

Processing Deposit Transfers and Refunds in CRM



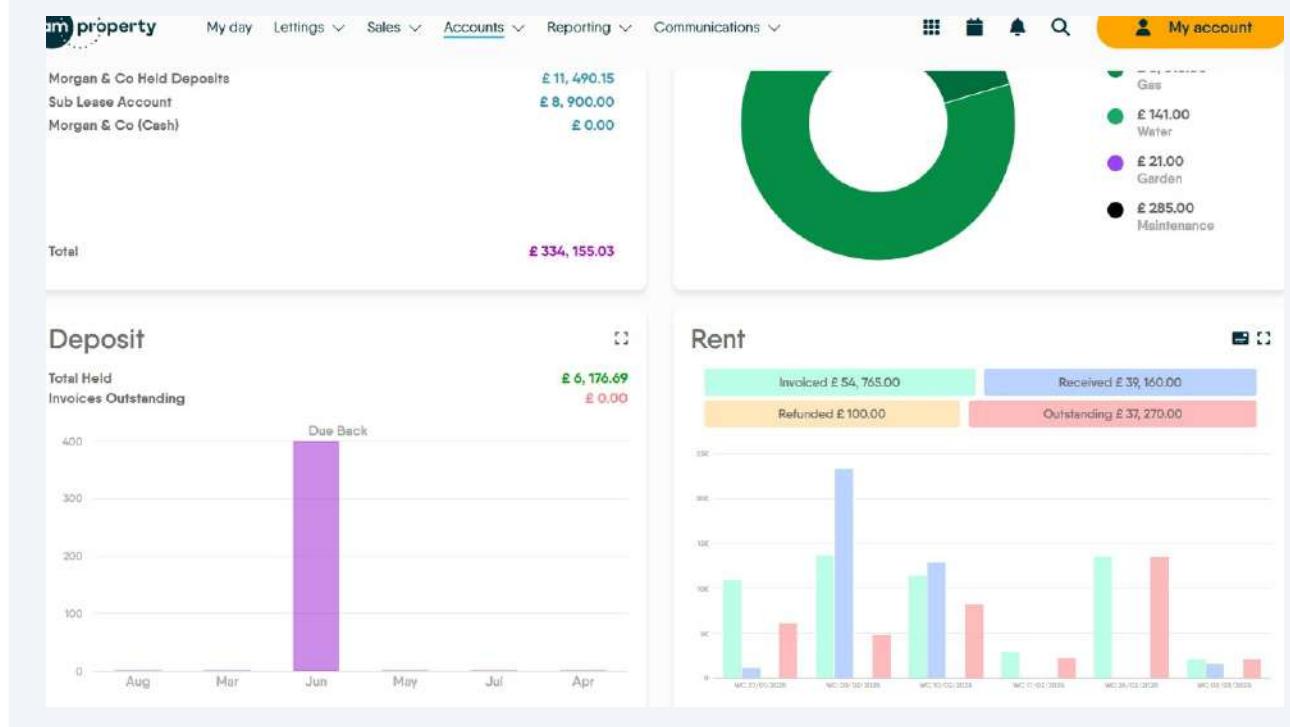
This guide provides a comprehensive step-by-step process for handling deposits in the CRM system, transferring deposits to DPS etc and refunding back to tenants.

By following these instructions, users can streamline the receipt and refund process for both tenants and landlords, reducing errors and enhancing customer satisfaction.

It's an essential resource for property management professionals looking to optimise their financial operations and maintain clear records.

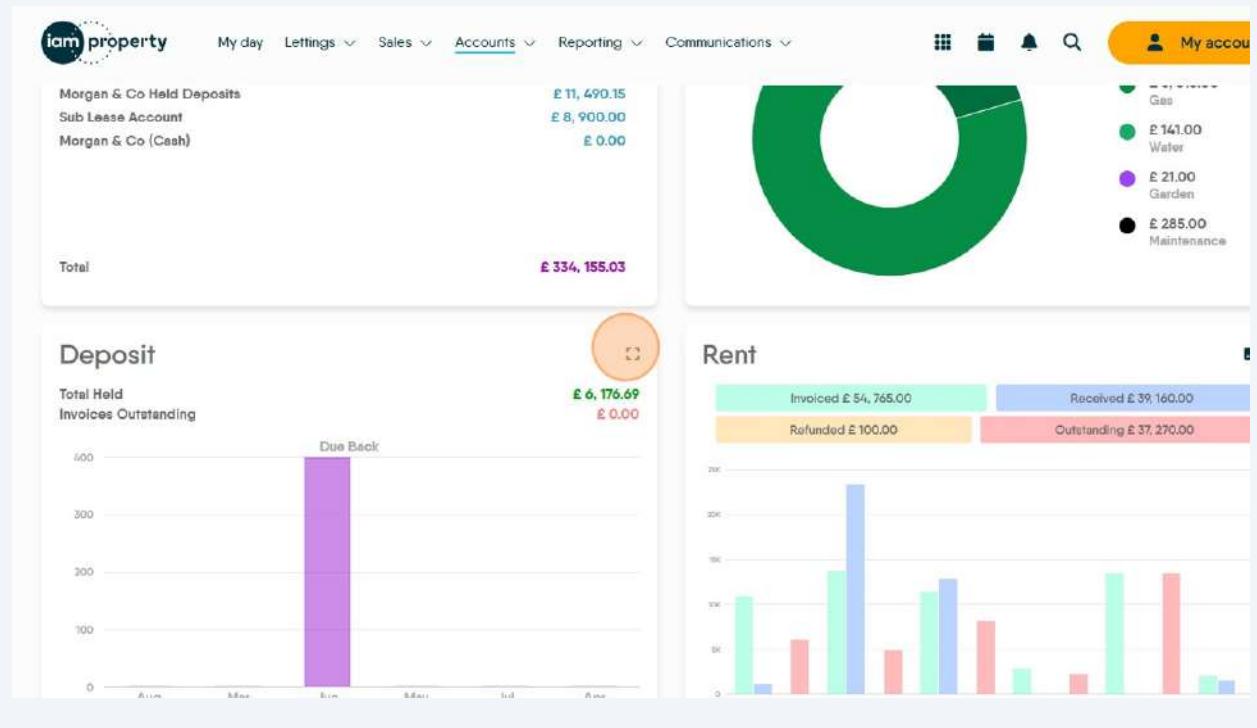
- 1 How To... Create a Ledger Transfer this is referenced a few times in this guide, the instructions are at the end.

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



How do you find Deposits?

3 On the Deposit tile click here to see all of the rents.



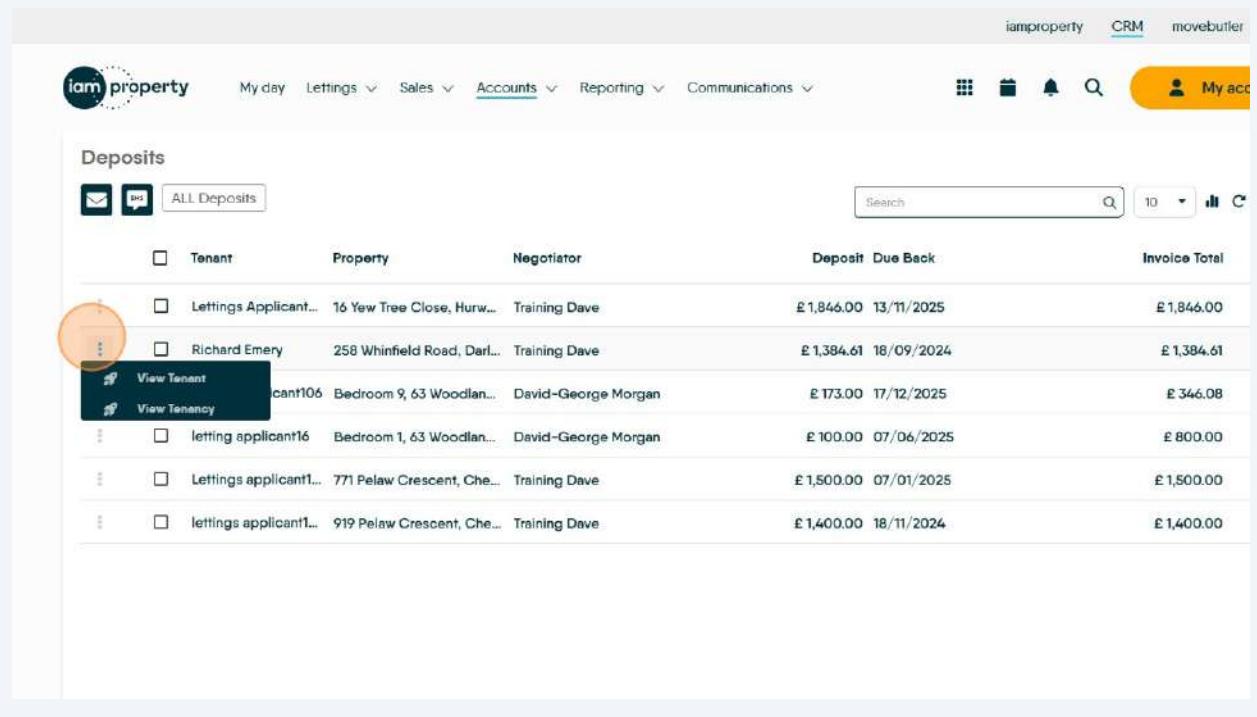
4 The Payment OS column shows the amount that has not been transferred to a scheme, whether that is a deposit protection scheme, a Landlord or a Deposit account you control.

The 'Deposits' table lists various deposit entries with columns for Total, Invoice OS, Payments Total, Payments OS, Adjustments Total, Adjustments OS, and Refunds Total. The 'Payments OS' column shows the amount remaining to be transferred.

Total	Invoice OS	Payments Total	Payments OS	Adjustments Total	Adjustments OS	Refunds Total
£0.00	£0.00	£1,846.00	£1,346.00	£0.00	£0.00	£500.00
£.61	£0.00	£1,384.61	£1,384.61	£0.00	£0.00	£0.00
£0.08	£0.00	£346.08	£346.08	£0.00	£0.00	£0.00
£0.00	£0.00	£800.00	£200.00	£-200.00	£0.00	£50.00
£0.00	£0.00	£1,500.00	£1,500.00	£0.00	£0.00	£0.00
£0.00	£0.00	£1,400.00	£1,400.00	£0.00	£0.00	£0.00

How To Transfer the Deposit...

5 Click the 3-dot menu.



Deposits

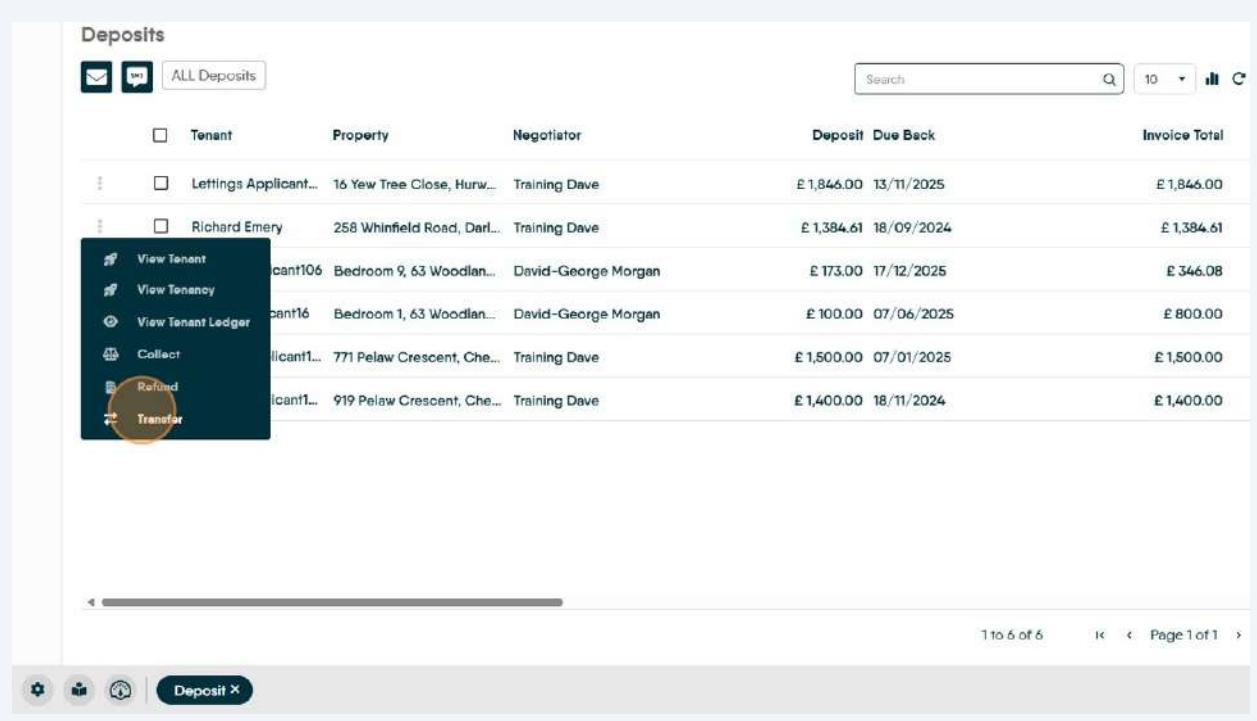
My day Lettings Sales Accounts Reporting Communications

Search 10 CRM movebutler

ALL Deposits

<input type="checkbox"/> Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
<input type="checkbox"/> Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£1,846.00	13/11/2025	£1,846.00
<input type="checkbox"/> Richard Emery	258 Whinfield Road, Darl...	Training Dave	£1,384.61	18/09/2024	£1,384.61
<input type="checkbox"/> cant106	Bedroom 9, 63 Woodlan...	David-George Morgan	£173.00	17/12/2025	£346.08
<input type="checkbox"/> letting applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£100.00	07/06/2025	£800.00
<input type="checkbox"/> Lettings applicant1...	771 Pelaw Crescent, Che...	Training Dave	£1,500.00	07/01/2025	£1,500.00
<input type="checkbox"/> lettings applicant1...	919 Pelaw Crescent, Che...	Training Dave	£1,400.00	18/11/2024	£1,400.00

6 Click "Transfer" the next screen will allow you to select which scheme to use.



Deposits

My day Lettings Sales Accounts Reporting Communications

Search 10 CRM movebutler

ALL Deposits

<input type="checkbox"/> Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
<input type="checkbox"/> Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£1,846.00	13/11/2025	£1,846.00
<input type="checkbox"/> Richard Emery	258 Whinfield Road, Darl...	Training Dave	£1,384.61	18/09/2024	£1,384.61
<input type="checkbox"/> cant106	Bedroom 9, 63 Woodlan...	David-George Morgan	£173.00	17/12/2025	£346.08
<input type="checkbox"/> letting applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£100.00	07/06/2025	£800.00
<input type="checkbox"/> Lettings applicant1...	771 Pelaw Crescent, Che...	Training Dave	£1,500.00	07/01/2025	£1,500.00
<input type="checkbox"/> lettings applicant1...	919 Pelaw Crescent, Che...	Training Dave	£1,400.00	18/11/2024	£1,400.00

1 to 6 of 6 | Page 1 of 1

Deposit X

Selecting the Deposit Scheme to Use

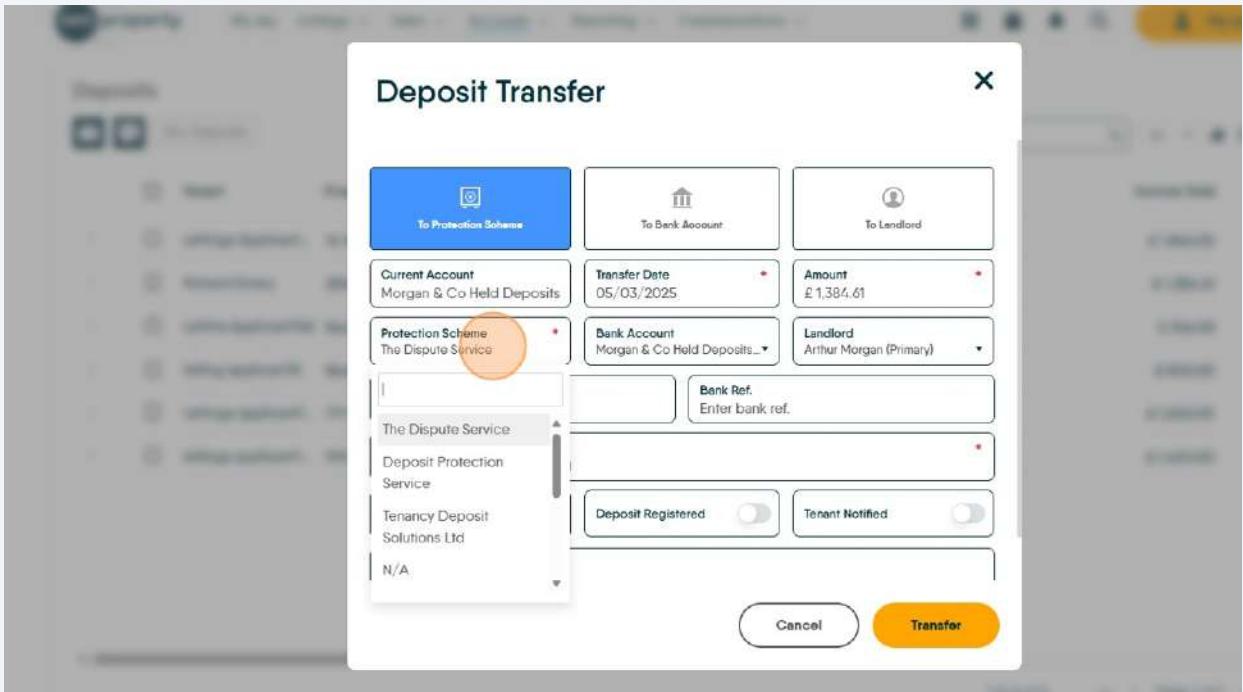


This guide will show the full process for the first option then just the screens after that.

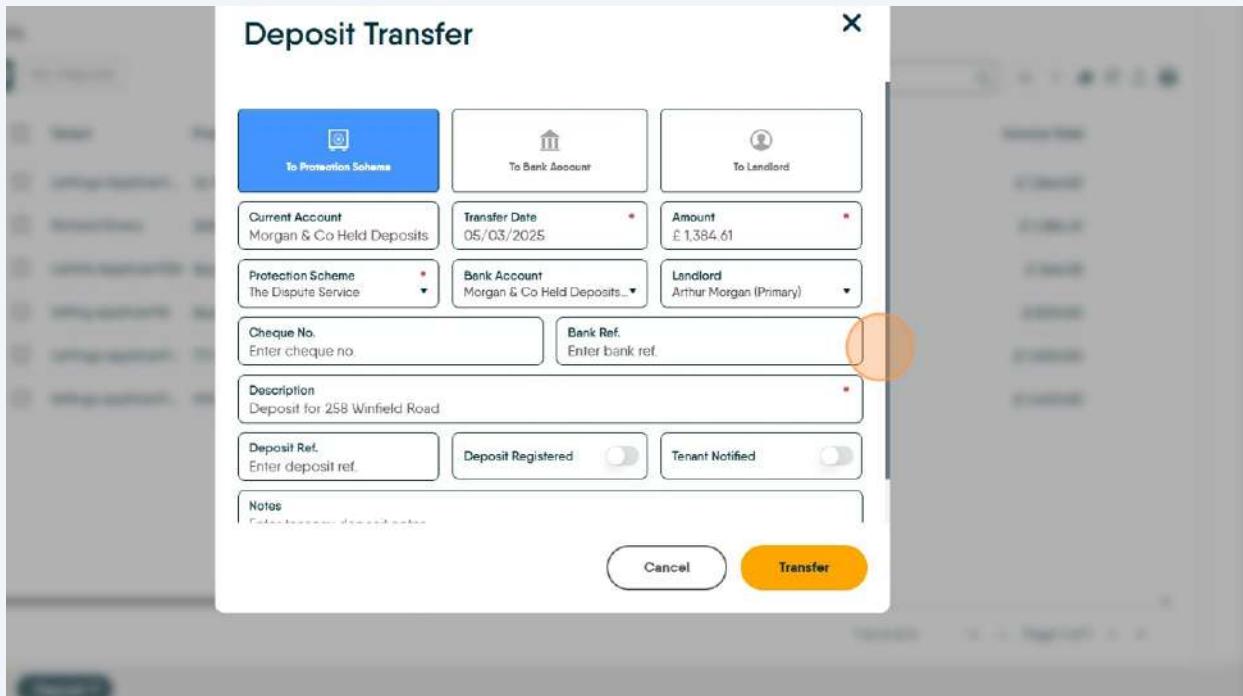
Deposit Transfer - Protection Scheme

7

Click "To Protection Scheme" and then "Protection Scheme" if not already selected, from the list select the option that you are using

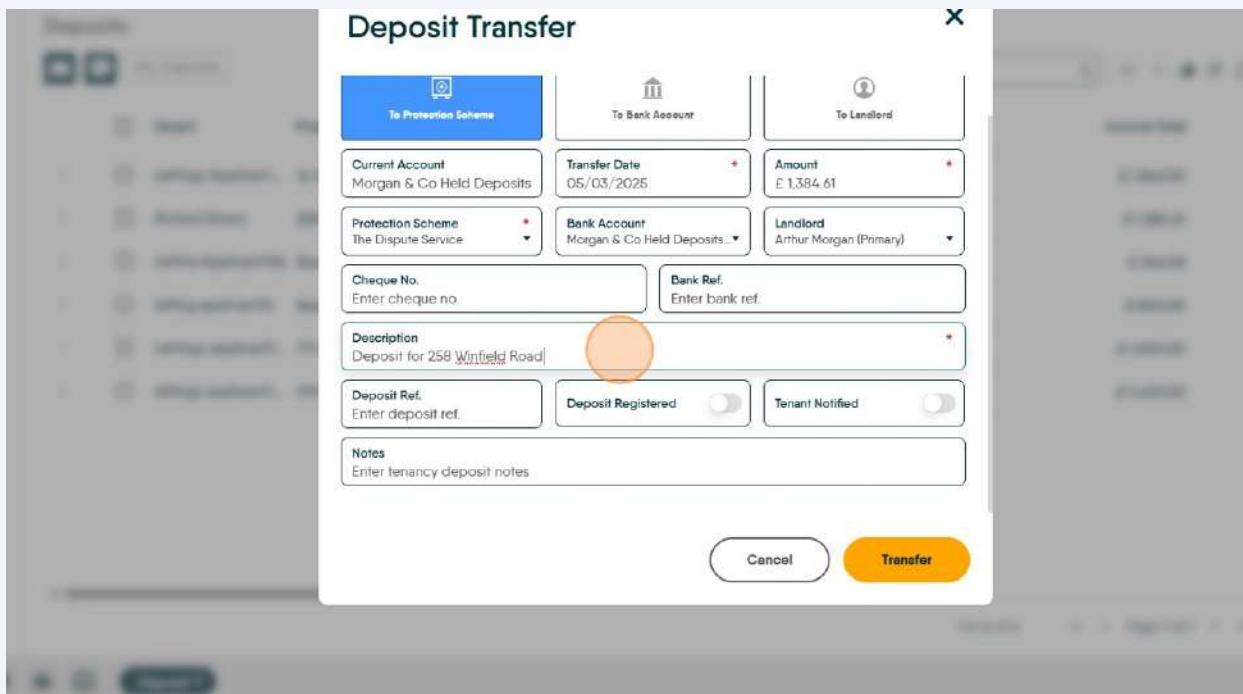


8 Check all of the mandatory fields are correctly completed.



The screenshot shows the 'Deposit Transfer' dialog box. It has three main transfer options: 'To Protection Scheme' (selected), 'To Bank Account', and 'To Landlord'. The 'To Protection Scheme' section includes fields for 'Current Account' (Morgan & Co Held Deposits), 'Transfer Date' (05/03/2025), and 'Amount' (£1,384.61). The 'Protection Scheme' dropdown is set to 'The Dispute Service'. The 'To Landlord' section includes a 'Landlord' dropdown set to 'Arthur Morgan (Primary)'. Below these are fields for 'Cheque No.' (Enter cheque no.) and 'Bank Ref.' (Enter bank ref.), both of which are highlighted with orange circles. There is also a 'Description' field containing 'Deposit for 258 Winfield Road'. At the bottom are 'Cancel' and 'Transfer' buttons.

