

Making Adjustments in CRM Accounts



This guide provides essential instructions for making adjustments in CRM accounts, which can significantly affect bank balances and management fees.

It emphasises the importance of careful handling during adjustments to ensure accurate financial records and reconciliation. By following the steps outlined, users can effectively manage corrections while avoiding potential pitfalls.

Additionally, support contact information is available for further assistance, ensuring users have help when needed.

- 1 Navigate to <https://crm.iamp property.com/Dashboards/Accounts>

Adjustments



Tip!

The Adjustment will impact the (CRM) bank balance and make funds available, or reduce the balance available, on the ledger. In most cases it is recommended that the Management fee exclude button is switched on, as otherwise the adjustment transaction will impact the percentage management fee charged when completing the Perform Payments process. Below we use the example of a correction of £50 due to a incorrect amount keyed on a bank transfer.

Adjustments should not be required during the normal course of processing; however, there are occasions when corrections will be necessary. When considering how to apply an adjustment, bear in mind the impact to the transaction, e.g. the bank reconciliation.

If you have any queries or need assistance, contact the support team at 01865 860 871 or crm.support@iamp property.com.

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- Click "Accounts"
- Click "General"
- Click "Adjustment"



My day Lettings ▾ Sales ▾ Accounts ▾ Reporting ▾ Communications ▾

dashboard General ▾ Property management ▾

Welcome back, Training

[Add New Record](#)

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[Visit Help Centre](#)

Search all records



My day Lettings ▾ Sales ▾ Accounts ▾ Reporting ▾ Communication

Accounts dashboard

General ▾

Landlord ▾

Tenant ▾

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General

Adjustment

BACS List

Bank Receipt

Cash Account

Credit Note

Jobs Outstanding

Ledger Transfer

Opening Balances

Regul

Regul

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3 Select the "Account type" that you are creating the adjustment for.

