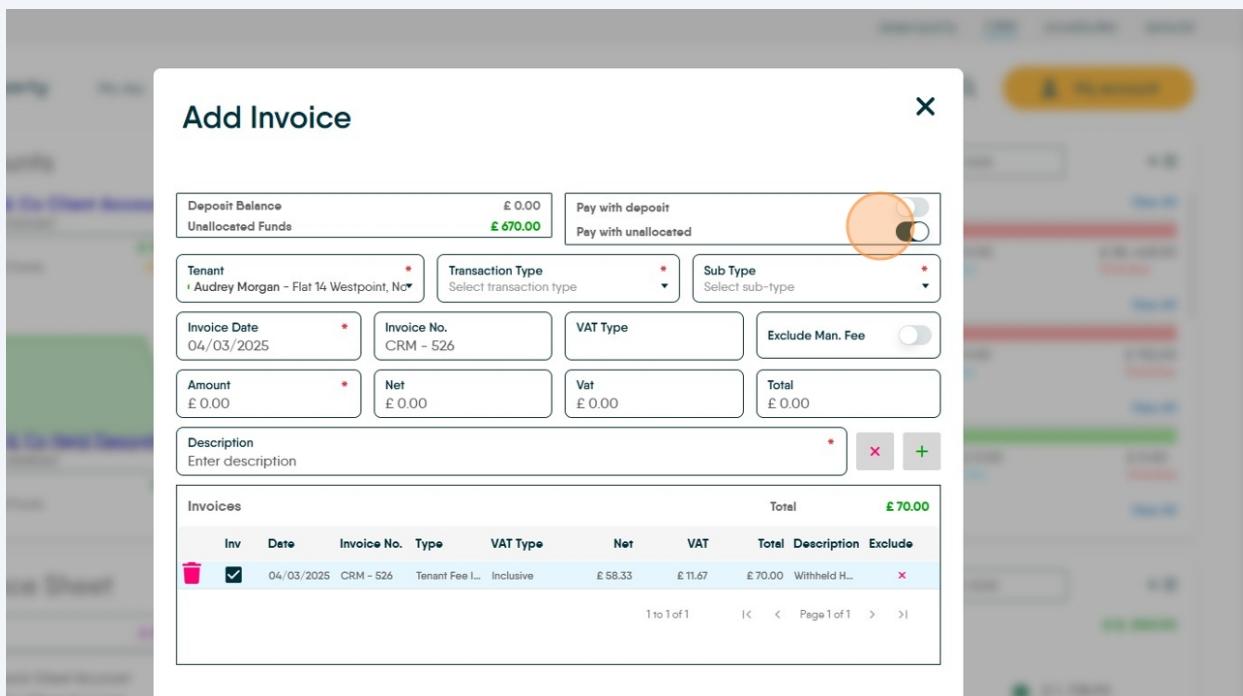


**35** Type "Withheld Holding Fee"