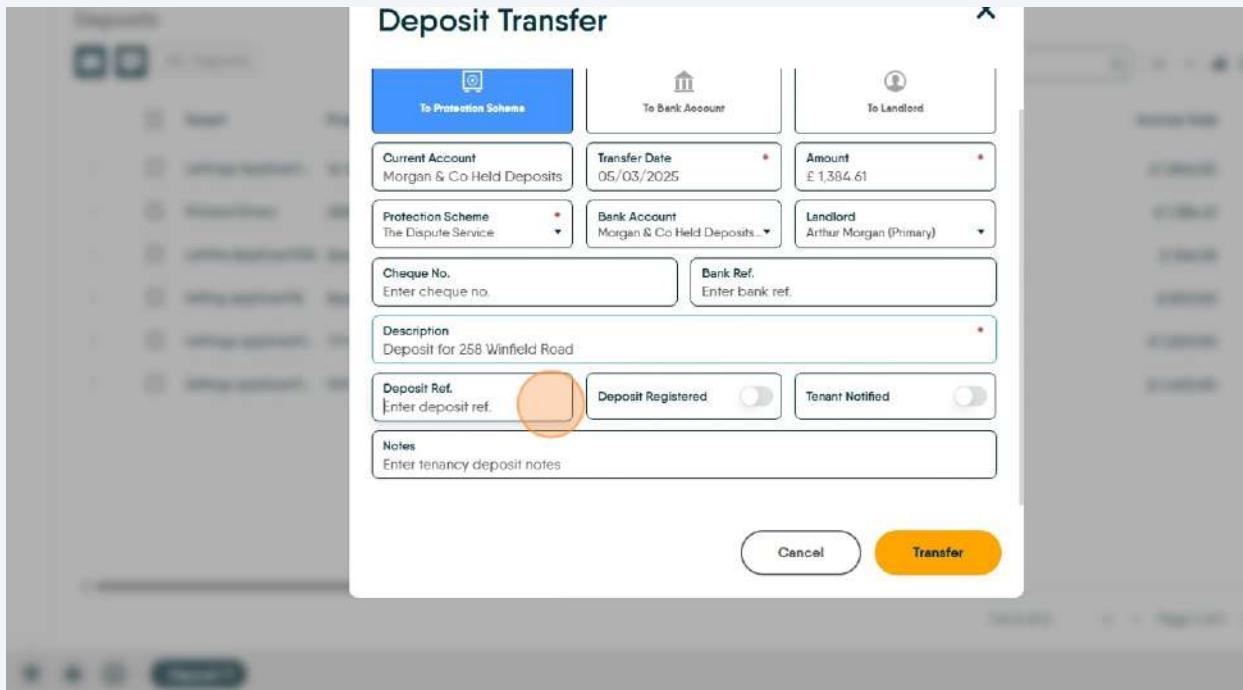
9 Click the "Description" field and update, if required. Best Practice; Make your description as clear as possible as this will help in finding the transaction later.



The screenshot shows the 'Deposit Transfer' dialog box with the 'Description' field updated. The 'Description' field now contains 'Deposit for 258 Winfield Road' and is highlighted with an orange circle. The rest of the dialog box remains the same as the previous screenshot, with the 'Transfer' button at the bottom.

10

If the deposit has already been transferred to the scheme. Click the "Enter deposit ref., Deposit Registered and Tenant Notified" fields. These will update the fields in the Tenancy record.



Deposit Transfer

To Protection Scheme

Current Account: Morgan & Co Held Deposits

Transfer Date: 05/03/2025

Amount: £ 1,384.61

Protection Scheme: The Dispute Service

Bank Account: Morgan & Co Held Deposits...

Landlord: Arthur Morgan (Primary)

Cheque No.: Enter cheque no.

Bank Ref.: Enter bank ref.

Description: Deposit for 258 Winfield Road

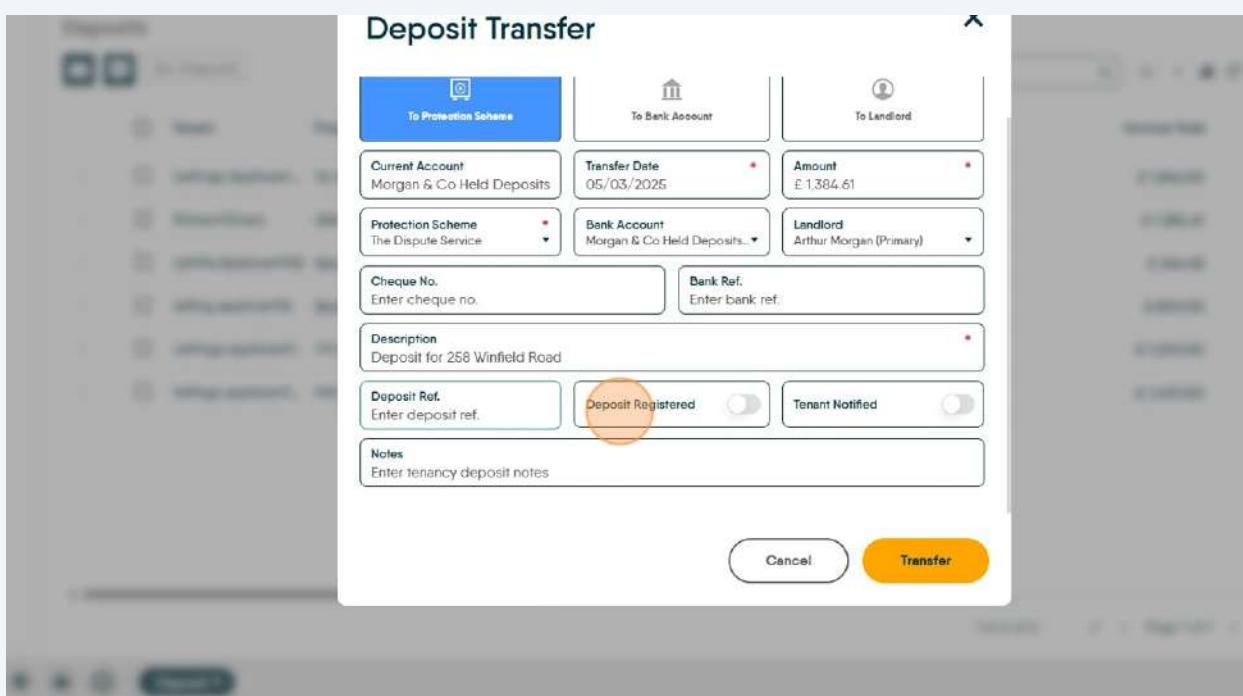
Deposit Ref.: Enter deposit ref.

Deposit Registered:

Tenant Notified:

Notes: Enter tenancy deposit notes

Cancel Transfer



Deposit Transfer

To Protection Scheme

Current Account: Morgan & Co Held Deposits

Transfer Date: 05/03/2025

Amount: £ 1,384.61

Protection Scheme: The Dispute Service

Bank Account: Morgan & Co Held Deposits...

Landlord: Arthur Morgan (Primary)

Cheque No.: Enter cheque no.

Bank Ref.: Enter bank ref.

Description: Deposit for 258 Winfield Road

Deposit Ref.: Enter deposit ref.

Deposit Registered:

Tenant Notified:

Notes: Enter tenancy deposit notes

Cancel Transfer

Deposit Transfer

To Protection Scheme To Bank Account To Landlord

Current Account Morgan & Co Held Deposits	Transfer Date 05/03/2025	Amount £ 1,384.61
Protection Scheme The Dispute Service	Bank Account Morgan & Co Held Deposits...	Landlord Arthur Morgan (Primary)
Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.	
Description Deposit for 258 Winfield Road		
Deposit Ref. Enter deposit ref.	Deposit Registered <input type="checkbox"/>	Tenant Notified <input checked="" type="checkbox"/>
Notes Enter tenancy deposit notes		

11 Click the "Notes" field and update/add any notes you want to add.

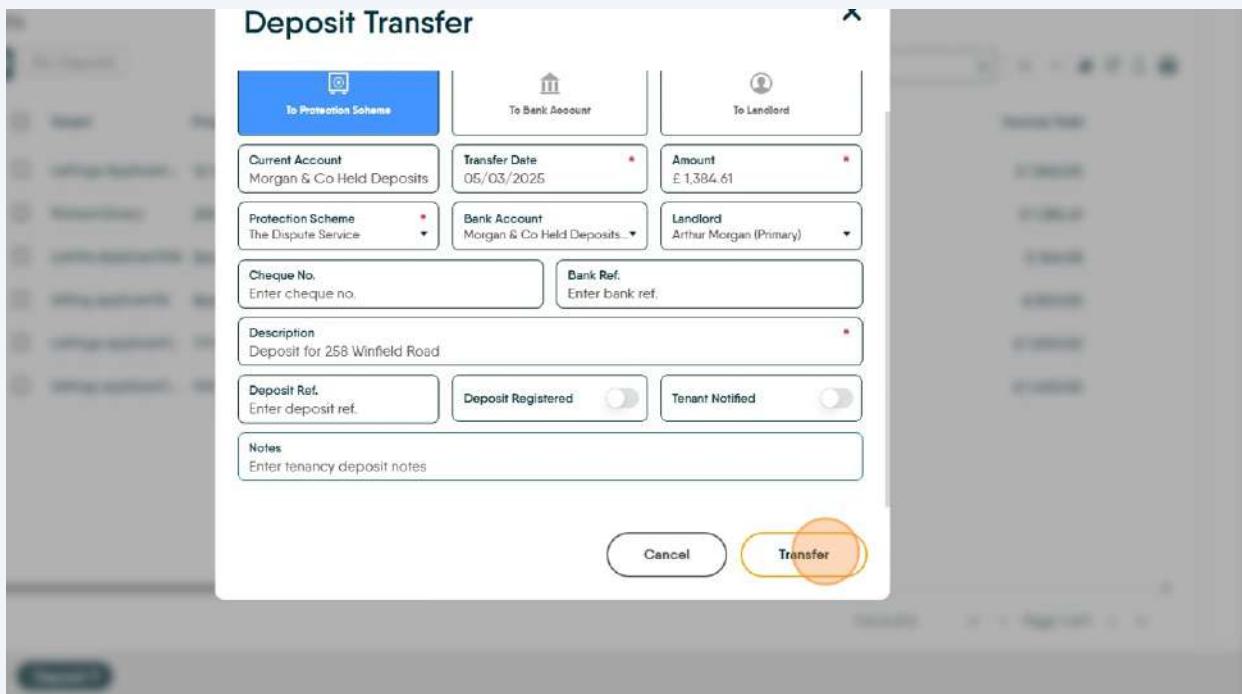
Deposit Transfer

To Protection Scheme To Bank Account To Landlord

Current Account Morgan & Co Held Deposits	Transfer Date 05/03/2025	Amount £ 1,384.61
Protection Scheme The Dispute Service	Bank Account Morgan & Co Held Deposits...	Landlord Arthur Morgan (Primary)
Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.	
Description Deposit for 258 Winfield Road		
Deposit Ref. Enter deposit ref.	Deposit Registered <input type="checkbox"/>	Tenant Notified <input type="checkbox"/>
Notes Enter tenancy deposit notes		

12

Click "Transfer" and the transfer within CRM is done. Transferring to a protection scheme will create a payment line in the Client Account. The payment still needs to be made to the Deposit Protection Scheme by Bank transfer

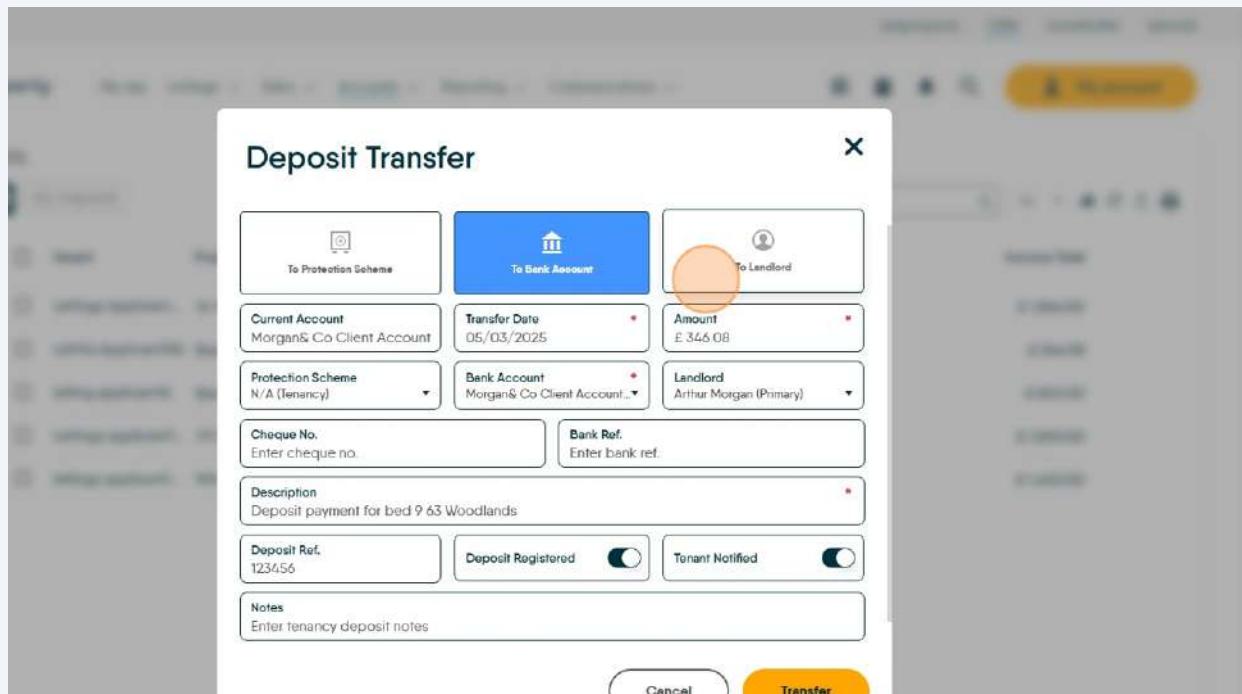


Deposit Transfer To Bank Account - Agent Deposit Account

13

Click the "To Bank Account" option. Check and update the details for the account the deposit is being transferred to, also the amount etc.

The payment now needs to be transferred to the Deposit account.



Deposit Transfer to Landlord

14

Select Landlord. Check all the mandatory fields are correct and click "Transfer".

The deposit transfer to a Landlord can be done via BACS from CRM if the landlord is setup or as a Bank Transfer from your Client account

Deposit Transfer

To Protection Scheme To Bank Account To Landlord

Current Account: Morgan& Co Client Account Transfer Date: 05/03/2025 Amount: £ 346.08

Bank Account: Morgan& Co Client Account (Current) Landlord: Arthur Morgan (Primary)

Cheque No.: Enter cheque no. Bank Ref.: Enter bank ref.

Description: Deposit payment for bed 9 63 Woodlands

Deposit Ref.: 123456 Deposit Registered: Tenant Notified:

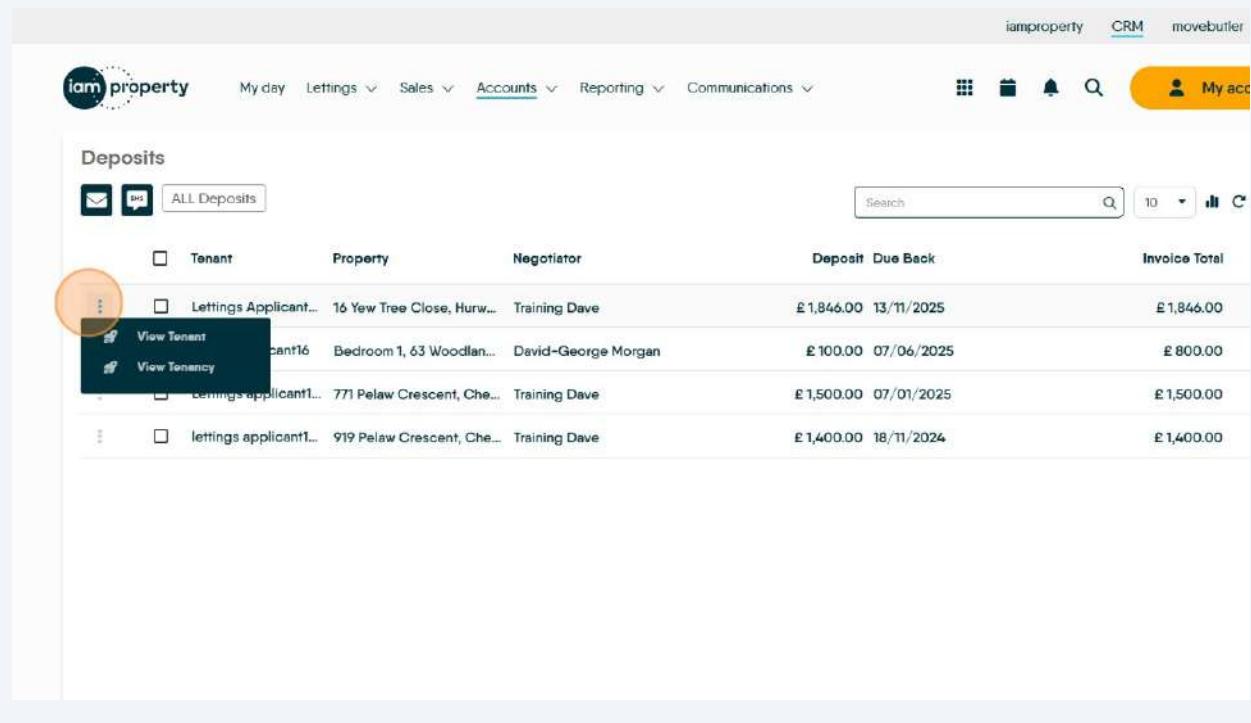
Notes: Enter tenancy deposit notes

Cancel Transfer

Refunding Deposits

Refunding Deposit - Held in Agent Deposit Account

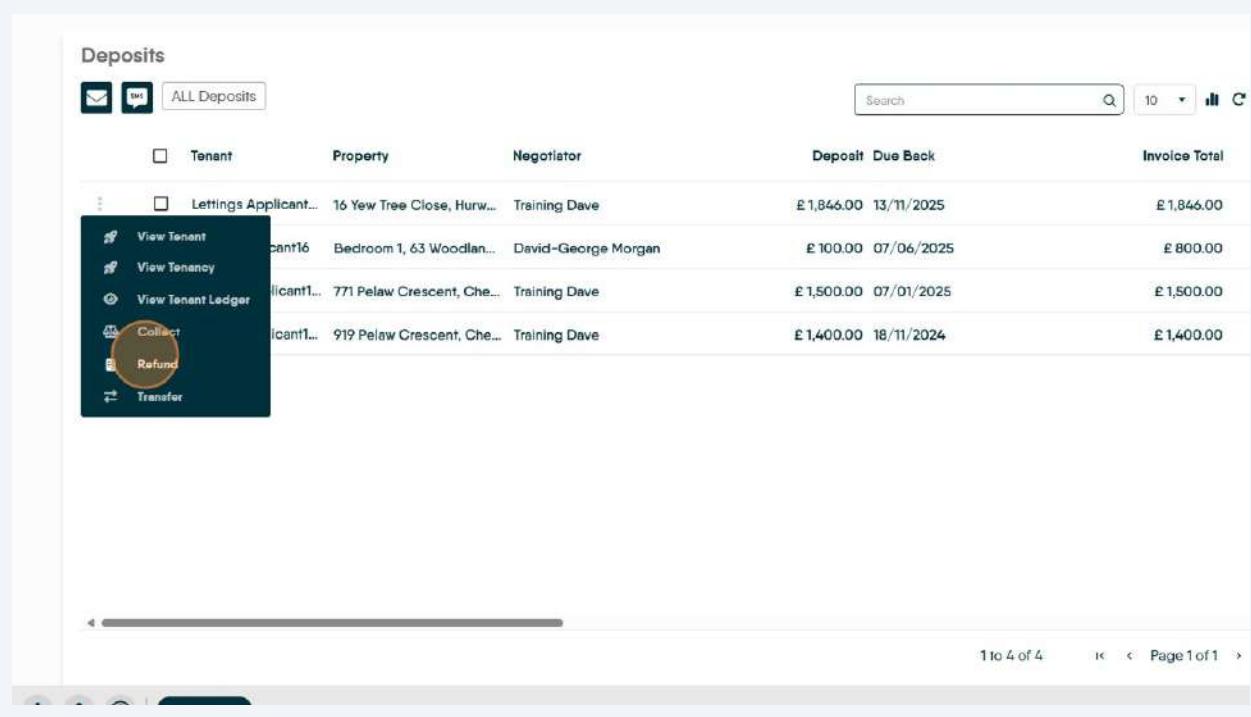
15 In the Deposits screen on the Accounts dashboard. Click here.