Unallocated Funds

£ 0.00

Account Type

Select account type

Tenant

Float

Property

Deposit

Tax

Transaction Note

Enter transaction note

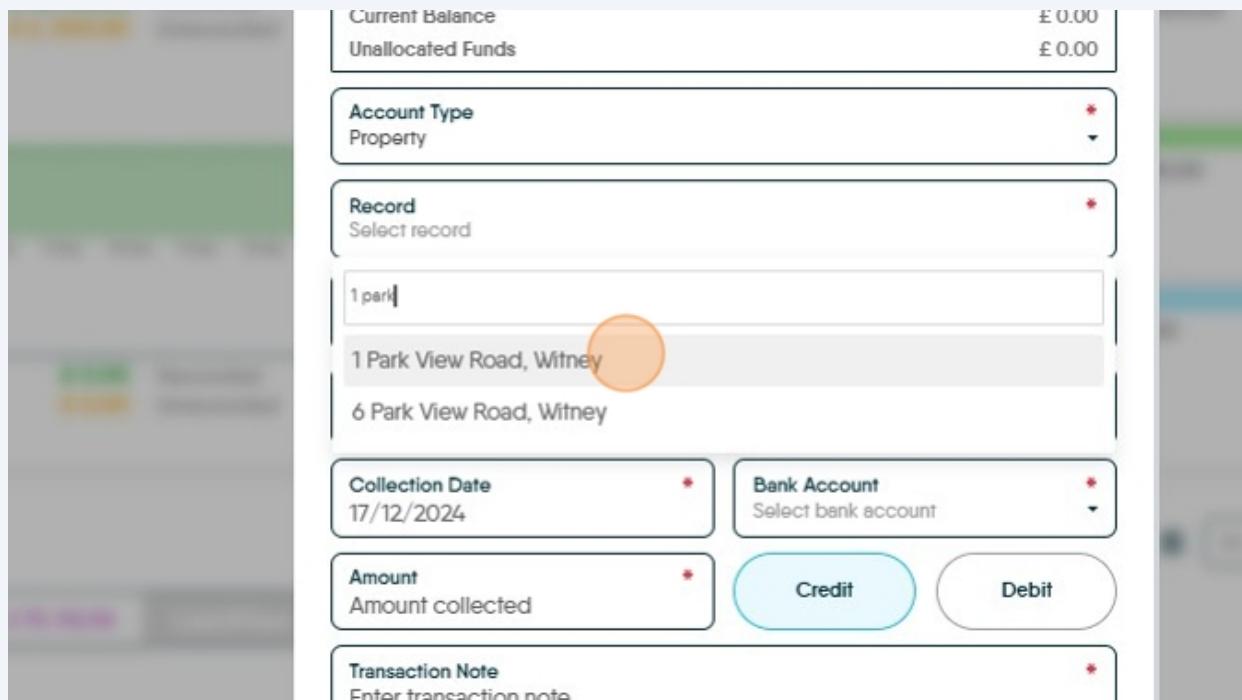
Bank Reference

Enter bank reference

Man Fee Exclude



4 Click "Record", start typing the record details and select from the list.



Current Balance £ 0.00
Unallocated Funds £ 0.00

Account Type *
Property

Record *
Select record

1 Park View Road, Witney

6 Park View Road, Witney

Collection Date *
17/12/2024

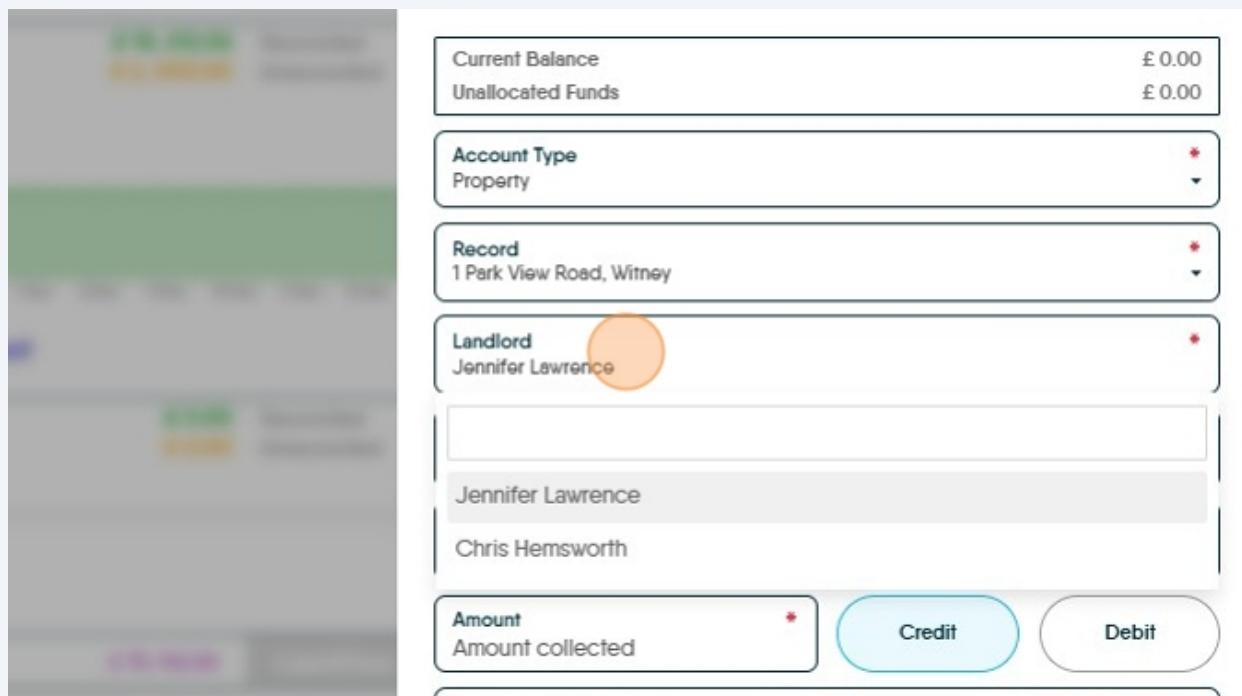
Bank Account *
Select bank account

Amount *
Amount collected

Credit Debit

Transaction Note *
Enter transaction note

5 Click on any sub-category and select the appropriate record.



Current Balance £ 0.00
Unallocated Funds £ 0.00

Account Type *
Property

Record *
1 Park View Road, Witney

Landlord *
Jennifer Lawrence

Jennifer Lawrence

Chris Hemsworth

Amount *
Amount collected

Credit Debit

6 Click and select the "Bank account" the adjustment is for.

The screenshot shows a form with the following fields:

- Record: 1 Park View Road, Witney
- Landlord: Chris Hemsworth
- Transaction Sub Type: Balance Correction
- Collection Date: 17/12/2024
- Amount: Amount collected
- Transaction Note: Enter transaction note
- Bank Reference: Enter bank reference

A dropdown menu titled "Bank Account" is open, showing three options:

- Henry & Co - Client Account
- Dummy Training Account
- Henry & Co - Deposit Account

The "Henry & Co - Client Account" option is highlighted.

7 Click and enter the "Amount" and select "Credit" or "Debit"

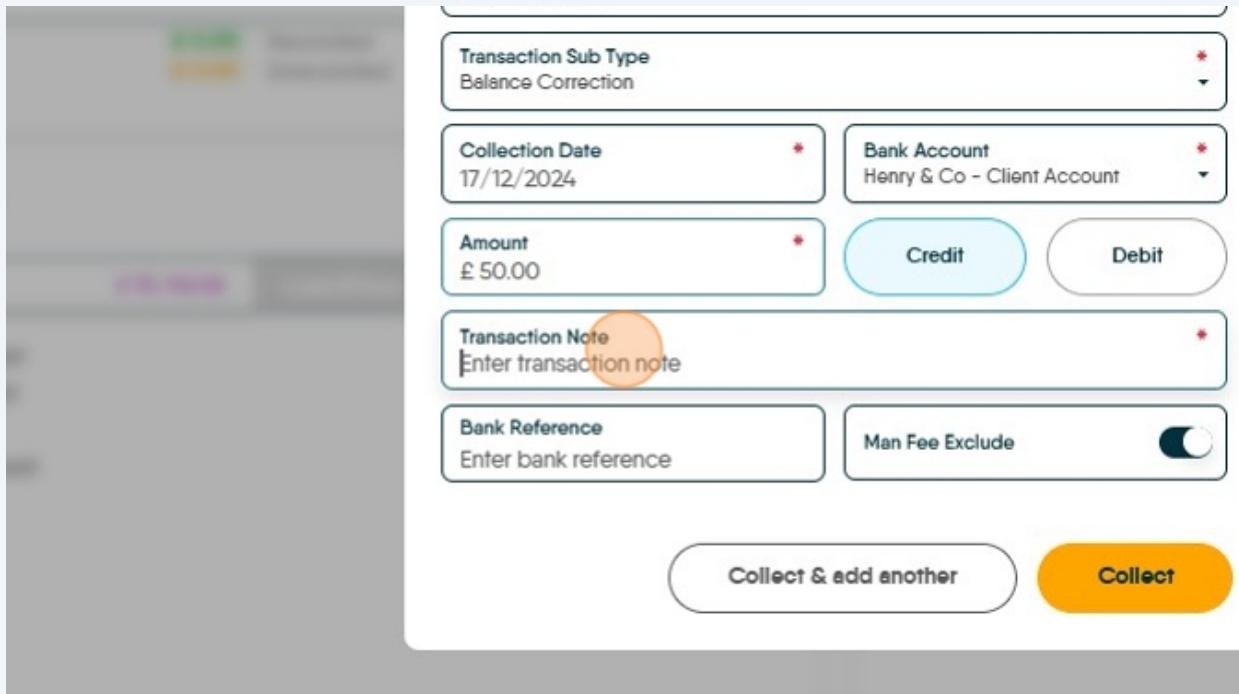
The screenshot shows a form with the following fields:

- Landlord: Chris Hemsworth
- Transaction Sub Type: Balance Correction
- Collection Date: 17/12/2024
- Bank Account: Henry & Co - Client Account
- Amount: Amount collected
- Transaction Note: Enter transaction note
- Bank Reference: Enter bank reference
- Man Fee Exclude:

A dropdown menu titled "Amount" is open, showing "Credit" and "Debit" options. The "Credit" option is highlighted.

