

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.iamproperty.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@iamproperty.com.

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



My day

Lettings ▾

Sales ▾

Accounts ▾

Reporting ▾

Communications ▾

dashboard

General ▾

Property management ▾

Welcome back, Training

[Add New Record](#)

[View Property Management](#)

[Visit Help Centre](#)

all records



My day

Lettings ▾

Sales ▾

Accounts ▾

Reporting ▾

Communication

Accounts dashboard

General ▾

Landlord ▾

Tenant ▾

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[+ Add New Record](#)

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Search all records

General

Adjustment

Credit Note

Regul

BACS List

Jobs Outstanding

Regul

Bank Receipt

Ledger Transfer

Unallo

Cash Account

Opening Balances

View L

- 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

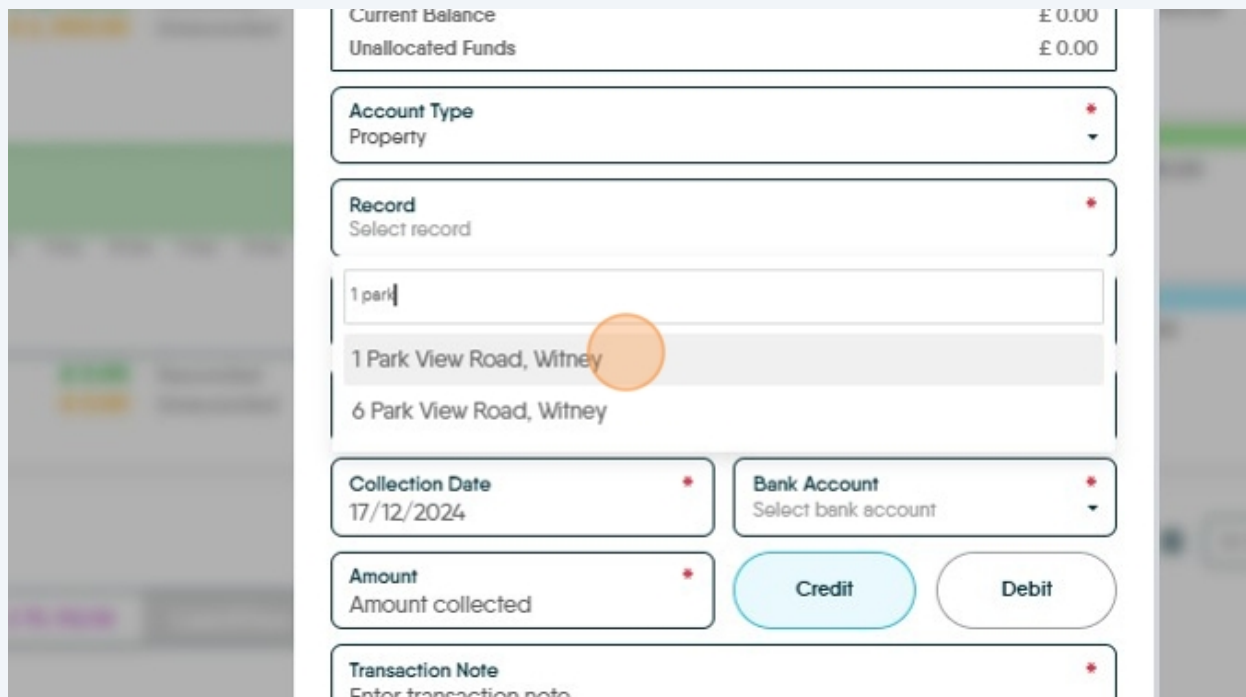
Tax

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

1 Park View Road, Witney

6 Park View Road, Witney

Collection Date 17/12/2024

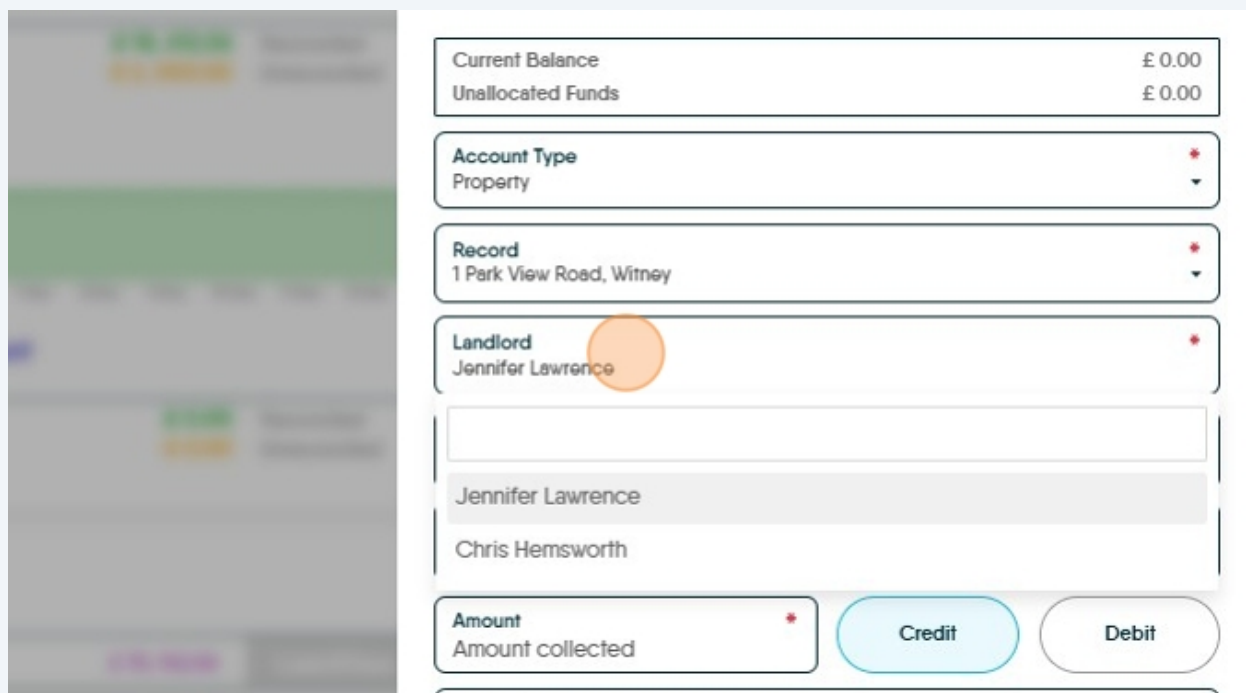
Bank Account
Select bank account

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

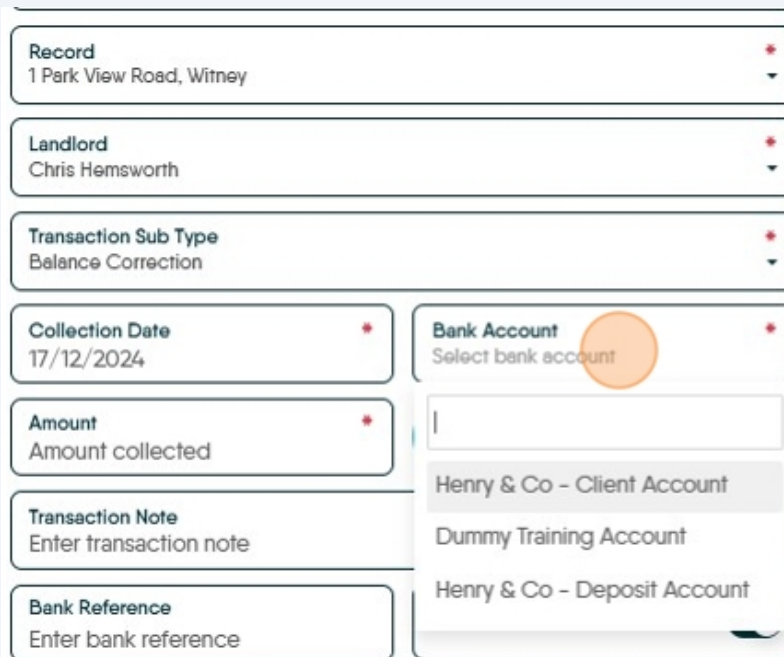
Jennifer Lawrence

Chris Hemsworth

Amount
Amount collected

Credit Debit

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



Record
1 Park View Road, Witney

Landlord
Chris Hemsworth

Transaction Sub Type
Balance Correction

Collection Date
17/12/2024

Bank Account
Select bank account

Amount
Amount collected

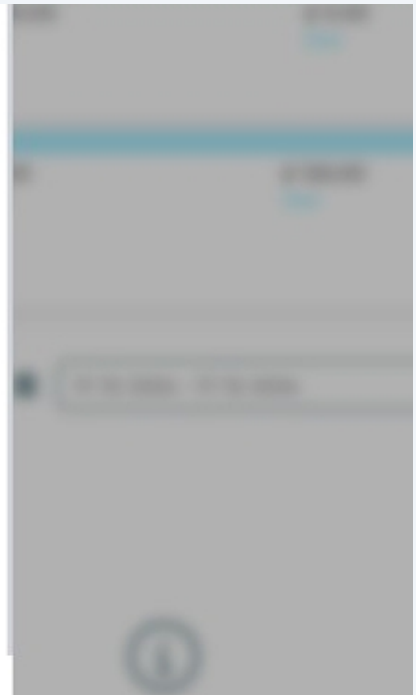
Transaction Note
Enter transaction note

Bank Reference
Enter bank reference

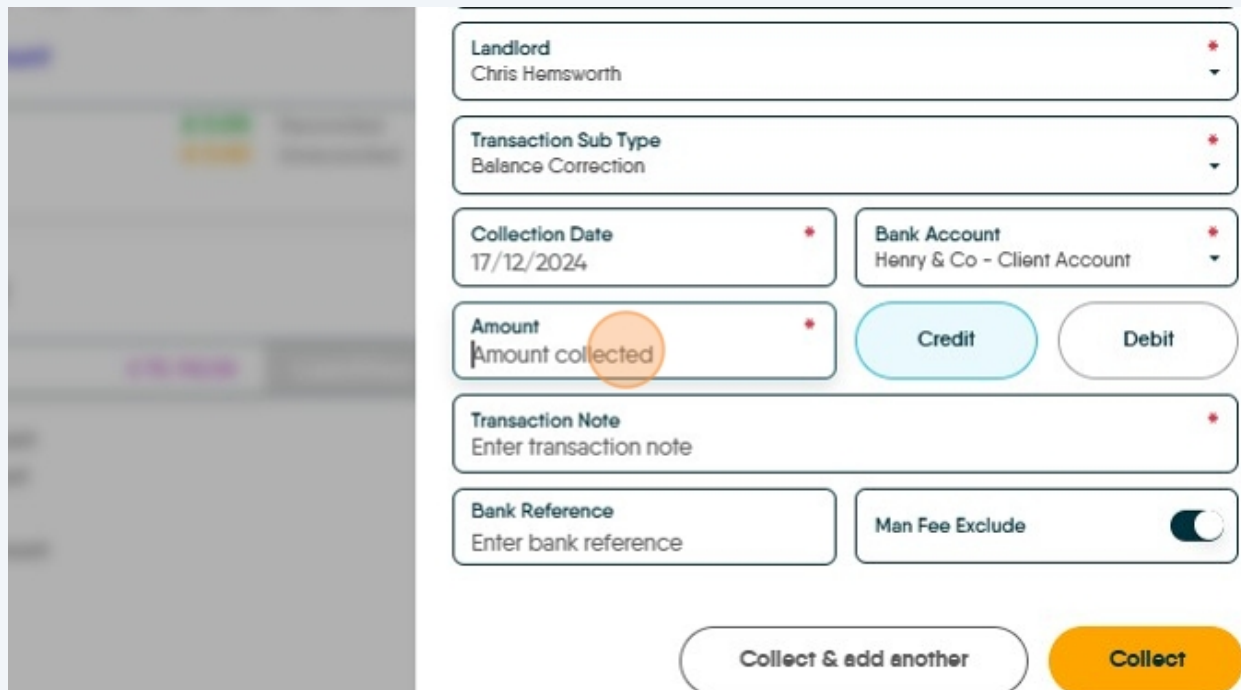
Henry & Co - Client Account

Dummy Training Account