The screenshot shows the 'Deposits' screen in the iamproperty software. At the top, there are navigation links: My day, Lettings, Sales, Accounts (which is underlined, indicating it's the active screen), Reporting, and Communications. On the right, there are icons for CRM, movebutler, and a user profile. Below the navigation is a search bar and a table titled 'Deposits'. The table has columns for Tenant, Property, Negotiator, Deposit, Due Back, and Invoice Total. There are four rows of data. A context menu is open over the first row, showing options: View Tenant, View Tenancy, View Tenant Ledger, Collect, Refund (which is highlighted and circled in orange), and Transfer.

Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£1,846.00	13/11/2025	£1,846.00
Lettings Applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£100.00	07/06/2025	£800.00
Lettings applicant1...	771 Pelaw Crescent, Che...	Training Dave	£1,500.00	07/01/2025	£1,500.00
Lettings applicant1...	919 Pelaw Crescent, Che...	Training Dave	£1,400.00	18/11/2024	£1,400.00

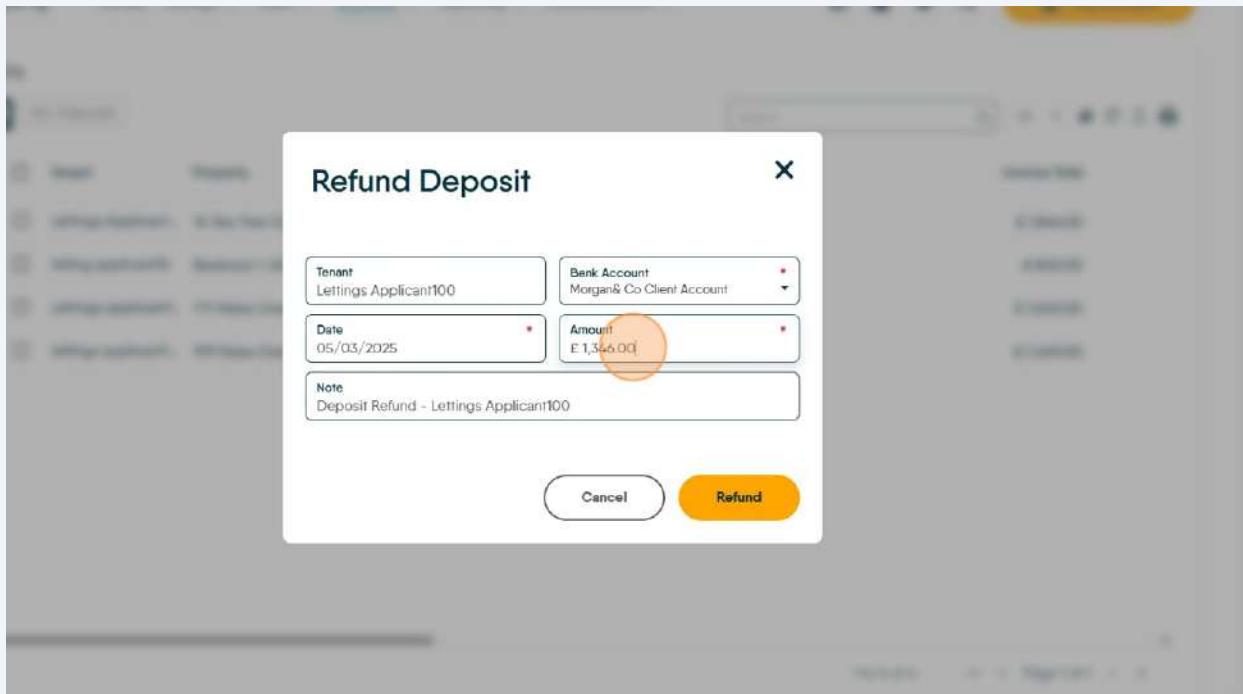
16 Click "Refund"



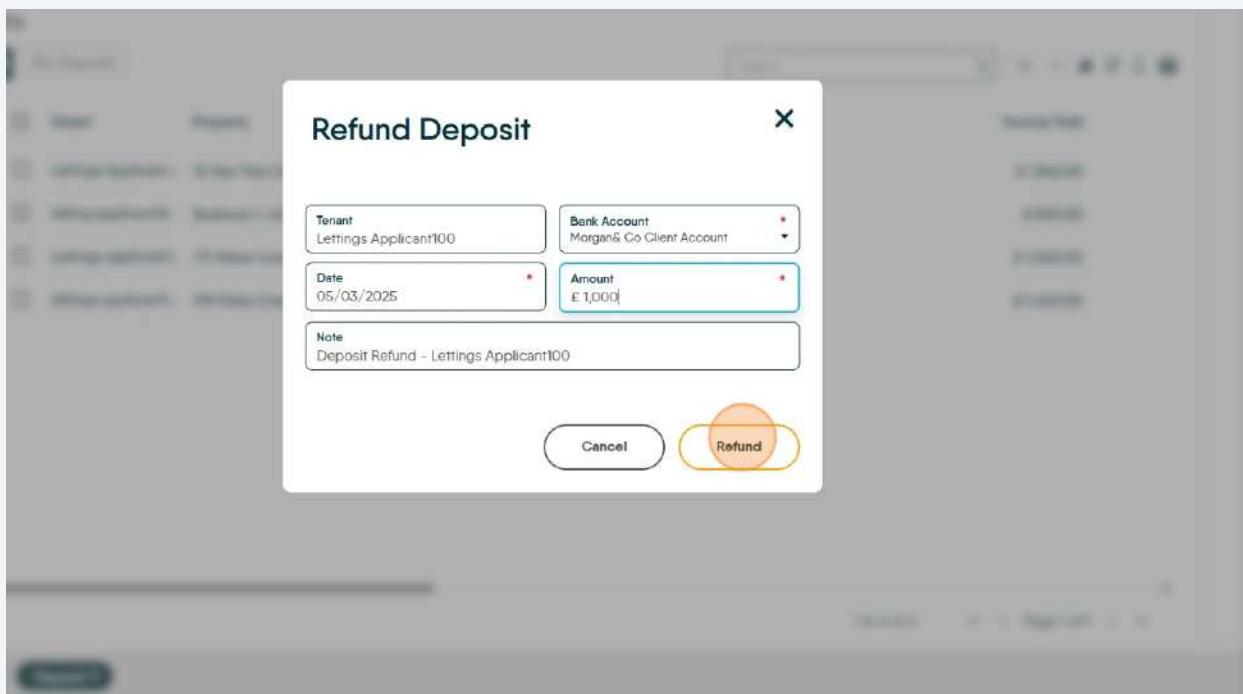
The screenshot shows the 'Deposits' screen in the iamproperty software, similar to the previous one but with a different context menu. The 'Refund' option is highlighted and circled in orange. The table below shows the same four rows of data as the previous screenshot.

Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£1,846.00	13/11/2025	£1,846.00
Lettings Applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£100.00	07/06/2025	£800.00
Lettings applicant1...	771 Pelaw Crescent, Che...	Training Dave	£1,500.00	07/01/2025	£1,500.00
Lettings applicant1...	919 Pelaw Crescent, Che...	Training Dave	£1,400.00	18/11/2024	£1,400.00

17 Click the "Amount" field and type the amount you are refunding to the tenant.



18 Click "Refund"





The money will then be available to be transferred either via BACS, if the tenant is set up for this, or as a bank transfer/cheque etc.

The retained funds left in the account will sit as deposit and can be used to pay contractors bills or transferred to the Property to be paid to the Landlord.

Refunding Deposit - Deposit Protection Scheme



Tip! Deposits held in a Deposit Protection Scheme will automatically be refunded to the Tenant from the scheme. The remaining funds will be sent to the Agent to refund to the Landlord or use to pay maintenance fees.

To use the funds to pay for refurbishment or pay to the Landlord follow below.

19

The retained deposit needs to be receipted into the CRM. Click here to open the Bank Receipt.

The screenshot shows the iamproperty CRM interface with the following sections:

- Accounts:** Morgan & Co Client Account (01-02-03 01234567). It shows a balance of £309,560.43 (Reconciled) and £304,172.95 (Unreconciled). Below is a line graph showing the balance over time from 19 Feb to 6 Mar, with a significant dip on 26 Feb and a rise on 3 Mar. Morgan & Co Held Deposits (01-02-03 45685263) show a balance of £11,490.15 (Reconciled) and £0.00 (Unreconciled).
- Invoices:** A list of invoices for the period 05/02/2025 - 05/03/2025. It includes:
 - Rent Invoice: £40,390.00 (Total Due), £11,045.00 (Paid), £900.00 (Due), £28,445 (Overdue)
 - Tenant Fee Invoice: £222.00 (Total Due), £70.00 (Paid), £0.00 (Due), £152 (Overdue)
 - Deposit Invoice: £1,557.69 (Total Due), £1,557.69 (Paid), £0.00 (Due), £0 (Overdue)
 - Service Charge Invoice: £0 (Total Due), £0 (Paid), £0 (Due), £0 (Overdue)
- Balance Sheet:** Total assets of £334,155.03 and liabilities of £334,155.03. It includes a breakdown for Wilton Branch Client Account with a balance of £2,773.65.
- Expenses:** Total expenses of £8,546. It includes a breakdown for a single item with a balance of £1,738.90.

20

Either click "Select property" and type the property details or click "Tenant" and add the Tenants details.

Bank Receipt

Record Type: Tenant

Property: Select property

Tenant: Select record

Collection Date: 05/03/2025

Sub Type/Nominal Code: BACS Transfer

Bank Account: Select payment account

Payment Method: Select payment method

Description: Enter transaction description

Outstanding Invoices:

No Outstanding Invoices

Cancel Another Collect

Bank Receipt

Record Type: Tenant

Property: Select property

Tenant: Select record

Collection Date: 05/03/2025

Amount: £ 0.00

Bank Acc: Select pay

Please enter 3 or more characters

Sub Type/Nominal Code: BACS Transfer

Cheque No.: Enter cheque no.

Enter bank reference

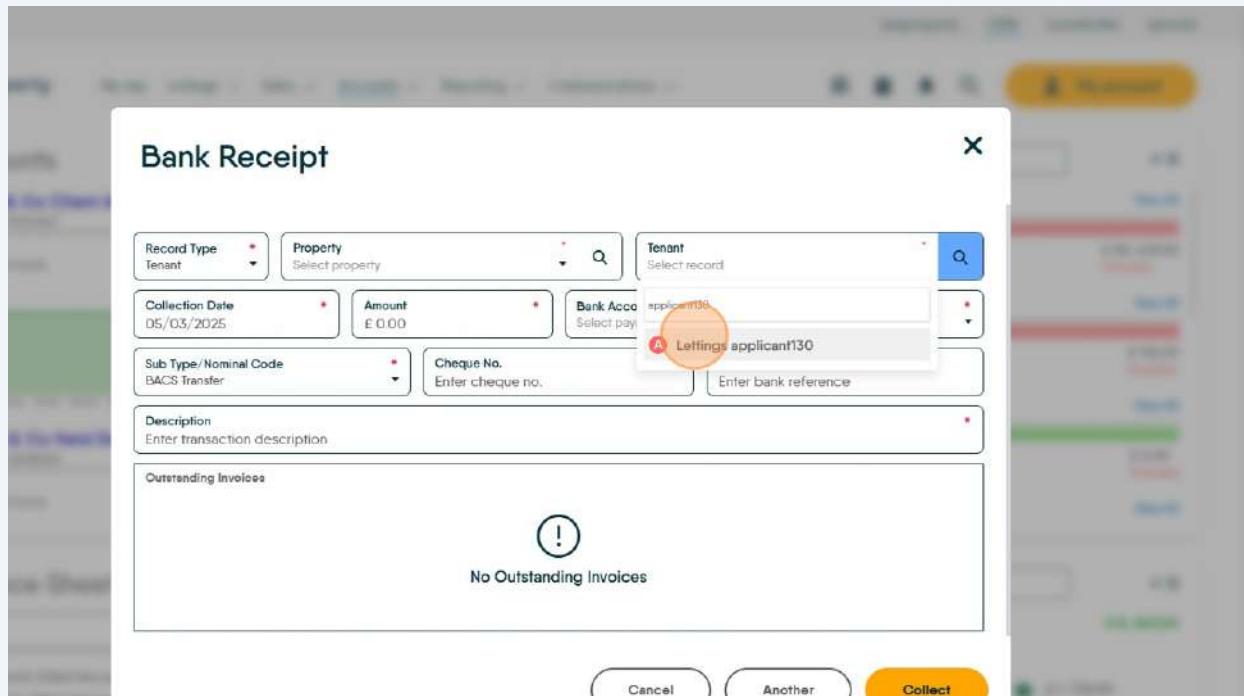
Description: Enter transaction description

Outstanding Invoices:

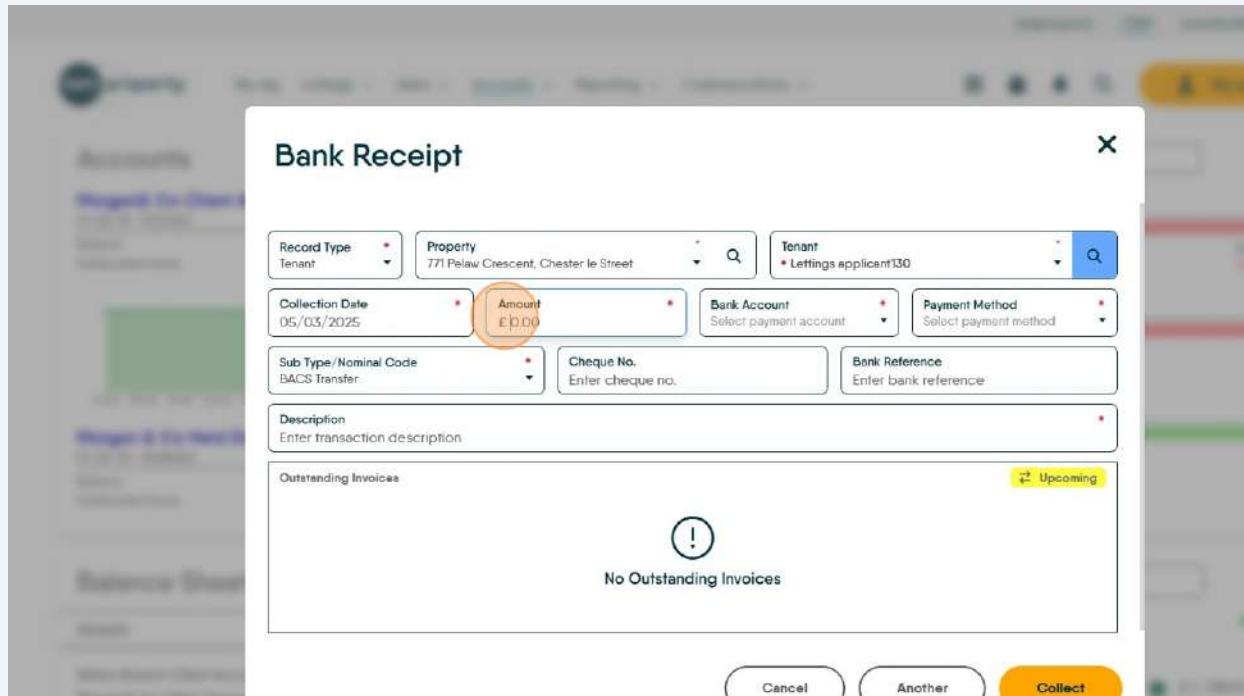
No Outstanding Invoices

Cancel Another Collect

21 Or use the Tenant option search for and select the name in the drop down box.

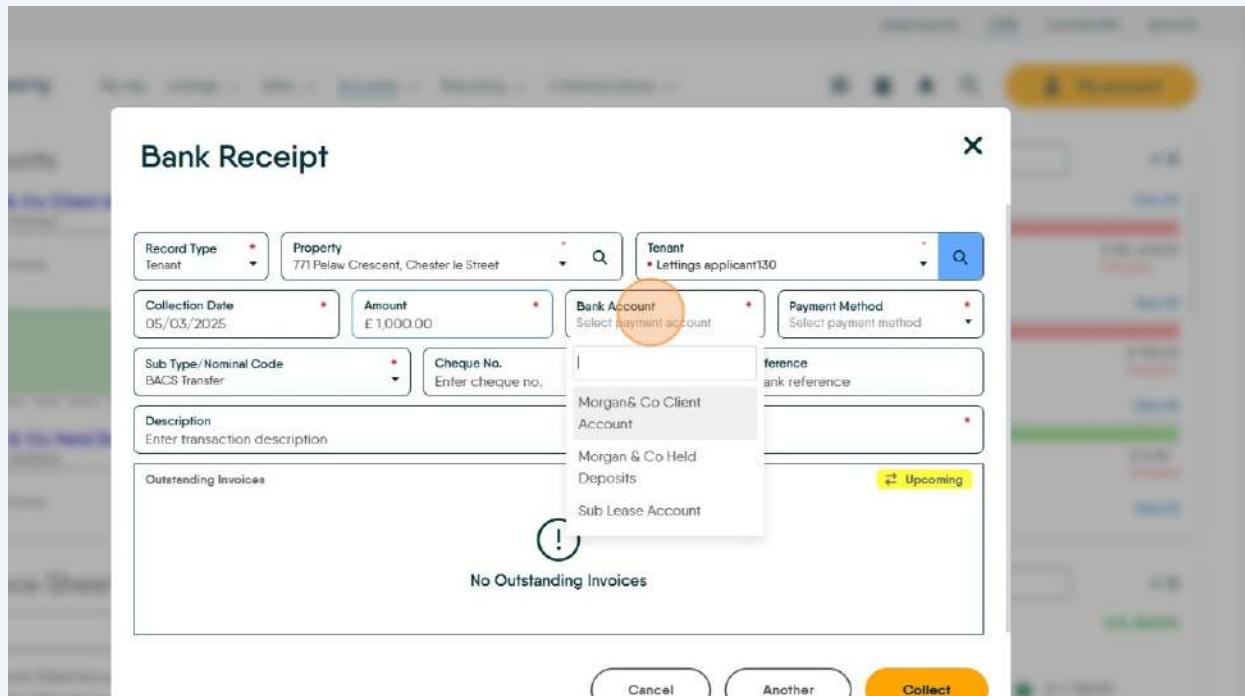


22 The screen will populate with the details. Click the "Amount" field and add the amount of the retained deposit returned by the scheme.



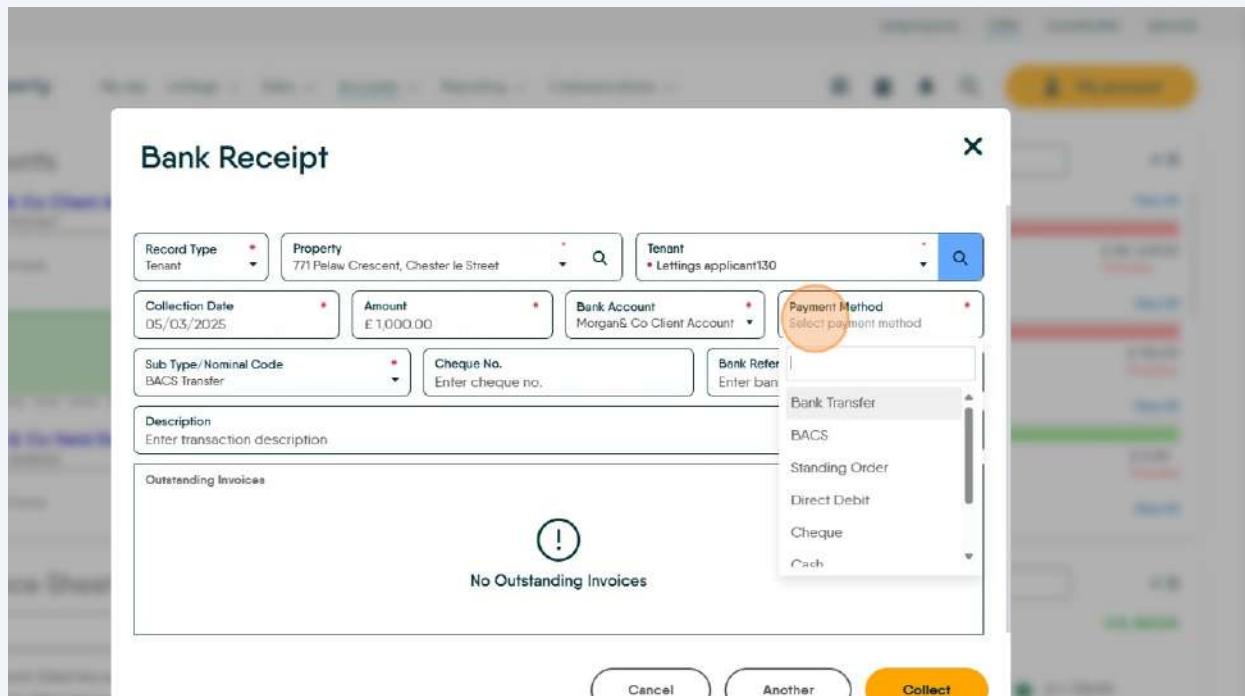
23

Click "Select payment account" this is the account that the retained deposit from the scheme was paid into.