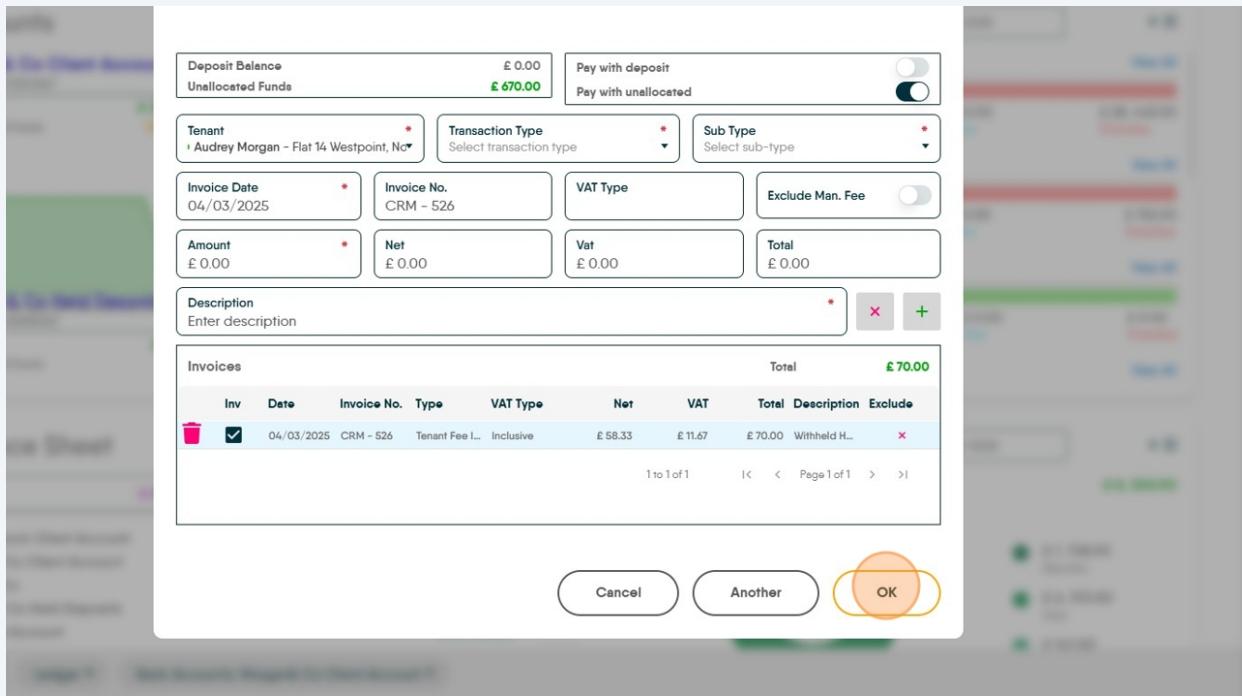
36 Click here.



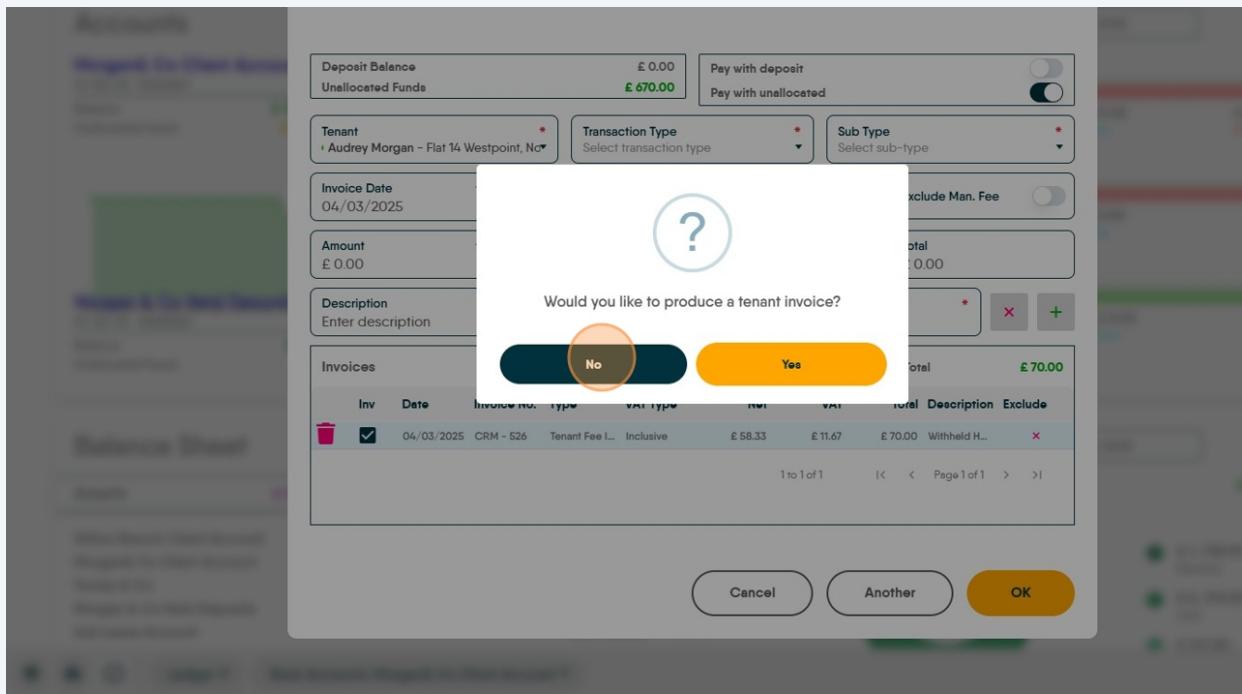
37 Click here.