Henry & Co - Deposit Account



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



Landlord
Chris Hemsworth

Transaction Sub Type
Balance Correction

Collection Date
17/12/2024

Bank Account
Henry & Co - Client Account

Amount
Amount collected

Credit

Debit

Transaction Note
Enter transaction note

Bank Reference
Enter bank reference


Man Fee Exclude

Collect & add another

Collect

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

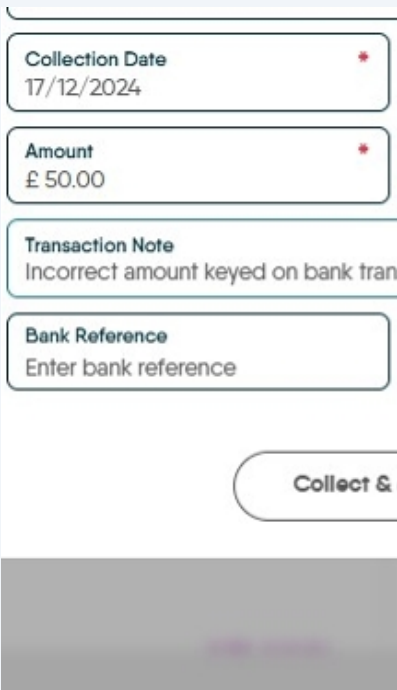
Bank Reference
Enter bank reference

Man Fee Exclude ☐

Collect & add another Collect

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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"

Transaction Date *
1/2024

Bank Account *
Henry & Co - Client Account

Amount *
100

Credit Debit

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

Reference *
bank reference

Man Fee Exclude ☒

Collect & add another Collect