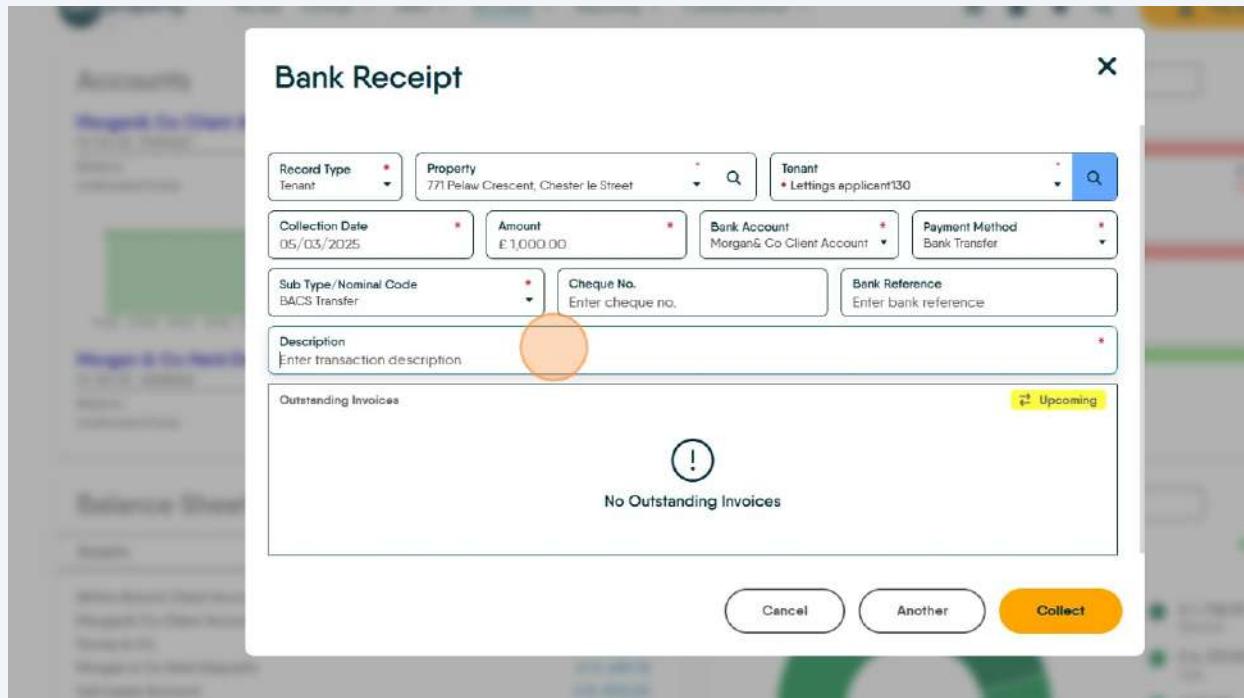
24

Click "Select payment method" i.e. how it was paid to you.



25 Click the "Description" field.

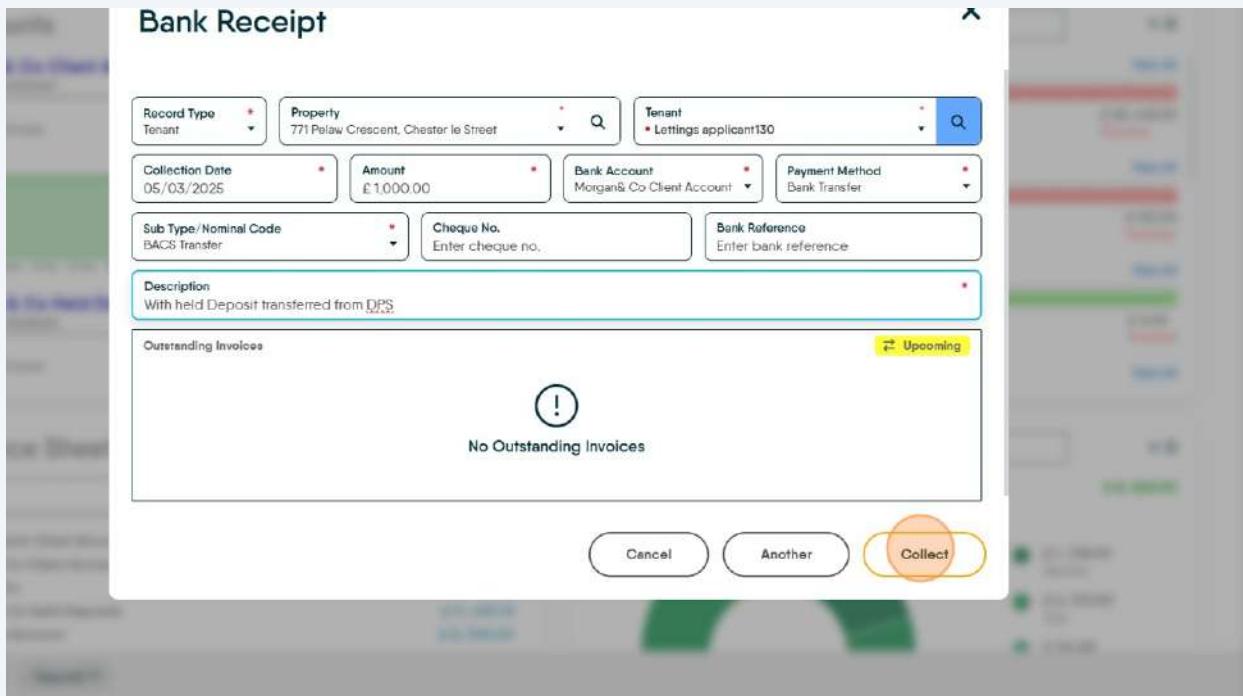
Best practice is to use a detailed description e.g. "Withheld Deposit transferred from DPS" as this helps with tracking the transaction.



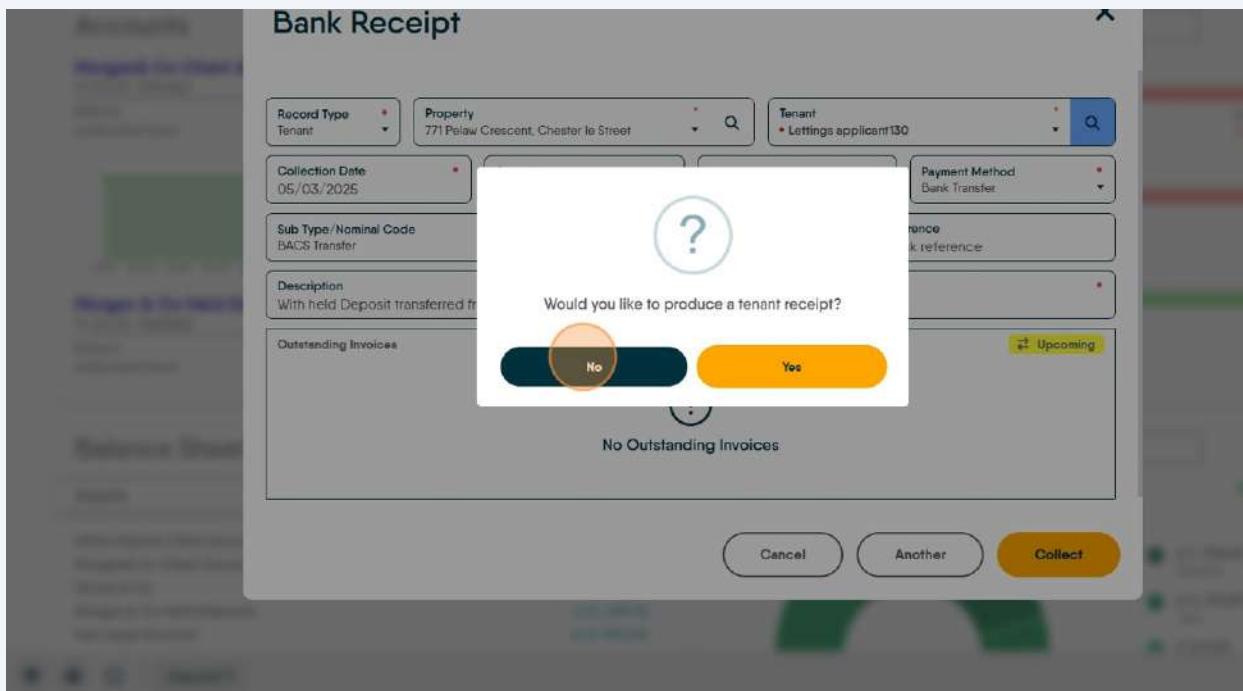
26 Click "Collect" to show the refund in the CRM.

This brings the funds in as 'Unallocated' to the tenant ledger.

Best practice here is to allocate these funds to an invoice, as shown below.



27 Click "No" or "Yes" to this.





Alert! This refund is paid back into the Tenant Ledger as it is technically the Tenants money.

28 To create the refund invoice click here.

Invoices

Category	Amount	Status	Due Date	Overdue	
Rent Invoice	£ 40,390.00	Paid	£ 11,045.00	£ 900.00	£ 28,445.00
Tenant Fee Invoice	£ 222.00	Paid	£ 70.00	£ 0.00	£ 152.00
Deposit Invoice	£ 1,557.69	Paid	£ 1,557.69	£ 0.00	£ 0.00
Service Charge Invoice	Total Due		£ 0.00	£ 0.00	Overdue

Expenses

Category	Amount
Total	£ 8,500.90

Balance Sheet

Assets	Liabilities
£ 332,270.42	£ 332,270.42

29 Click "Select tenant" and type the tenants name, select the tenant name from the drop down menu.

Add Invoice

Deposit Balance: £ 0.00
Unallocated Funds: £ 0.00

Pay with deposit
Pay with unallocated

Tenant: Select tenant
Transaction Type: Select transaction type
Sub Type: Select sub-type

Invoice Date: 05/03/2025
Invoice No.: CRM - 527
VAT Type
Exclude Man. Fee

Amount: £
Net: £ 0.00
Vat: £ 0.00
Total: £ 0.00

Description: Enter description

Invoices: Total: £ 0.00

No Invoices!

Add Invoice

Deposit Balance: £ 0.00
Unallocated Funds: £ 0.00

Pay with deposit
Pay with unallocated

Tenant: Select tenant
Transaction Type: Select transaction type
Sub Type: Select sub-type

applicant130
- 527
Letting applicant130 - 771...

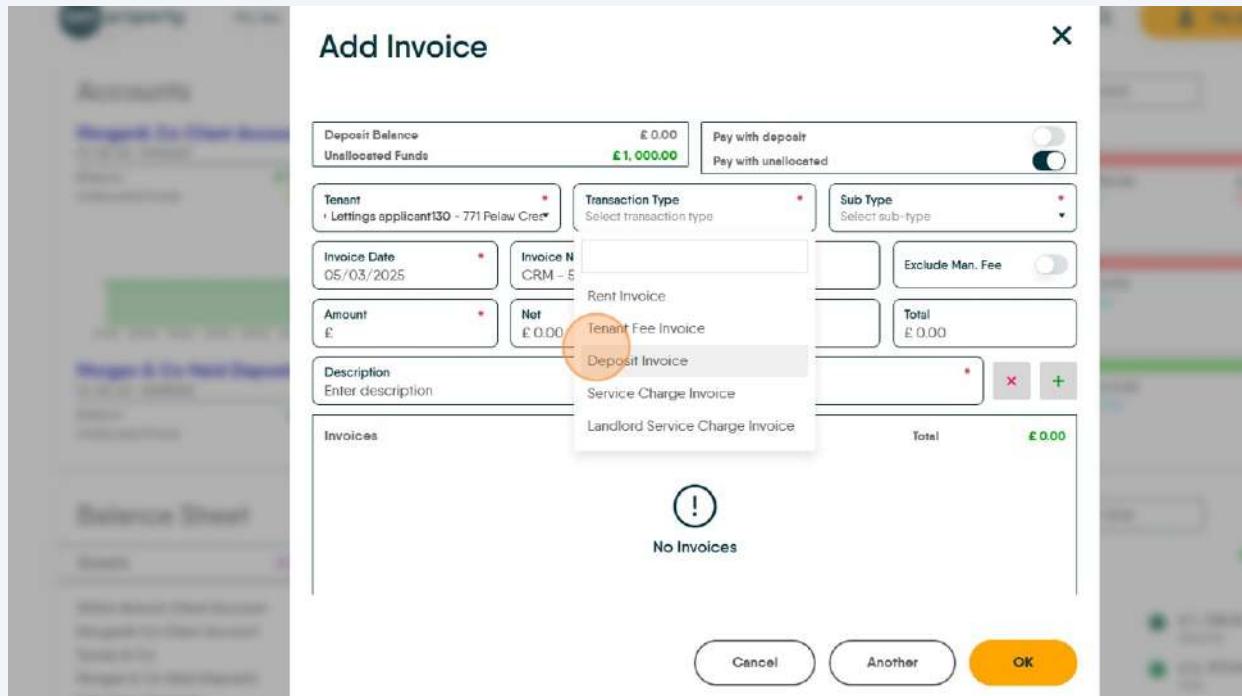
VAT Type
Exclude Man. Fee

Description: Enter description

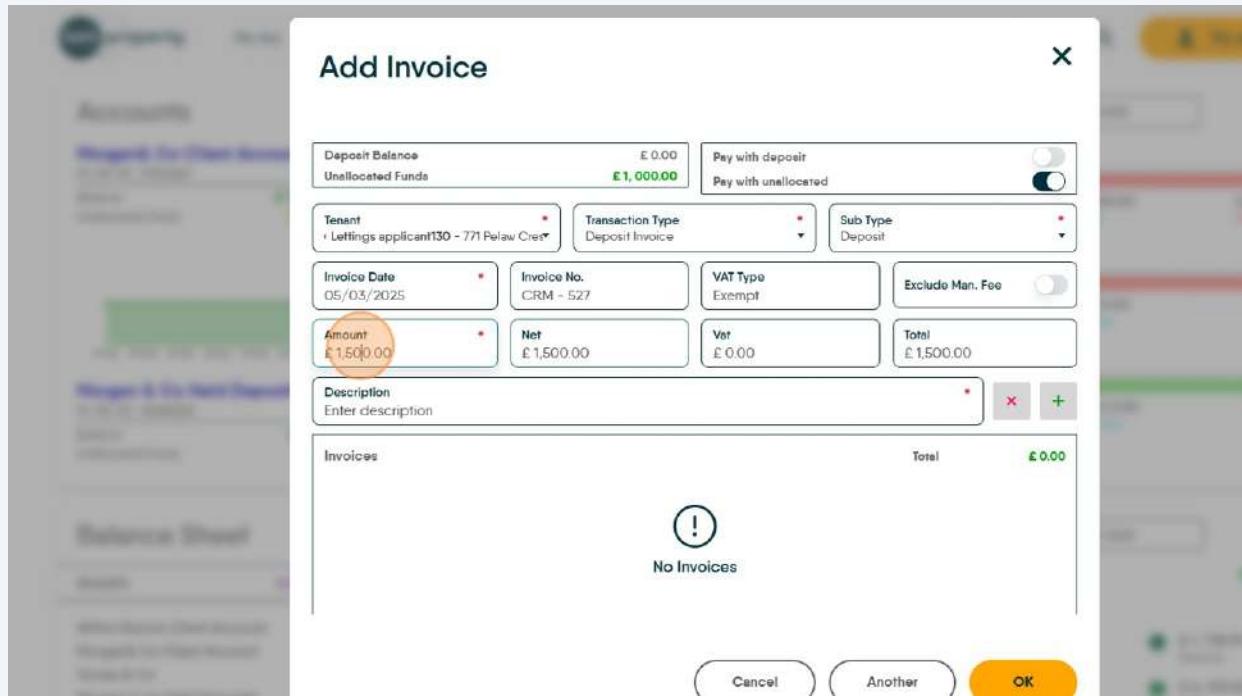
Invoices: Total: £ 0.00

No Invoices!

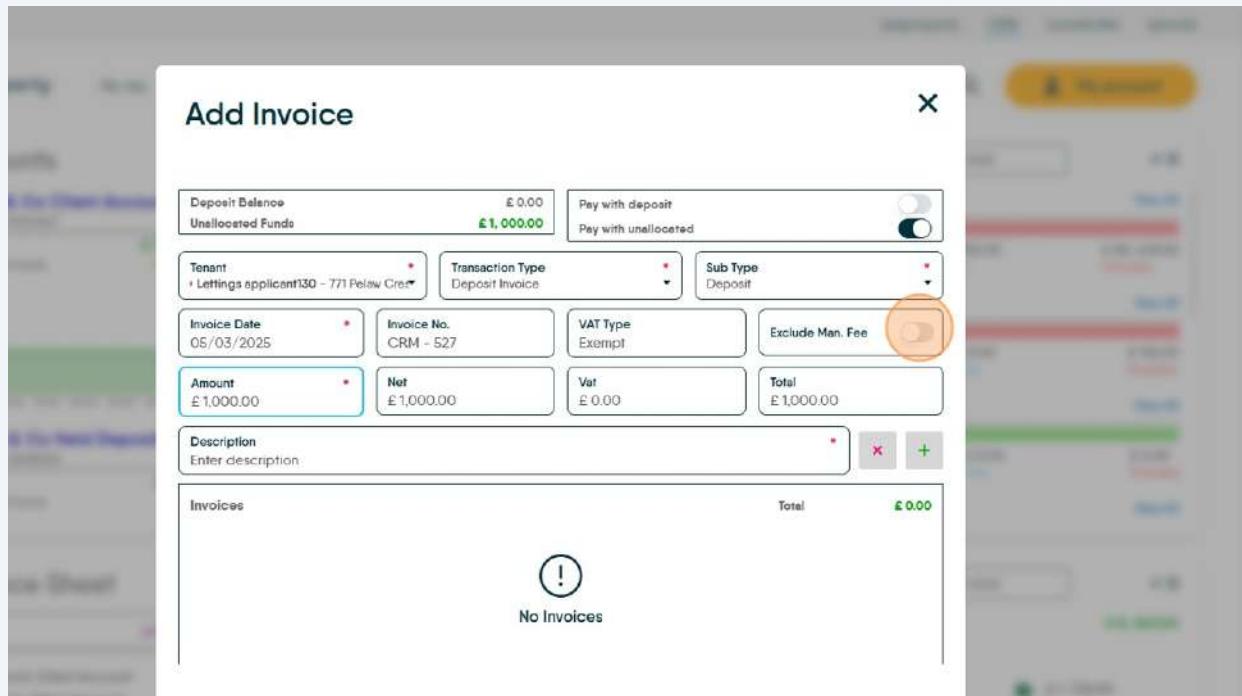
30 Click "Select transaction type". Click "Deposit Invoice"



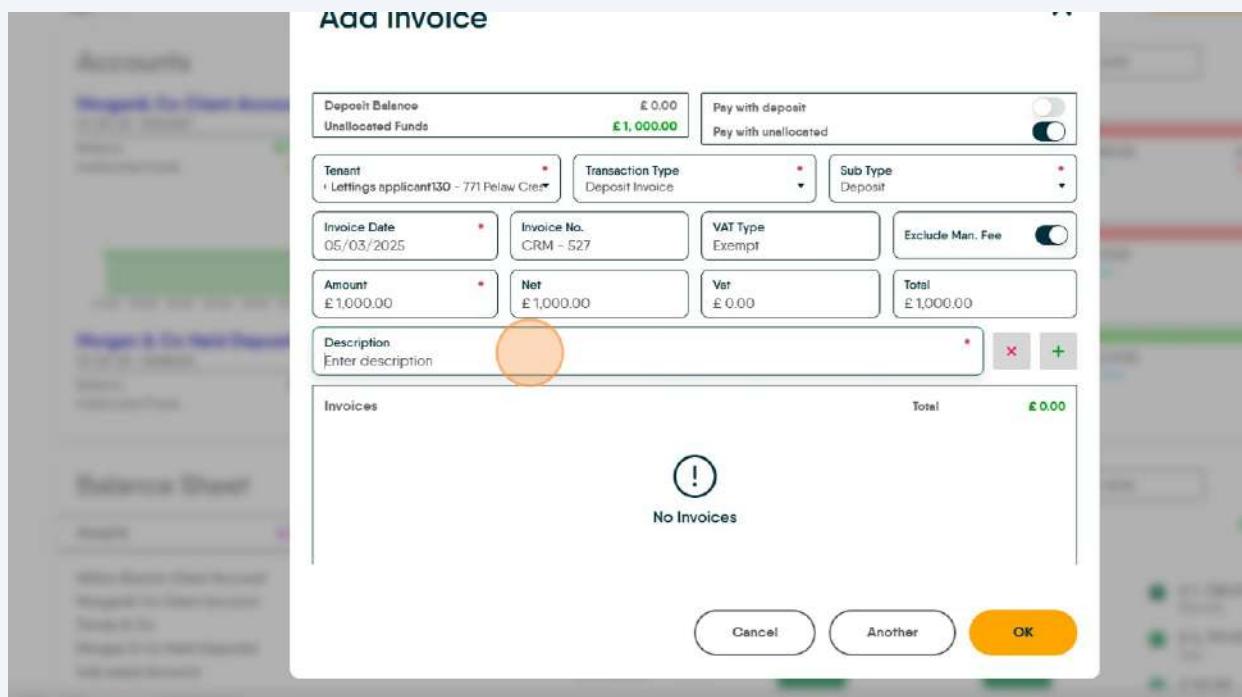
31 Click the "Amount" field and edit to the amount being retained/returned from the deposit scheme.