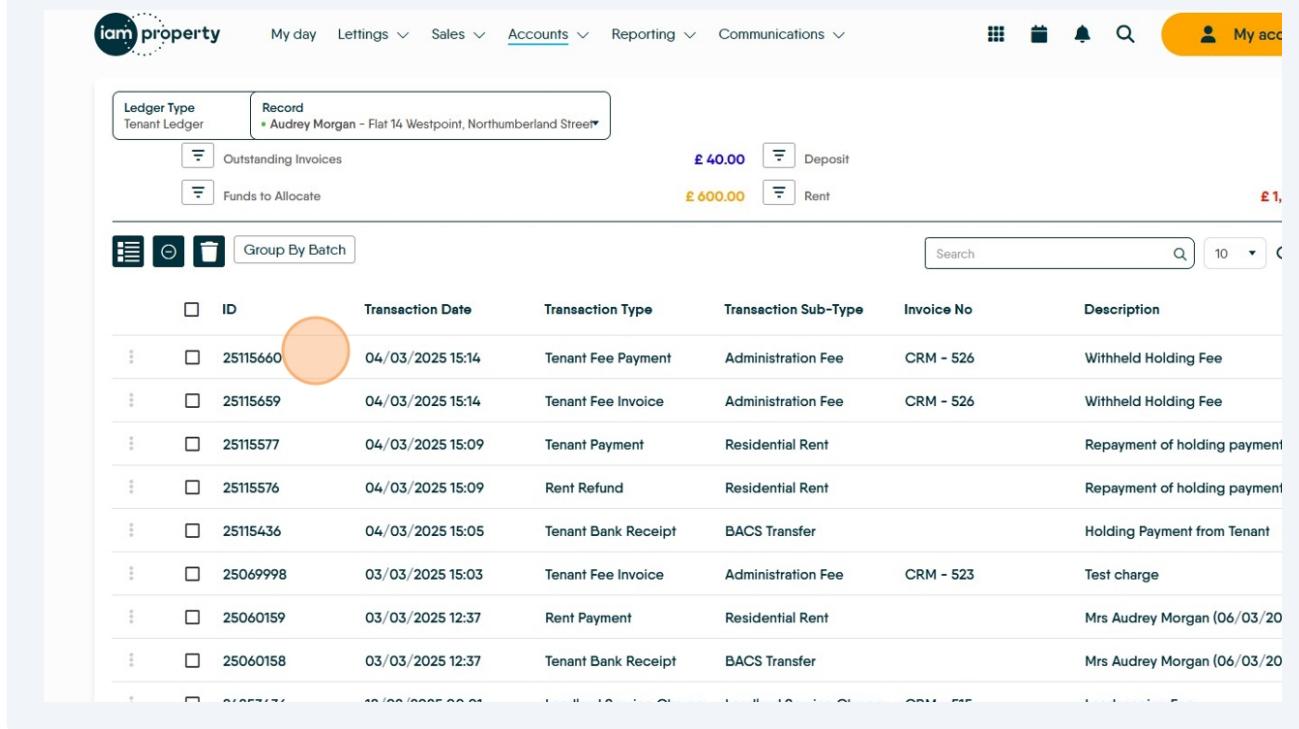
38 Click "OK"



39 Click "No"



40 Click here.



The screenshot shows the 'Accounts' section of the iam property software. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined to indicate it's the active section), 'Reporting', and 'Communications'. On the right, there are icons for 'My account' and a search bar. Below the navigation, a summary box displays financial data: 'Outstanding Invoices' (£40.00), 'Deposit' (£600.00), 'Funds to Allocate' (£1,000.00), and 'Rent' (£1,000.00). A 'Group By Batch' button is also present. The main area is a table of transaction history, with the 'ID' column circled in orange. The table columns are: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. The data in the table is as follows:

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115660	04/03/2025 15:14	Tenant Fee Payment	Administration Fee	CRM - 526	Withheld Holding Fee
25115659	04/03/2025 15:14	Tenant Fee Invoice	Administration Fee	CRM - 526	Withheld Holding Fee
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 (06/03/2025)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)
25060157	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025)