At the bottom are two buttons: "Collect & add another" and a large yellow "Collect" button.

8 Enter a "Transaction Note" make this as clear as possible so the adjustment is clearly explained for future reference.



Transaction Sub Type
Balance Correction

Collection Date *
17/12/2024

Bank Account *
Henry & Co - Client Account

Amount *
£ 50.00

Credit Debit

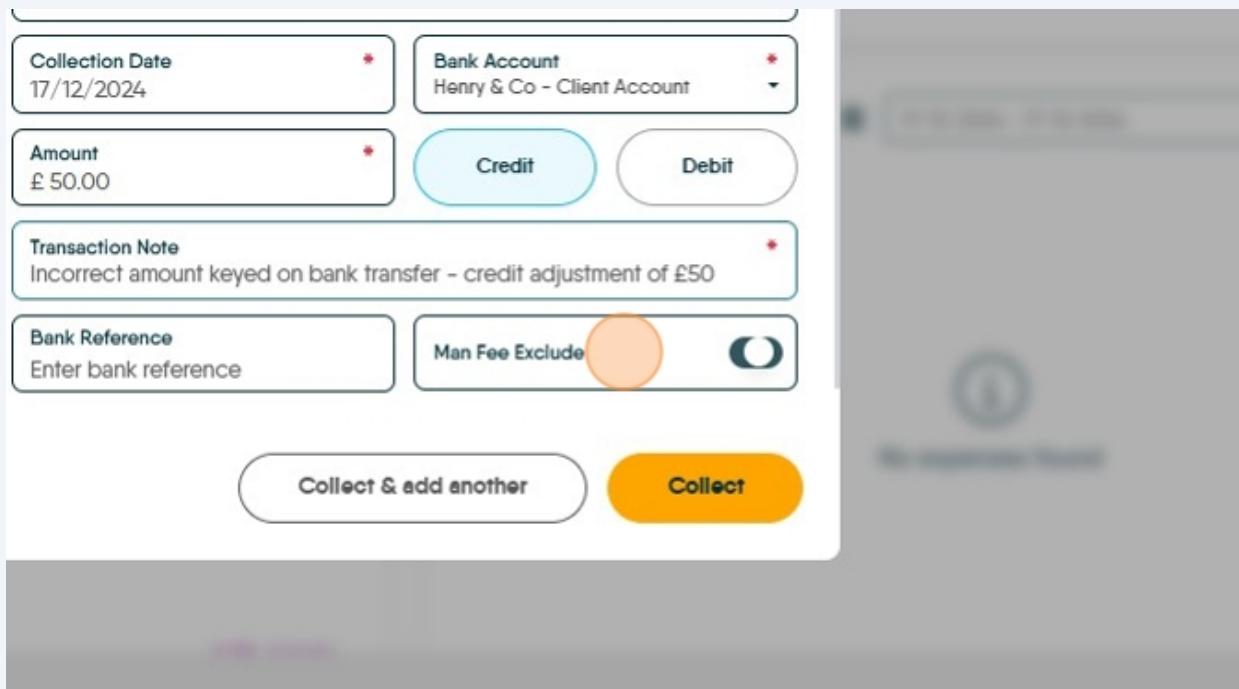
Transaction Note *
Enter transaction note

Bank Reference
Enter bank reference

Man Fee Exclude

Collect & add another Collect

9 Click "Man Fee Exclude" to not collect the Management fee. This is advised, otherwise you may be collecting a management fee twice.



Collection Date *
17/12/2024

Bank Account *
Henry & Co - Client Account

Amount *
£ 50.00

Credit Debit

Transaction Note *
Incorrect amount keyed on bank transfer - credit adjustment of £50

Bank Reference
Enter bank reference

Man Fee Exclude

Collect & add another Collect

10 Click "Collect"

tion Date ***** /2024

Bank Account Henry & Co - Client Account

it ***** 00

Credit Debit

ction Note ***** ect amount keyed on bank transfer - credit adjustment of £50

ference bank reference

Man Fee Exclude

Collect & add another Collect