32 Click here to exclude the management fee.



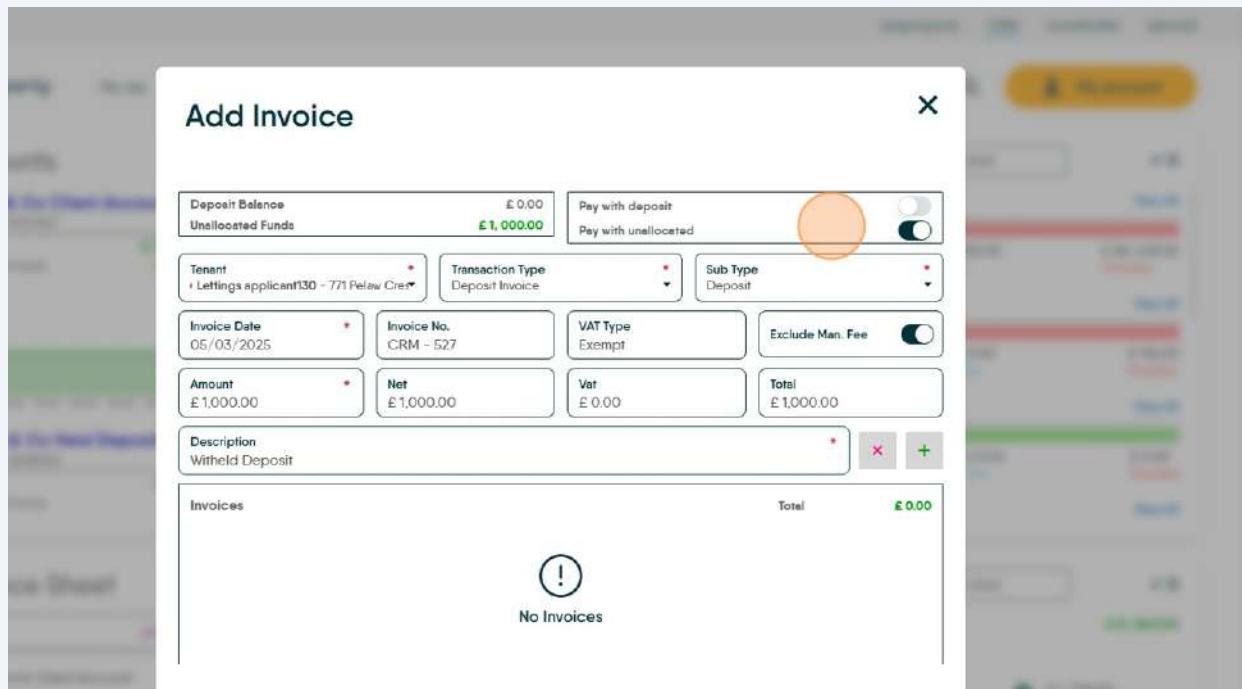
33 Click the "Description" field. Type a detailed description of the transaction.



34

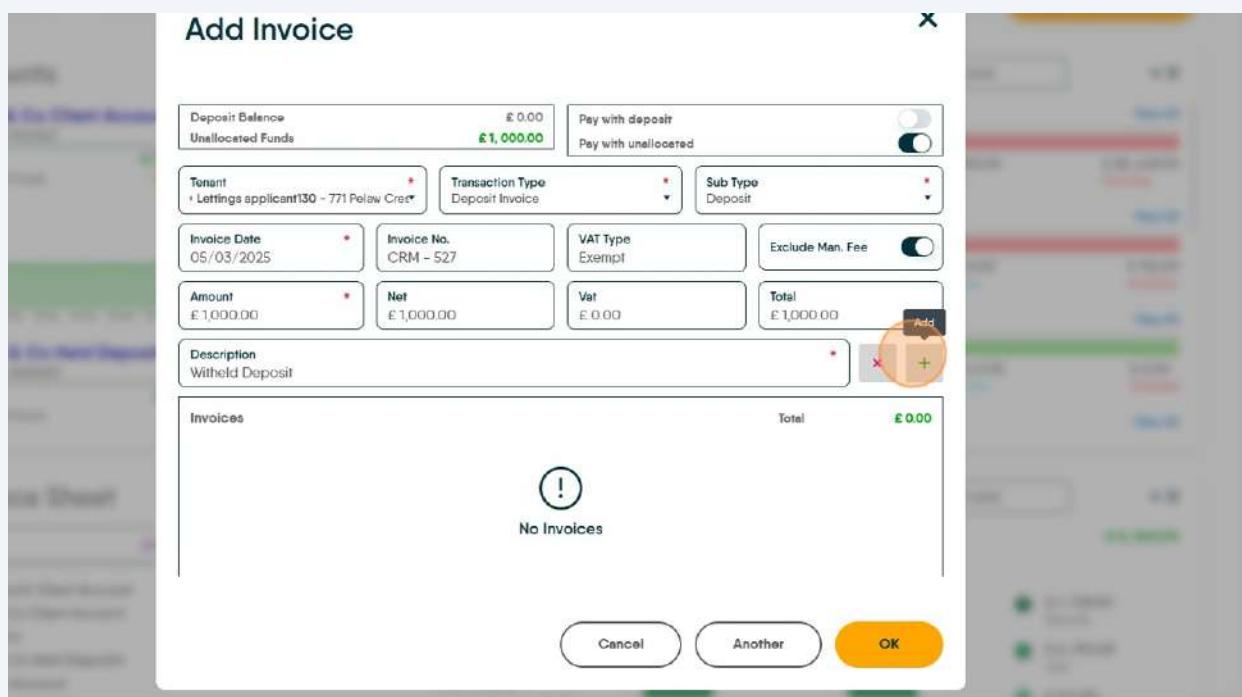
Click here and select "Pay with unallocated".

This will allocate the Unallocated funds (aka 'Retained Deposit') to the Invoice.

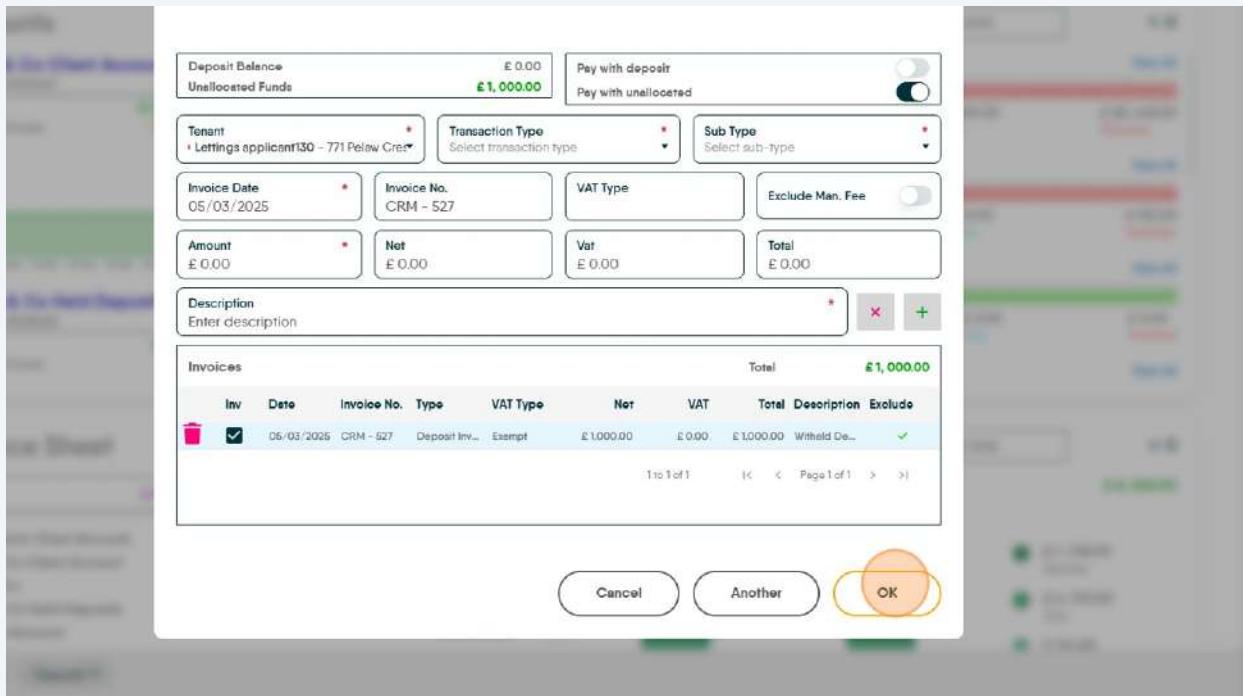


35

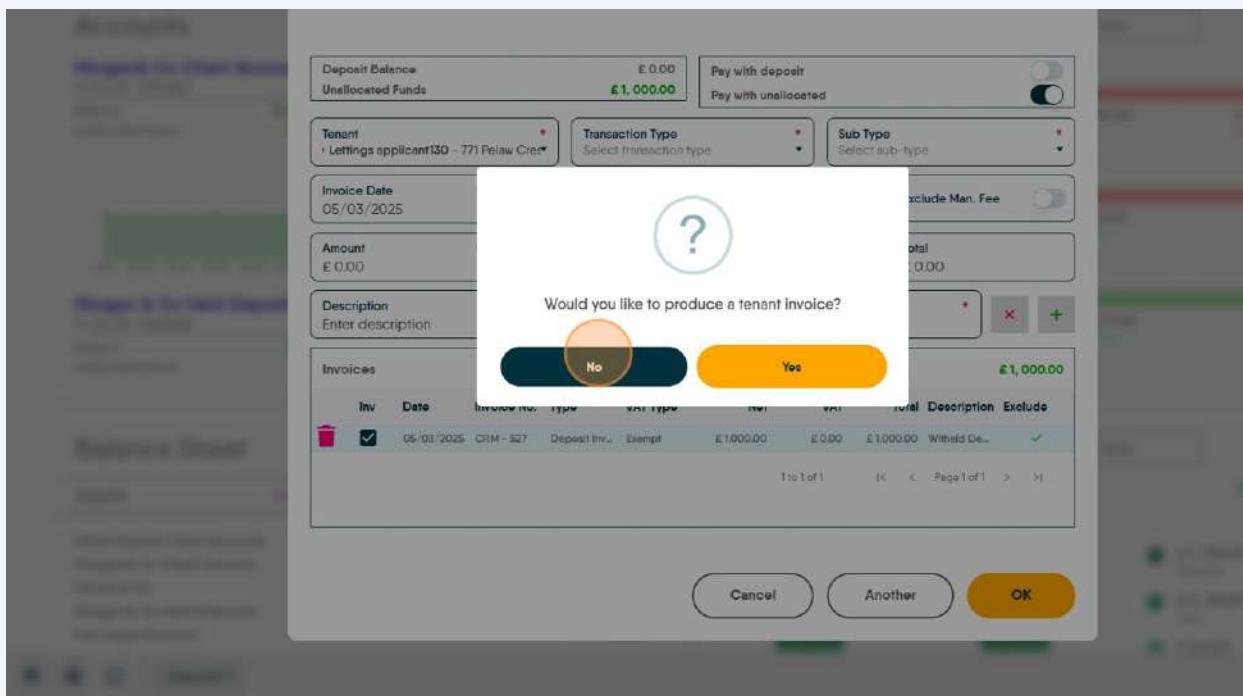
Click here to create the invoice.



36 Click "OK"



37 Click "No" or "Yes"



38

Once the Invoice has been created, in the scenario above the invoice will be automatically paid and the retained funds will show as a deposit payment. Depending on how the funds are being used will change what happens next.

If the funds are being used;

1. To pay for refurbishment of the property then the funds can stay as Deposit or be transferred to the Float and used to pay any contractors invoices.
2. Being returned to the Landlord, the funds need to be transferred to the Property Ledger.

Refunding Deposit - held by Landlord - Returned to Tenant



Alert! In this case the funds need to be receipted into CRM from the landlord, then transferred to the tenant or transferred to float if used for refurbishment.

39

Click here to create the Landlord bank receipt.

The screenshot shows the iamproperty CRM interface with the following sections:

- Accounts:** Morgan& Co Client Account (01-02-03 01234567) with a balance of £310,560.43 (Reconciled) and £31,921.65 (Unallocated Funds). Below is a line graph showing account balance over time from 19 Feb to 6 Mar.
- Invoices:** Rent Invoice (05/02/2025 - 05/03/2025) with a total due of £40,390.00, paid of £11,045.00, and due of £900.00. Tenant Fee Invoice with a total due of £222.00, paid of £70.00, and due of £0.00. Deposit Invoice with a total due of £2,557.69, paid of £2,557.69, and due of £0.00. Service Charge Invoice.
- Expenses:** Total expenses from 01/12/2024 to 05/03/2025 with a total of £8,50.

40

Click "Record Type" and select Landlord from the drop down menu.
Click "Landlord"

Bank Receipt

Record Type Tenant

Property 919 Pelaw Crescent, Chester le Street

Tenant Jettings applicant102

Amount £ 300.00

Bank Account Morgan & Co Client Account

Payment Method Bank Transfer

Tenant de

Cheque No. Enter cheque no.

Bank Reference Enter bank reference

Enter transaction description

Outstanding Invoices Upcoming

No Outstanding Invoices

Cancel Another Collect

Bank Receipt

Record Type Tenant

Property 919 Pelaw Crescent, Chester le Street

Tenant Jettings applicant102

Amount £ 300.00

Bank Account Morgan & Co Client Account

Payment Method Bank transfer

Tenant de

Cheque No. Enter cheque no.

Bank Reference Enter bank reference

Enter transaction description

Outstanding Invoices Upcoming

No Outstanding Invoices

Cancel Another Collect

41

Click "Select property" type the property name and select from the drop down menu.

Bank Receipt

Record Type: Landlord

Property: Select property

Collection Date: 05/03/2025

No results found

Sub Type/Nominal Code: BACS Transfer

Bank Account: Morgan & Co Client Account

Payment Method: Bank Transfer

Description: Enter transaction description

Outstanding Invoices: Upcoming

!

No Outstanding Invoices

Cancel Another Collect

Bank Receipt

Record Type: Landlord

Property: Select property

Collection Date: 05/03/2025

919

919 Pelav Crescent, Chester le Street

Sub Type/Nominal Code: BACS Transfer

Bank Account: Morgan & Co Client Account

Payment Method: Bank Transfer

Description: Enter transaction description

Outstanding Invoices: Upcoming

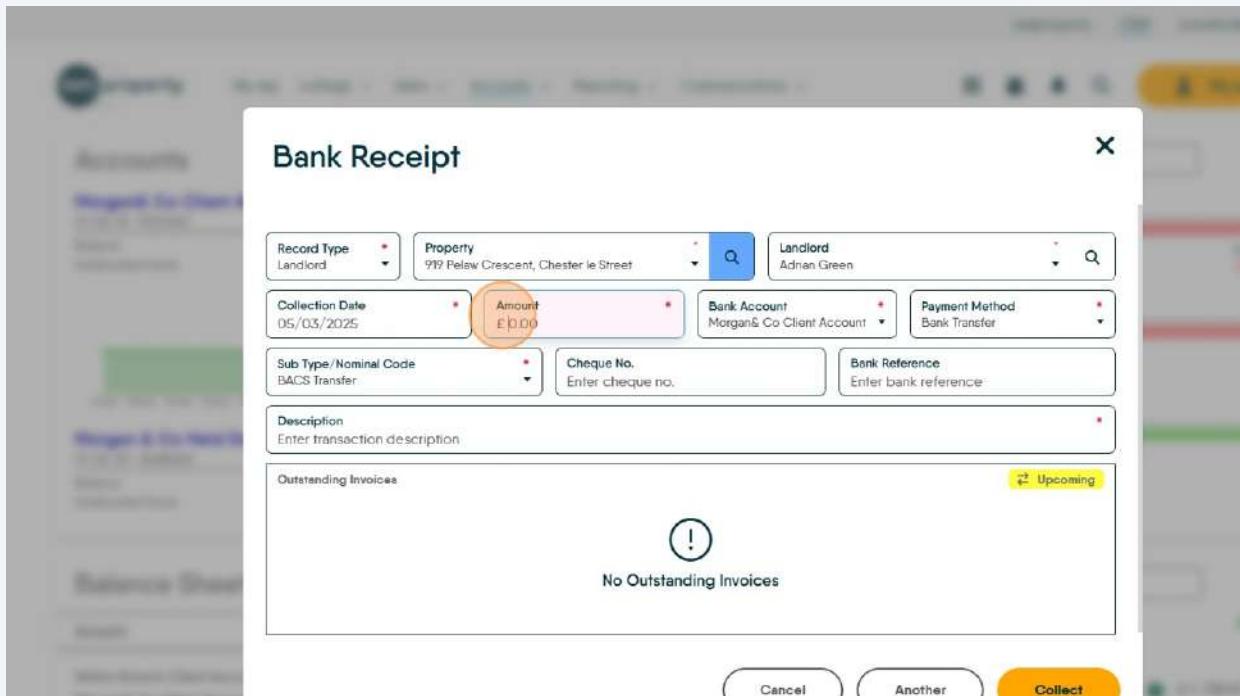
!

No Outstanding Invoices

Cancel Another Collect

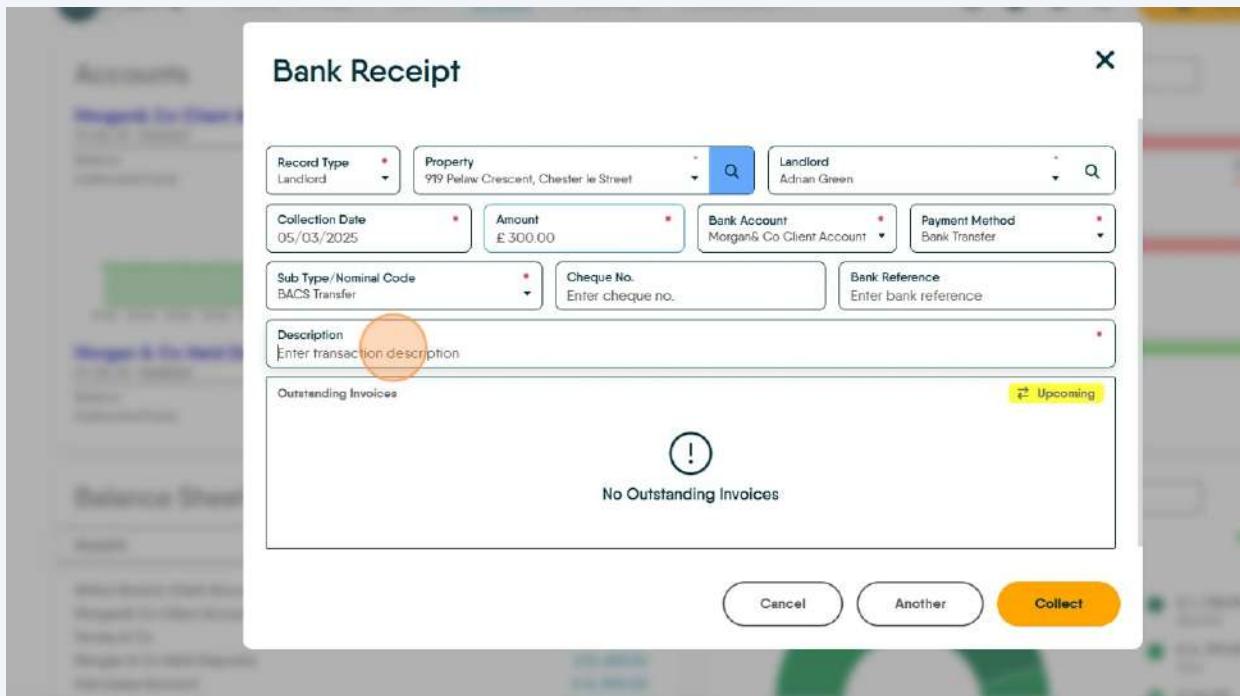
42

Click the "Amount" field and add the amount of the deposit being returned to the tenant or withheld for refurbishment.



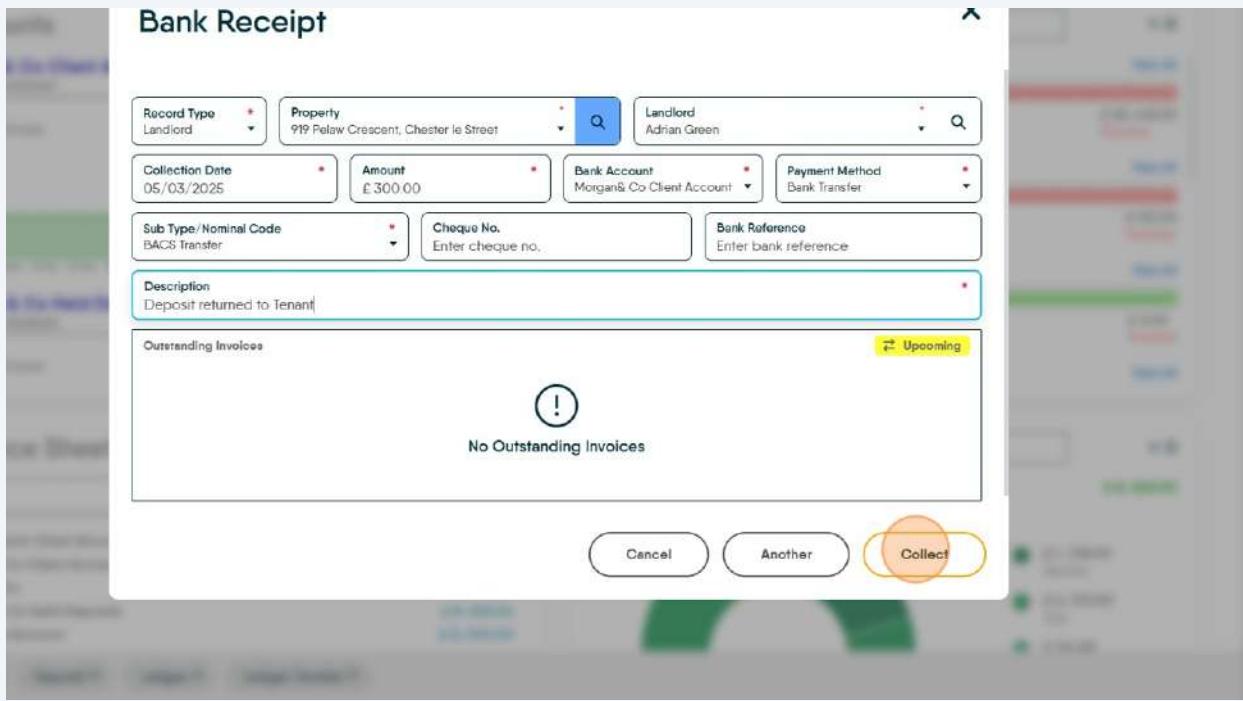
43

Click the "Description" field. Add in a detailed description as mentioned previously.



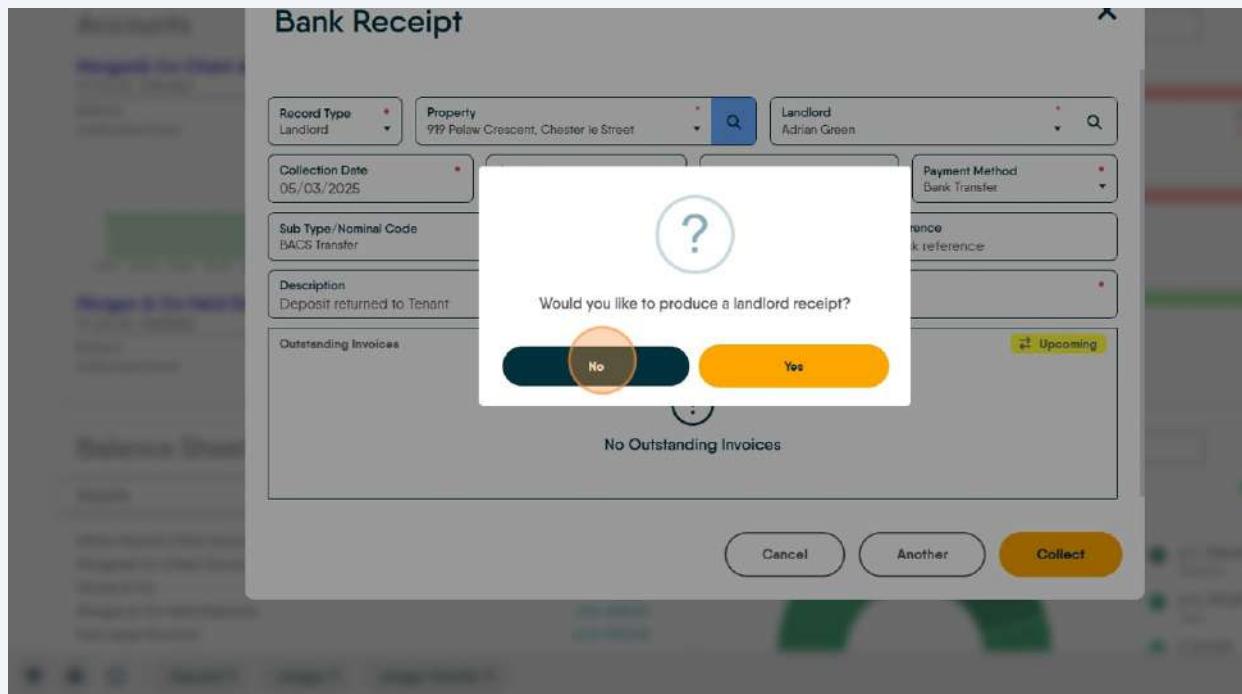
44

Click "Collect"



Alert! This will collect the funds as 'Unallocated' to the Property Ledger, the funds need to be moved to either the Tenant Ledger or the Float Ledger. If this is not done and 'Perform Payments' is done then the Landlord payment will be sent back to the Landlord.

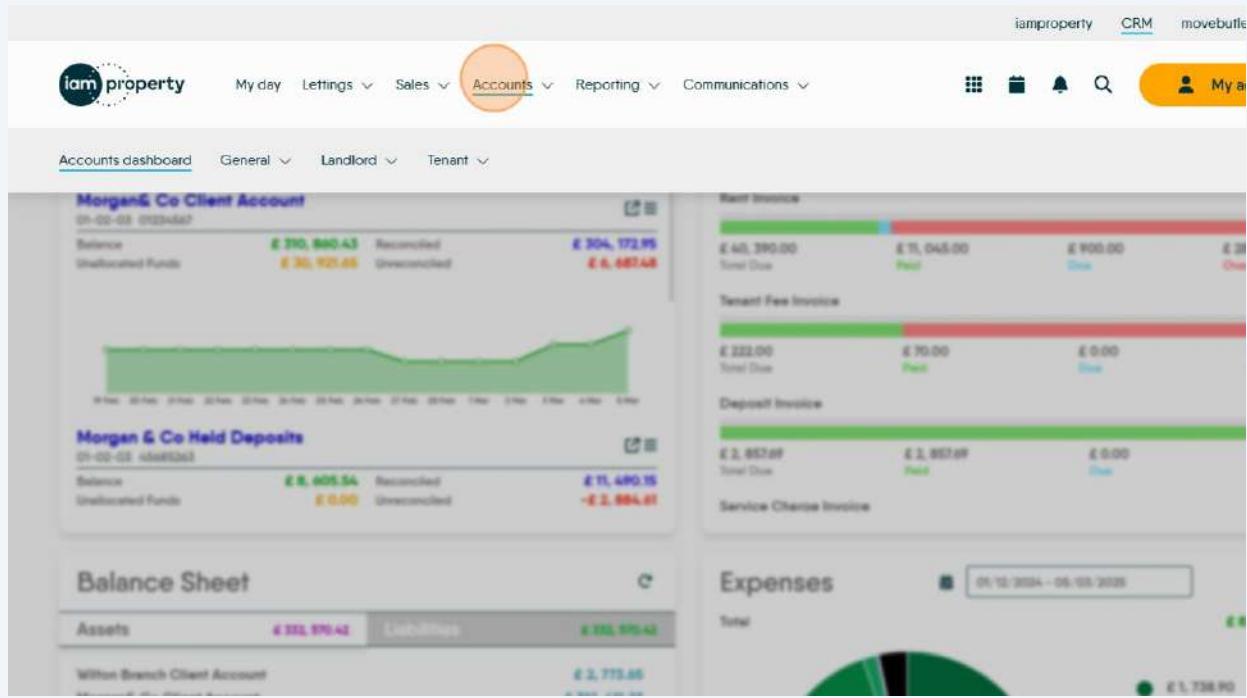
45 Click "No" or "Yes"



46 Ledger transfer the Landlord bank receipt to the tenant ledger from the property ledger.

Click "Accounts"

Click "General" then "Ledger Transfer"



General

Adjustment Credit Note Regular Charges Contractor Statement Me

BACS List Jobs Outstanding Regular Expenses

Bank Receipt Ledger Transfer Unallocated

Cash Account Opening Balances View Ledgers

ASSETS £ 352,870.42

£ 352,870.42

£ 3,773.65

£ 1,738.90

47 Click "Select ledger". Click "Property Ledger". Click "Select record" and search for and select the property record.

Ledger Transfer

Transfer Add Remove Comp

Ledger Type Select ledger

Record Select record

Sub-Record Select record

Balance £ 0.00

Transfer Amount £ 0.00

Ledger Type Select ledger

Sub-Record Type Select ledger

Sub-Record Select record

Exclude Manc Fee

Description

Ledger Transfer

Transfer Add Remove Comp

Ledger Type: Select ledger

Record: Select record

Balance: £ 0.00

Ledger Type: Select ledger

Record: Select record

Sub-Record: Select record

Transfer Amount: £ 0.00

Sub-Record Type: Select ledger

Sub-Record: Select record

Exclude Manc Fee:

Description:

+

Ledger Transfer

Transfer Add Remove Comp

Ledger Type: Property Ledger

Record: Select record

Balance: £ 0.00

Ledger Type: Select ledger

Record: Select record

Sub-Record Type: Landlord

Transfer Amount: £ 0.00

Sub-Record Type: Select ledger

Sub-Record: Select record

Transfer Date: 05/03/2025

Description: Please enter 3 or more characters

+



Alert! If the Returned Deposit funds are being held to pay for refurbishment works transfer them to the Float Ledger rather than the Tenant Ledger.

48

Click "Select ledger", Click "Tenant Ledger" (or Float if the funds are being used for refurb), Click "Select record" search for the tenant details. Click the "Description" field and add the description

Property My day Lettings Sales Accounts Reporting Communications

Transfer Add Remove Complete

Transfer Type: Property Ledger Record: 919 Pelaw Crescent, Chester-le-Street, County Durham, DH3 1JL Sub-Record: Mr Adrian Green Date: 5/2025 Balance: £0.00 Transfer Amount: £0.00 Description: Exclude Main Fee

Ledger Type: Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Flat Ledger

Property My day Lettings Sales Accounts Reporting Communications

Transfer Add Remove Complete

Transfer Type: Property Ledger Record: 919 Pelaw Crescent, Chester-le-Street, County Durham, DH3 1JL Sub-Record: Mr Adrian Green Date: 5/2025 Balance: £0.00 Transfer Amount: £0.00 Description: Exclude Main Fee

Ledger Type: Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Flat Ledger

Property My day Lettings Sales Accounts Reporting Communications

Transfer Add Remove Complete

Ledger Type: Property Ledger Record: 919 Pelaw Crescent, Chester-le-Street, County Durham, DH3 1JL Balance: £ 0.00 Transfer Amount: £ 0.00 Ledger Type: Tenant Ledger Record: Select record Sub-Record Type: Tenancy

Transfer Date: 05/03/2025 Exclude Man Fee Description: Please enter 1 or more characters



iamproperty My day Lettings Sales Accounts Reporting Communications

Ledger Transfer Transfer Add Remove Complete

Ledger Type: Property Ledger Record: 919 Pelaw Crescent, Chester-le-Street, County Durham, DH3 1JL Balance: £ 0.00 Transfer Amount: £ 0.00 Ledger Type: Tenant Ledger Record: Lettings applicant102 - 919 Pelaw Crescent, Chester-le-Street, County Durham, DH3 1JL Sub-Record Type: Tenancy

Transfer Date: 05/03/2025 Exclude Man Fee Description:



49 Click "Transfer" to transfer the funds to the Tenant Ledger.

50 If the funds are being transferred back to the Tenant, it is best practice to create a deposit invoice.

Click here to create a Deposit Invoice.

Click "Select tenant"

Click "Select transaction type"

Click "Deposit Invoice"

Add Invoice

Deposit Balance: £ 0.00
Unallocated Funds: £ 0.00

Pay with deposit Pay with unallocated

Tenant: Select tenant *

Transaction Type: Select transaction type *

Sub Type: Select sub-type *

No. 528 VAT Type Exclude Man. Fee

Please enter 3 or more characters

Amount £ 0.00 Net £ 0.00 Total £ 0.00

Var £ 0.00

Description: Enter description * X +

Invoices	Total	£ 0.00
! No Invoices		

Add Invoice

Deposit Balance: £ 1,400.00
Unallocated Funds: £ 0.00

Pay with deposit Pay with unallocated

Tenant: lettings applicant102 - 919 Pellow Cres *

Transaction Type: Select transaction type *

Sub Type: Select sub-type *

Invoice Date: 05/03/2025 Invoice N: CRM - E Rent Invoice Exclude Man. Fee

Amount £ Net £ 0.00 Total £ 0.00

Description: Enter description * X +

Invoices	Total	£ 0.00
! No Invoices		

Add Invoice

Deposit Balance **£1,400.00** Pay with deposit
Unallocated Funds £ 0.00 Pay with unallocated

Tenant **lettings applicant102 - 919 Pellow Cres** Transaction Type **Select transaction type** Sub Type **Select sub-type**

Invoice Date **05/03/2025** Invoice N **CRM - 5** Rent Invoice Exclude Man. Fee

Amount **£** **£ 0.00** Net **£ 0.00** Tenant Fee Invoice
Deposit Invoice
Service Charge Invoice

Description **Enter description** Total **£ 0.00**

Invoices **Landlord Service Charge Invoice**

No Invoices

Cancel Another **OK**

51 Click the "Amount" field add the amount of returned deposit.

Add Invoice

Deposit Balance **£1,400.00** Pay with deposit
Unallocated Funds £ 0.00 Pay with unallocated

Tenant **lettings applicant102 - 919 Pellow Cres** Transaction Type **Select transaction type** Sub Type **Select sub-type**

Invoice Date **05/03/2025** Invoice No. **CRM - 528** VAT Type **Exempt** Exclude Man. Fee

Amount **£1,400.00** Net **£ 1,400.00** VAT **£ 0.00** Total **£ 1,400.00**

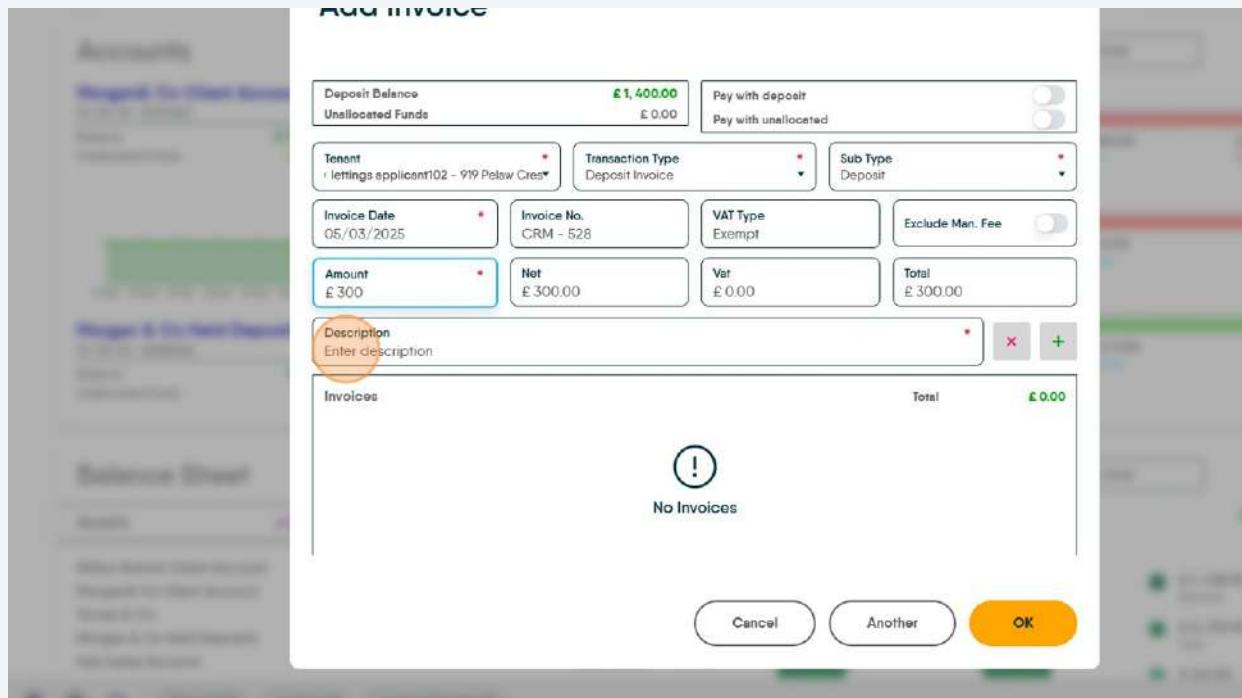
Description **Enter description**

Invoices Total **£ 0.00**

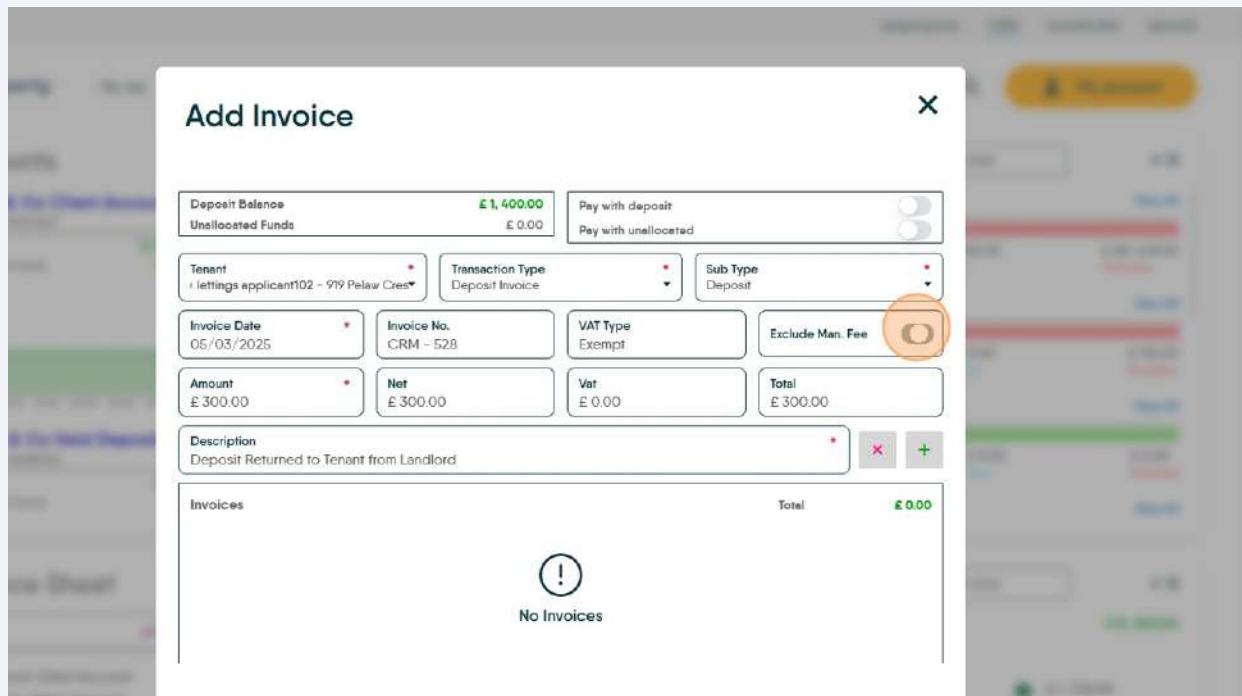
No Invoices

Cancel Another **OK**

52 Click the "Description" field and add a clear description.



53 Click here to exclude the Management Fee.



54 Click here to create the Invoice.

Add Invoice

Deposit Balance	£1,400.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 0.00	Pay with unallocated	<input type="checkbox"/>
Tenant	lettings applicant102 - 919 Pelaw Cres*	Transaction Type	Deposit Invoice
Invoice Date	05/03/2025	Invoice No.	CRM - 528
VAT Type	Exempt	Sub Type	Deposit
Amount	£ 300.00	Net	£ 300.00
VAT	£ 0.00	Total	£ 300.00
Description Deposit Returned to Tenant from Landlord			
Invoices		Total	£ 0.00
<p>No Invoices</p> <p>!</p>			

Cancel **Another** **OK**

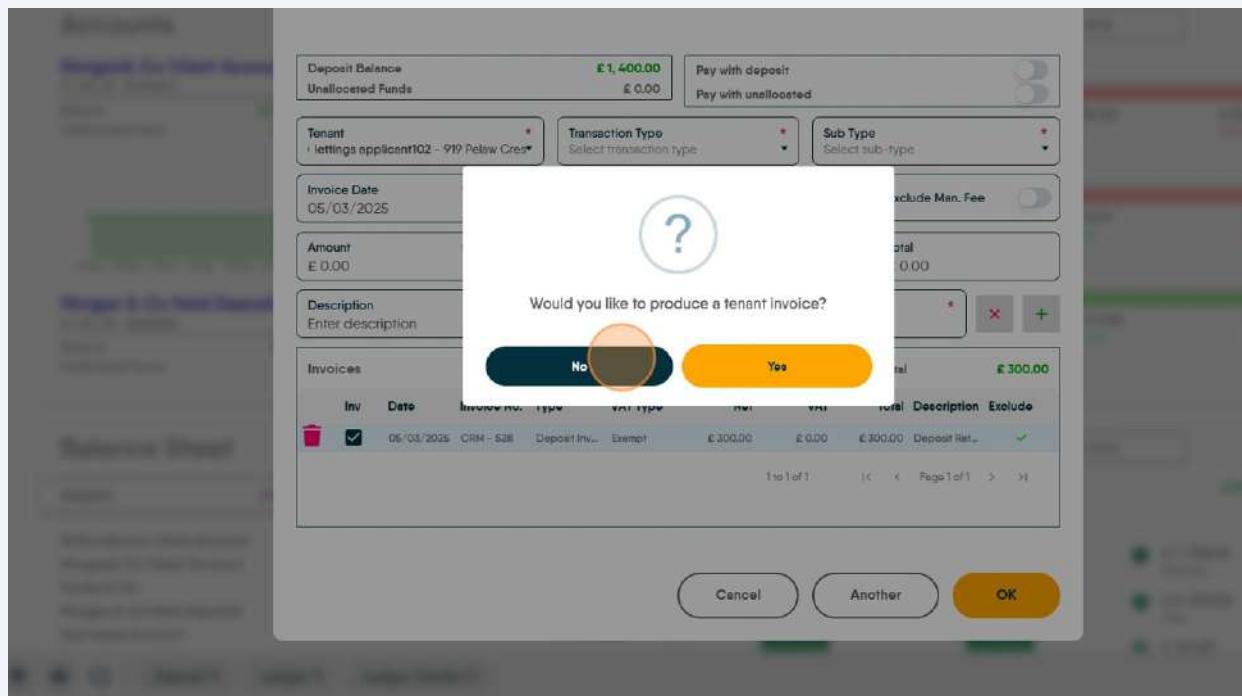
55 Click "OK"

Add Invoice

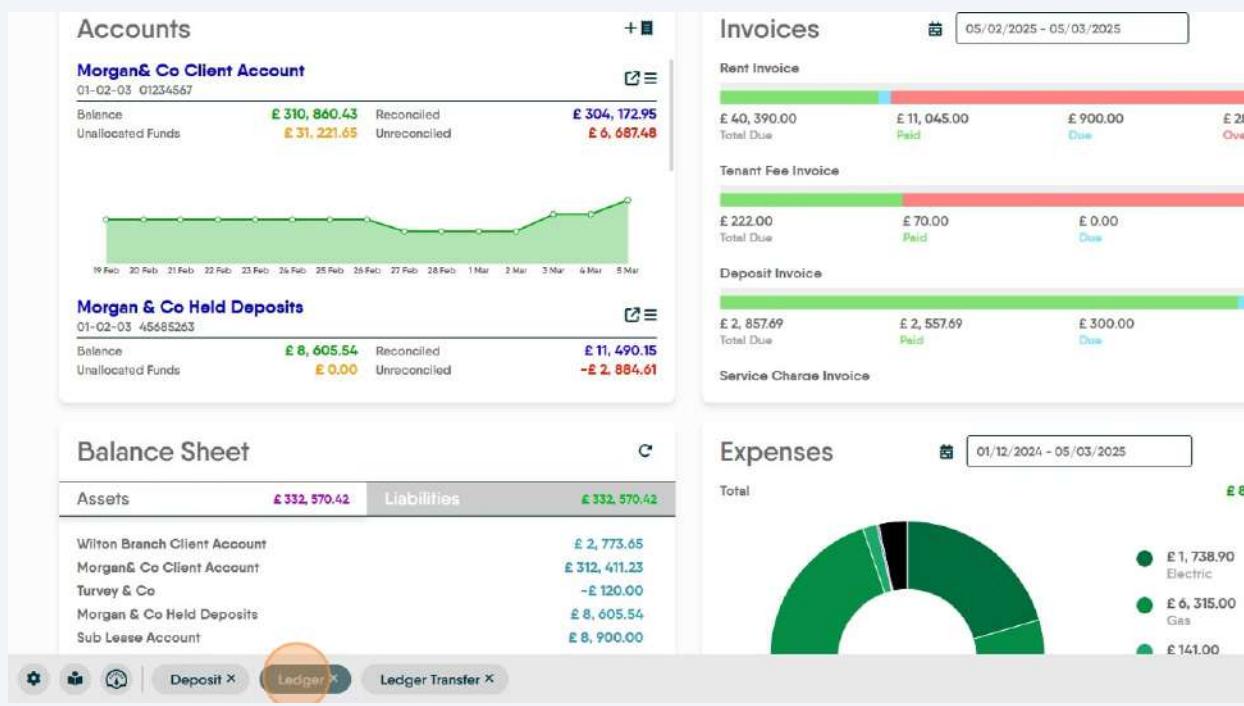
Deposit Balance	£1,400.00	Pay with deposit	<input type="checkbox"/>						
Unallocated Funds	£ 0.00	Pay with unallocated	<input type="checkbox"/>						
Tenant	lettings applicant102 - 919 Pelaw Cres*	Transaction Type	Select transaction type						
Invoice Date	05/03/2025	Invoice No.	CRM - 528						
VAT Type		Sub Type	Select sub-type						
Amount	£ 0.00	Net	£ 0.00						
VAT	£ 0.00	Total	£ 0.00						
Description Enter description									
Invoices		Total	£ 300.00						
Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude
<input type="checkbox"/>	05/03/2025	CRM - 528	Deposit Inv...	Exempt	£ 300.00	£ 0.00	£ 300.00	Deposit Ret...	<input checked="" type="checkbox"/>
1 to 1 of 1 < < Page 1 of 1 > >									

Cancel **Another** **OK**

56 Click "No" or "Yes"



57 Once the Invoice is created, go to the Tenant Ledger and use the retained funds to pay the Invoice. Click "Ledger"



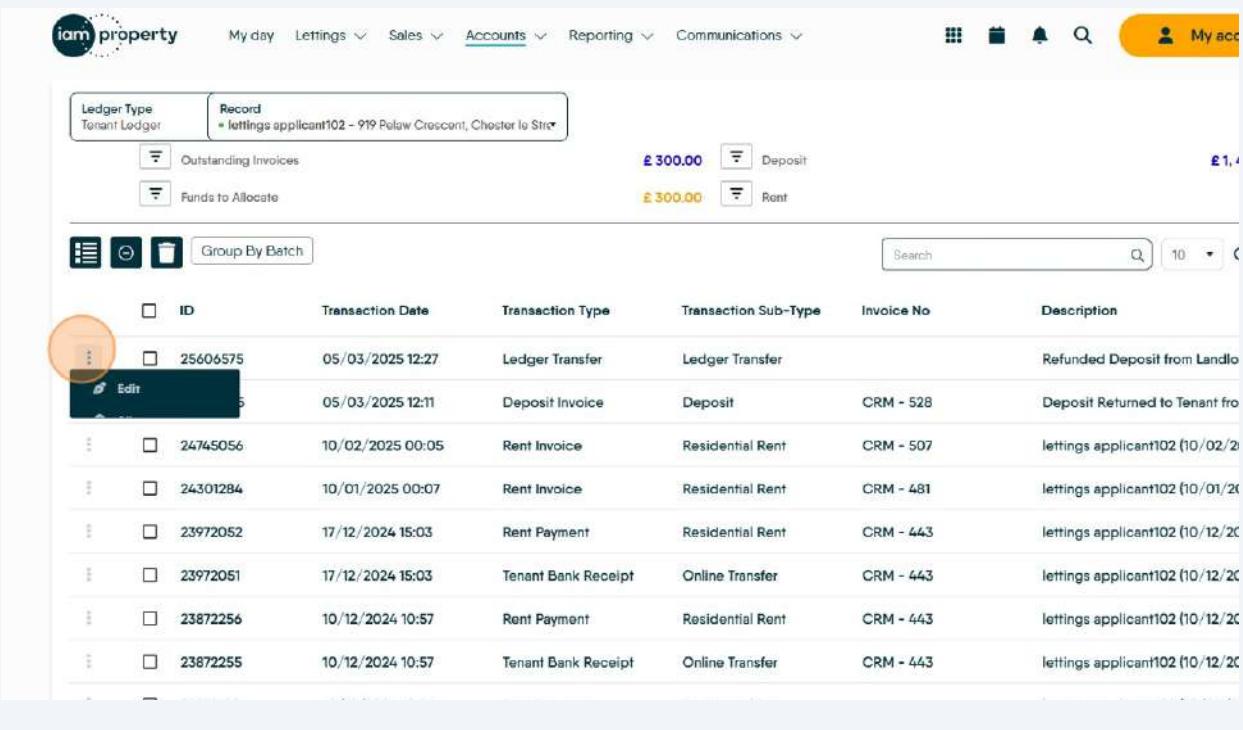
58 Click "Tenant Ledger"

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No.	Description
25	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant from
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2025)
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2025)
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)

59 Search for and select the tenant from the drop down list.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No.	Description
25605825	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant from
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2025)
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2025)
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)

60 Click here.

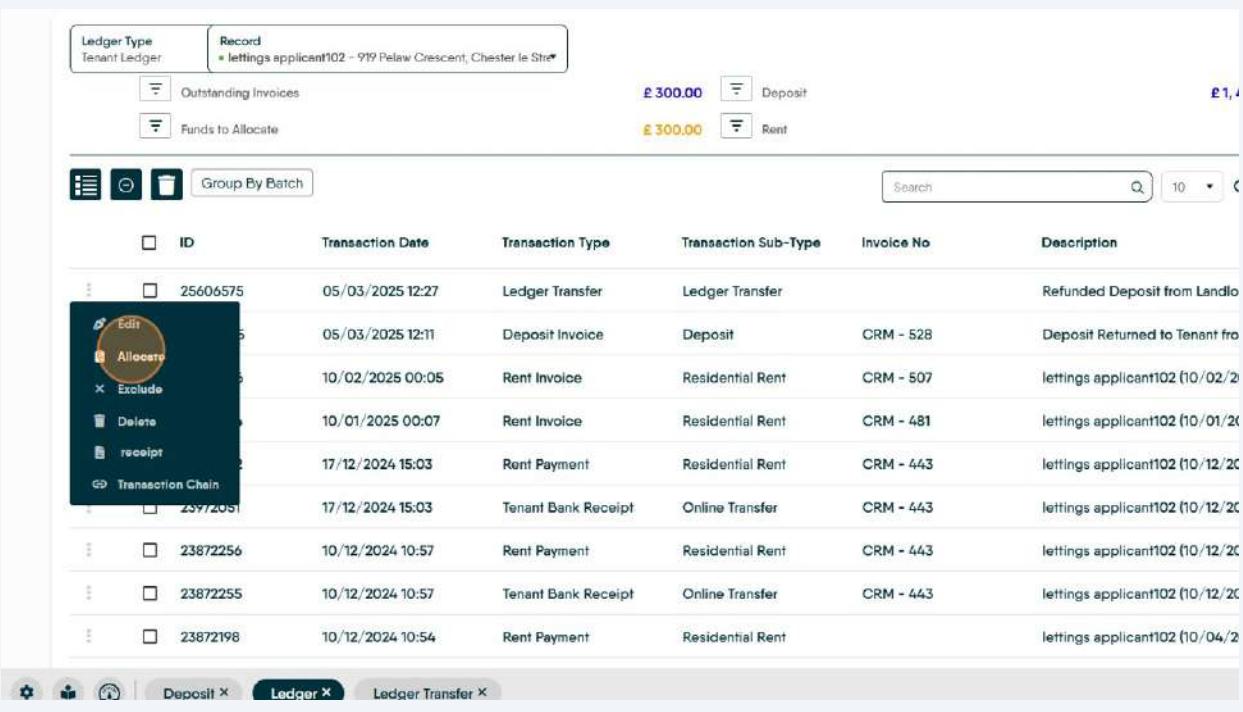


Ledger Type: Tenant Ledger. Record: lettings applicant102 - 919 Pelaw Crescent, Chester le Street.

Outstanding Invoices: £300.00. Deposit: £300.00. Funds to Allocate: £300.00. Rent: £1,444.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlord
25606575	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant from Landlord
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2025)
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2025)
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)

61 Click "Allocate"



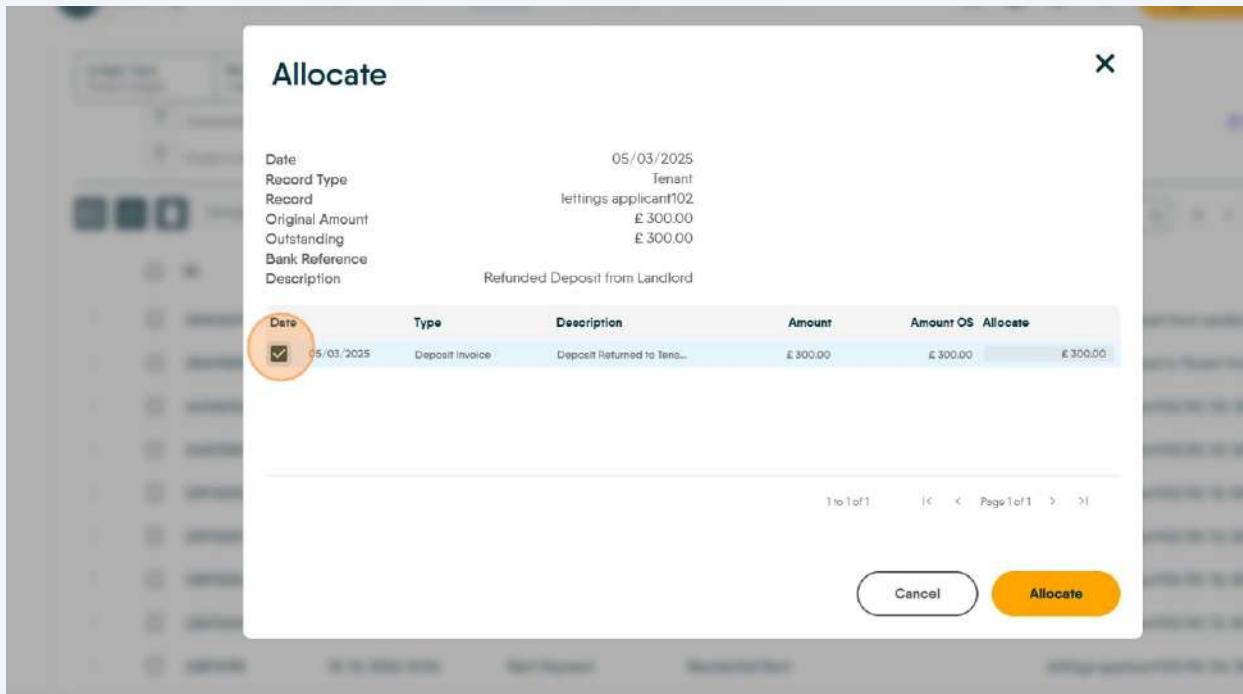
Ledger Type: Tenant Ledger. Record: lettings applicant102 - 919 Pelaw Crescent, Chester le Street.

Outstanding Invoices: £300.00. Deposit: £300.00. Funds to Allocate: £300.00. Rent: £1,444.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlord
25606575	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant from Landlord
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2025)
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2025)
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2024)
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2024)

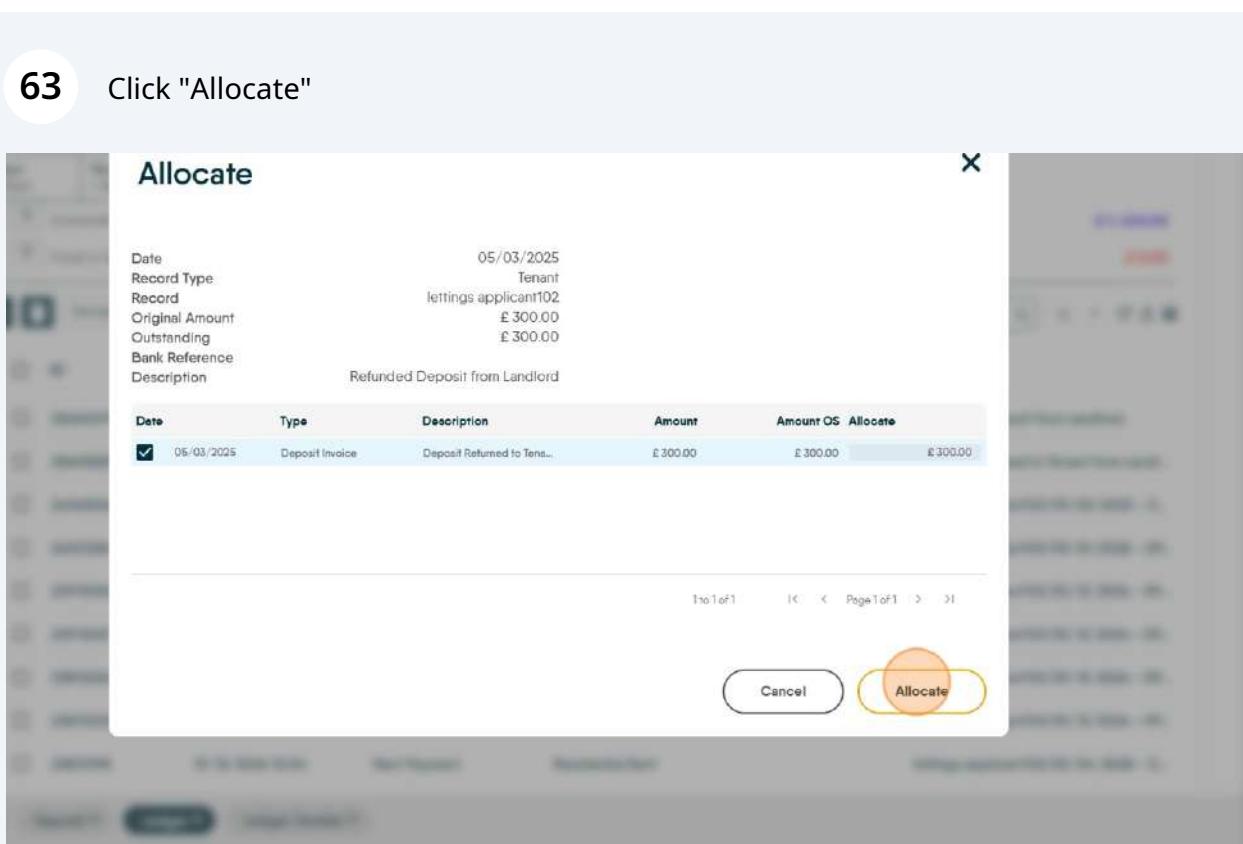
62

Click this checkbox to select the invoice we are allocating the funds to.

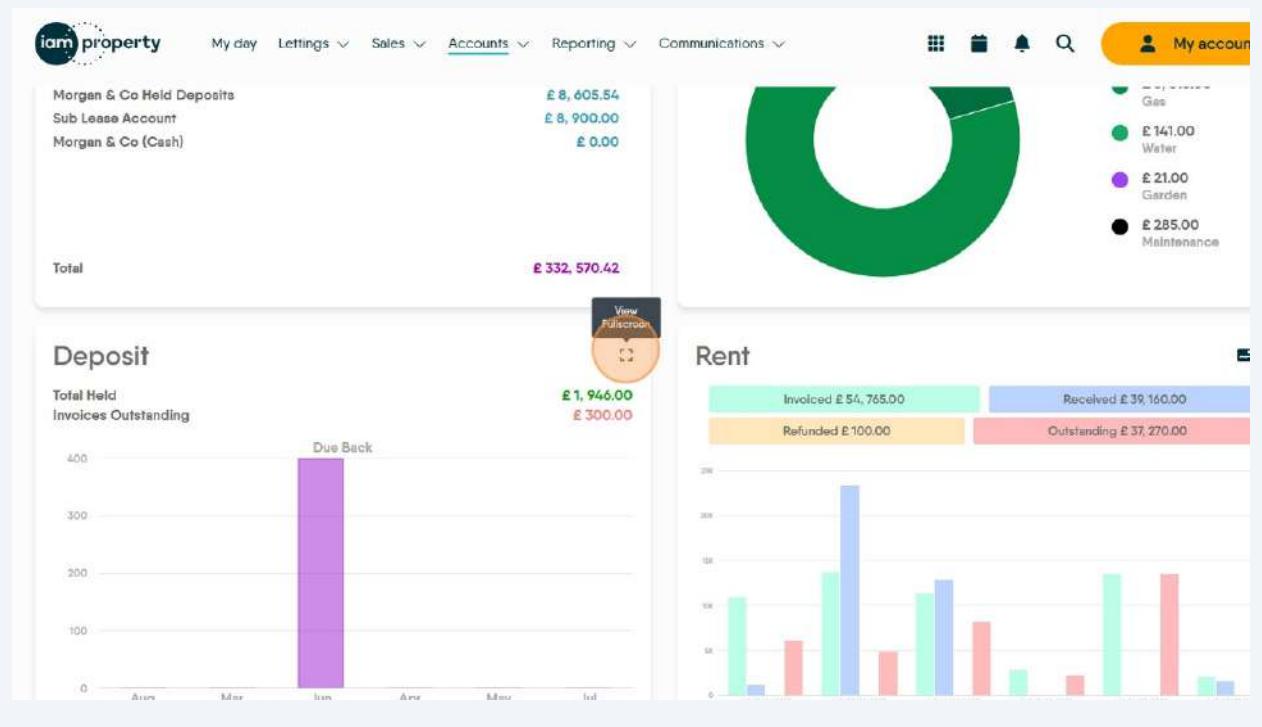


63

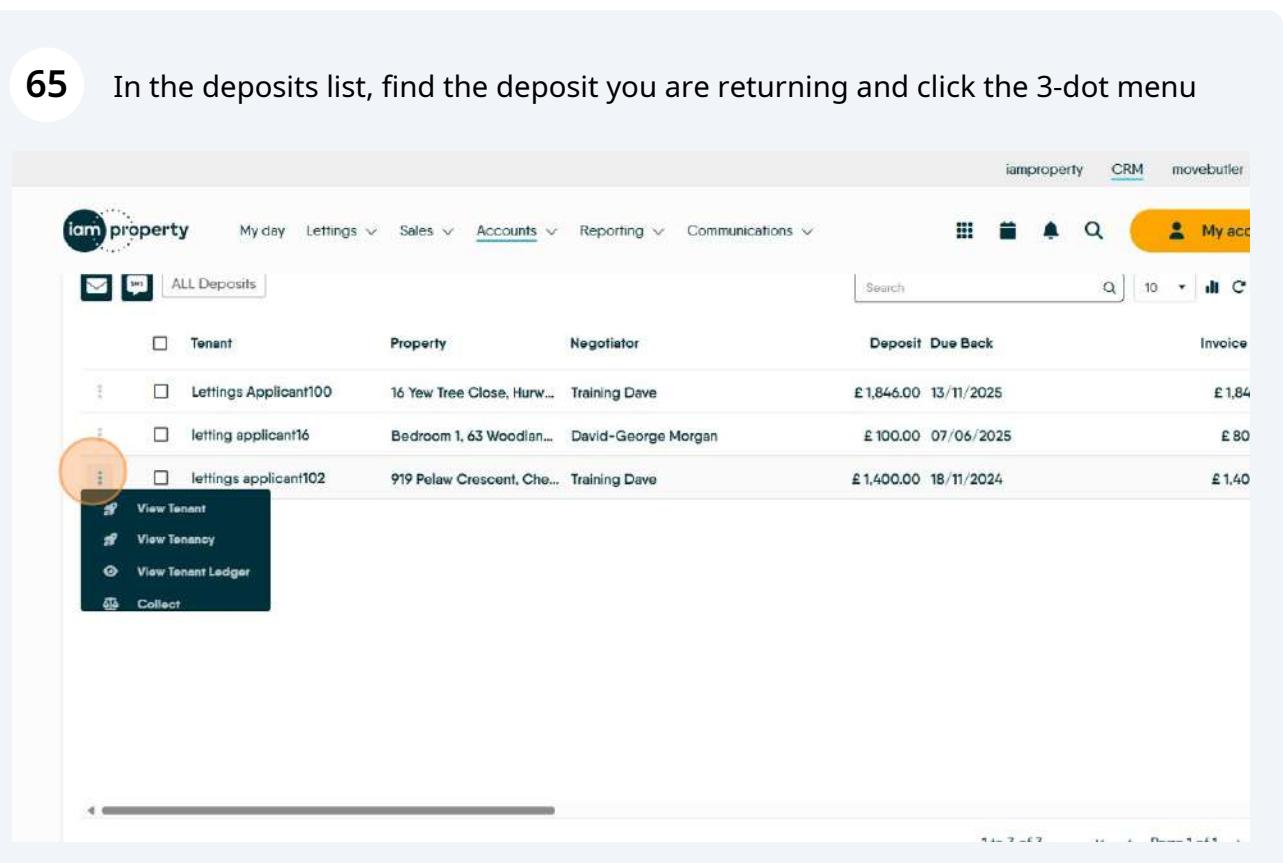
Click "Allocate"



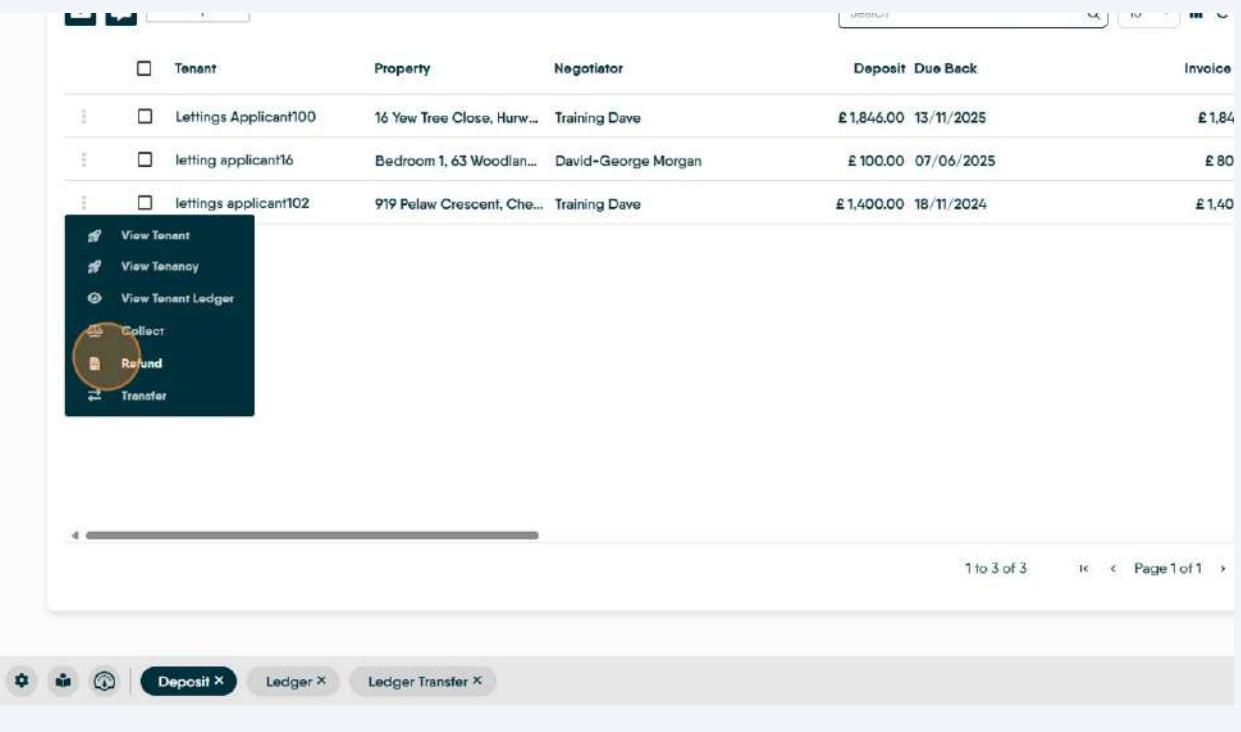
64 Return to the Accounts dashboard and click here.



65 In the deposits list, find the deposit you are returning and click the 3-dot menu

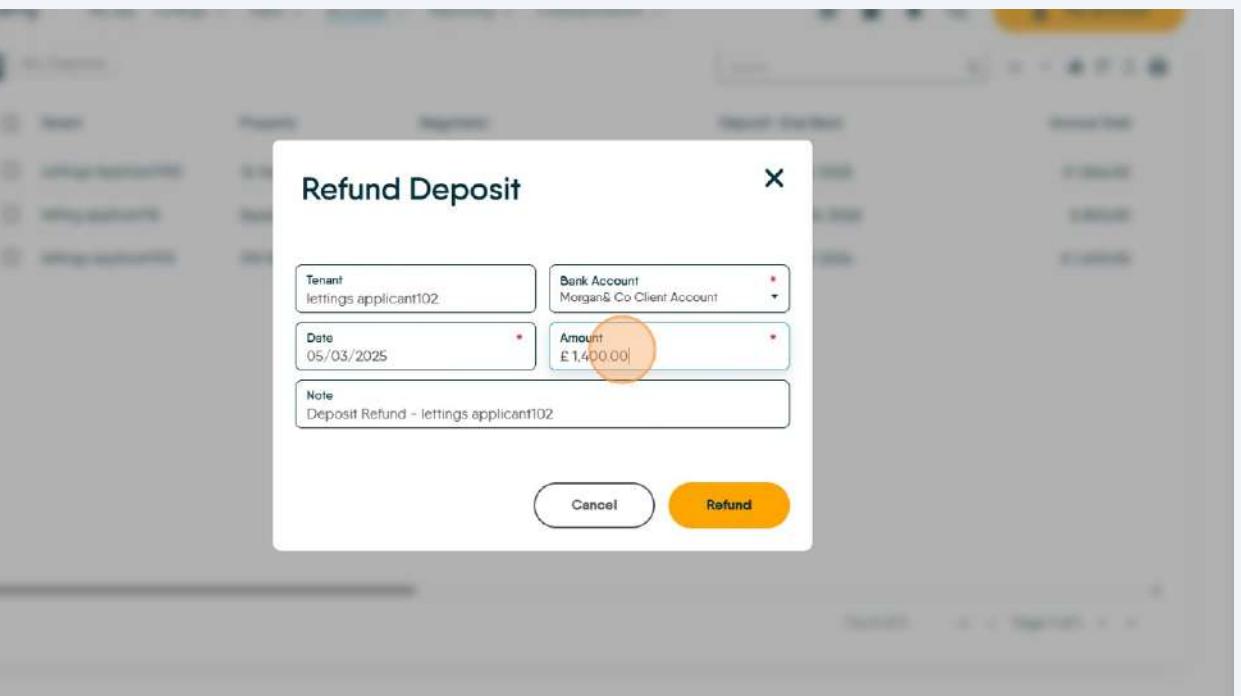


66 Click "Refund"



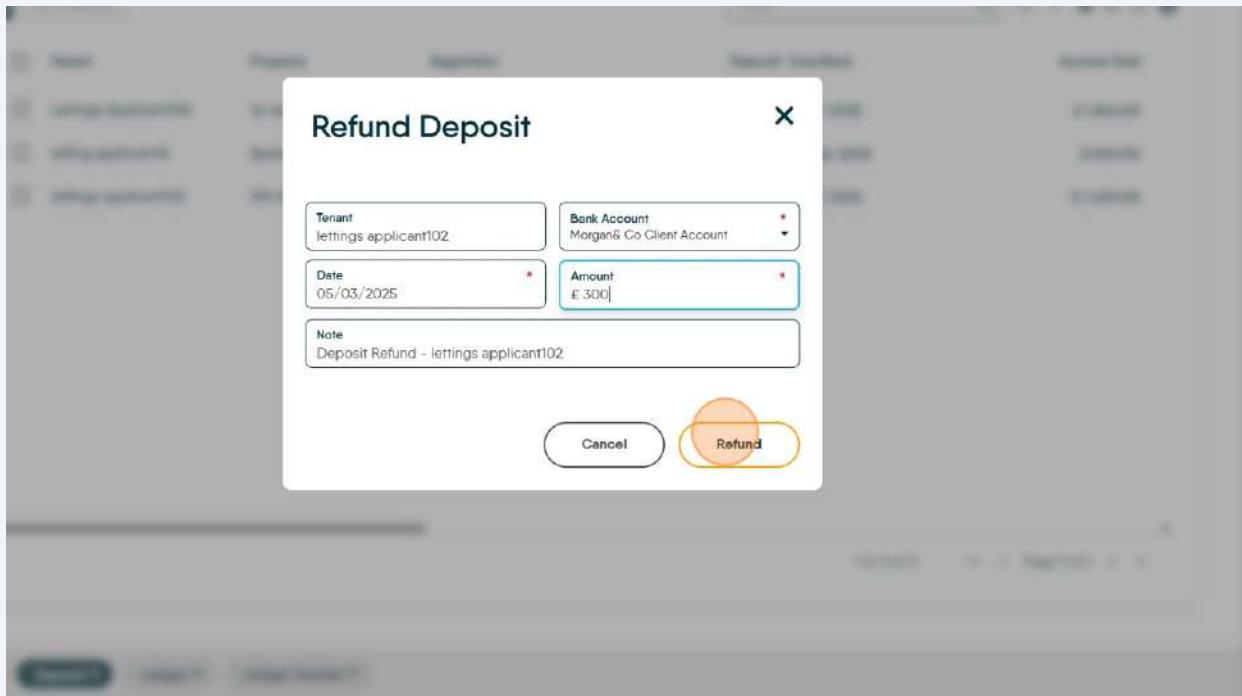
A screenshot of a software application showing a list of tenants. The list includes columns for Tenant, Property, Negotiator, Deposit Due Back, and Invoice. A context menu is open over the fourth row, showing options: View Tenant, View Tenancy, View Tenant Ledger, Collect, Refund (which is highlighted with a red circle), and Transfer. The Refund option is highlighted with a red circle. At the bottom of the screen, there are navigation buttons: Deposit X, Ledger X, and Ledger Transfer X.

67 Click the "Amount" field and update with the amount you are refunding.



A screenshot of a 'Refund Deposit' dialog box. The dialog contains fields for Tenant (lettings applicant102), Bank Account (Morgan & Co Client Account), Date (05/03/2025), and Amount (£1,400.00). The Amount field is highlighted with a red circle. A note field contains the text: 'Deposit Refund - lettings applicant102'. At the bottom are 'Cancel' and 'Refund' buttons, with 'Refund' being the primary button.

68 Click "Refund"

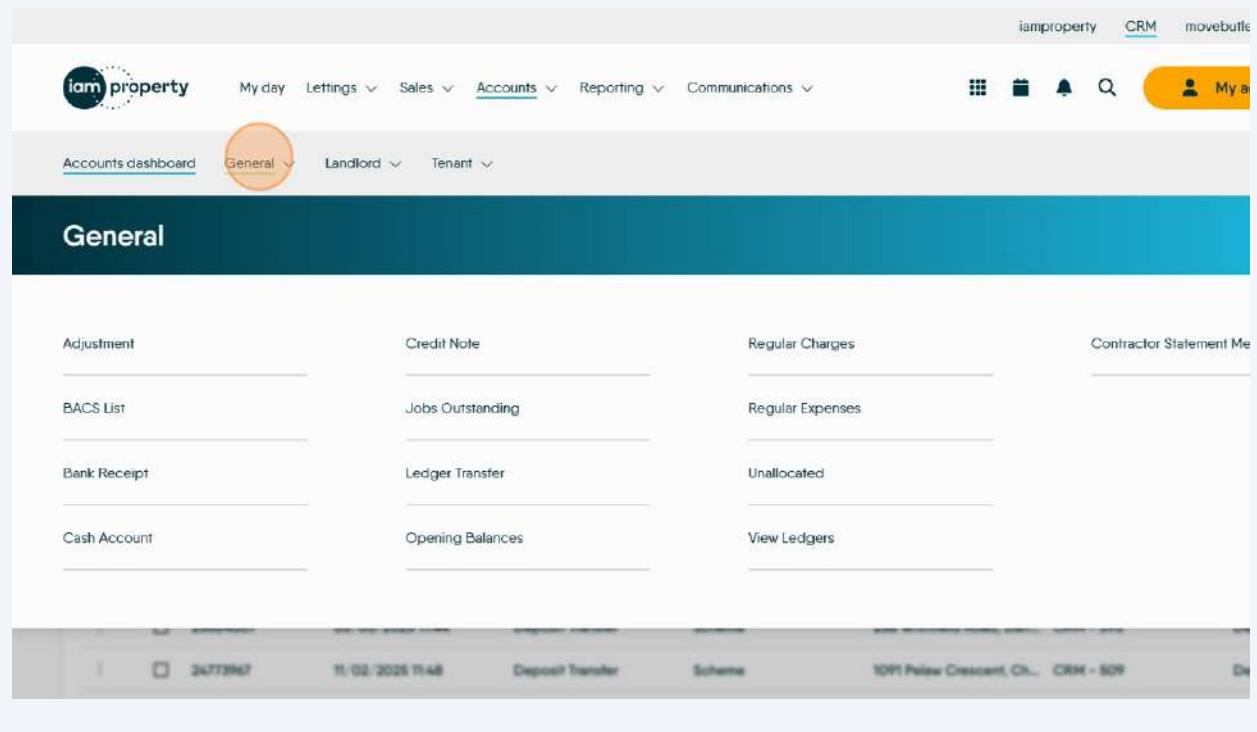


How to Ledger Transfer funds in CRM.

69 Click "Accounts"

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Property	Invoice No	De
25605316	05/03/2025 12:05	Deposit Payment	Deposit	771 Pelaw Crescent, Che...	CRM - 527	Wi
25605315	05/03/2025 12:05	Deposit Invoice	Deposit	771 Pelaw Crescent, Che...	CRM - 527	Wi
25604935	05/03/2025 11:58	Deposit Transfer	Scheme	771 Pelaw Crescent, Che...	CRM - 495	De
25604669	05/03/2025 11:52	Deposit Refund	Deposit	16 Yew Tree Close, Hurw...	CRM - 417	De
25604475	05/03/2025 11:47	Deposit Transfer	Landlord	Bedroom 9, 63 Woodlan...	CRM - 449	De
25604307	05/03/2025 11:44	Deposit Transfer	Scheme	258 Whinfield Road, Darl...	CRM - 395	De
24773967	11/02/2025 11:48	Deposit Transfer	Scheme	1091 Pelaw Crescent, Ch...	CRM - 509	De
24773694	11/02/2025 11:42	Deposit Payment	Deposit	1091 Pelaw Crescent, Ch...	CRM - 509	De
24773415	11/02/2025 11:39	Deposit Invoice	Deposit	1091 Pelaw Crescent, Ch...	CRM - 509	De
24717923	06/02/2025 13:48	Deposit Transfer	Scheme	Bedroom 9, 63 Woodlan...	CRM - 502	De

70 Click "General" then click "Ledger Transfer"



General

Adjustment Credit Note Regular Charges Contractor Statement Me

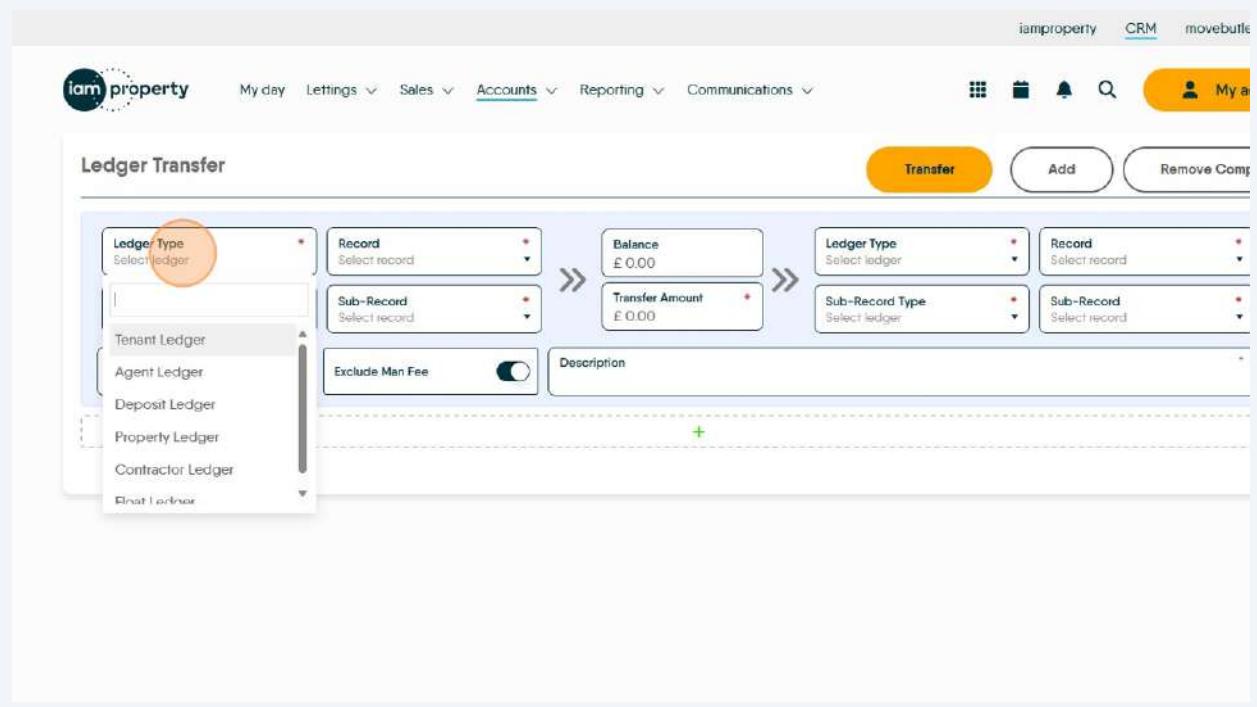
BACS List Jobs Outstanding Regular Expenses

Bank Receipt Ledger Transfer Unallocated

Cash Account Opening Balances View Ledgers

24773967 11/02/2025 11:48 Deposit Transfer Scheme 1091 Peters Crescent, Ok.. CRM - 509 24773967

71 In the Ledger Transfer screen. Click "Select ledger" then click "Deposit Ledger"



Ledger Transfer

Ledger Type: Select ledger

Record: Select record

Balance: £ 0.00

Transfer Amount: £ 0.00

Ledger Type: Select ledger

Record: Select record

Sub-Record: Select record

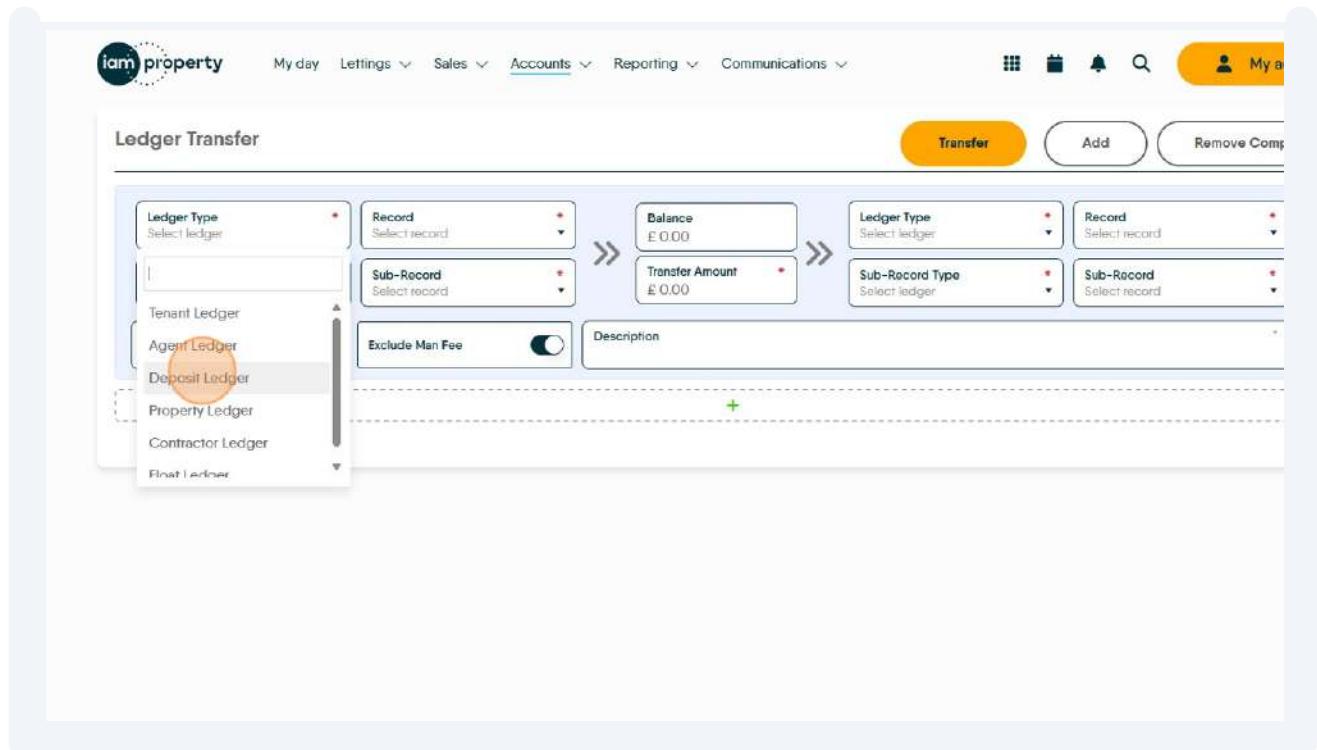
Sub-Record Type: Select ledger

Sub-Record: Select record

Transfer Add Remove Description

Tenant Ledger
Agent Ledger
Deposit Ledger
Property Ledger
Contractor Ledger
Float Ledger

Deposit Ledger



Ledger Transfer

Transfer Add Remove Comp

Ledger Type: Select ledger

Record: Select record

Balance: £ 0.00

Ledger Type: Select ledger

Record: Select record

Sub-Record: Select record

Transfer Amount: £ 0.00

Sub-Record Type: Select ledger

Sub-Record: Select record

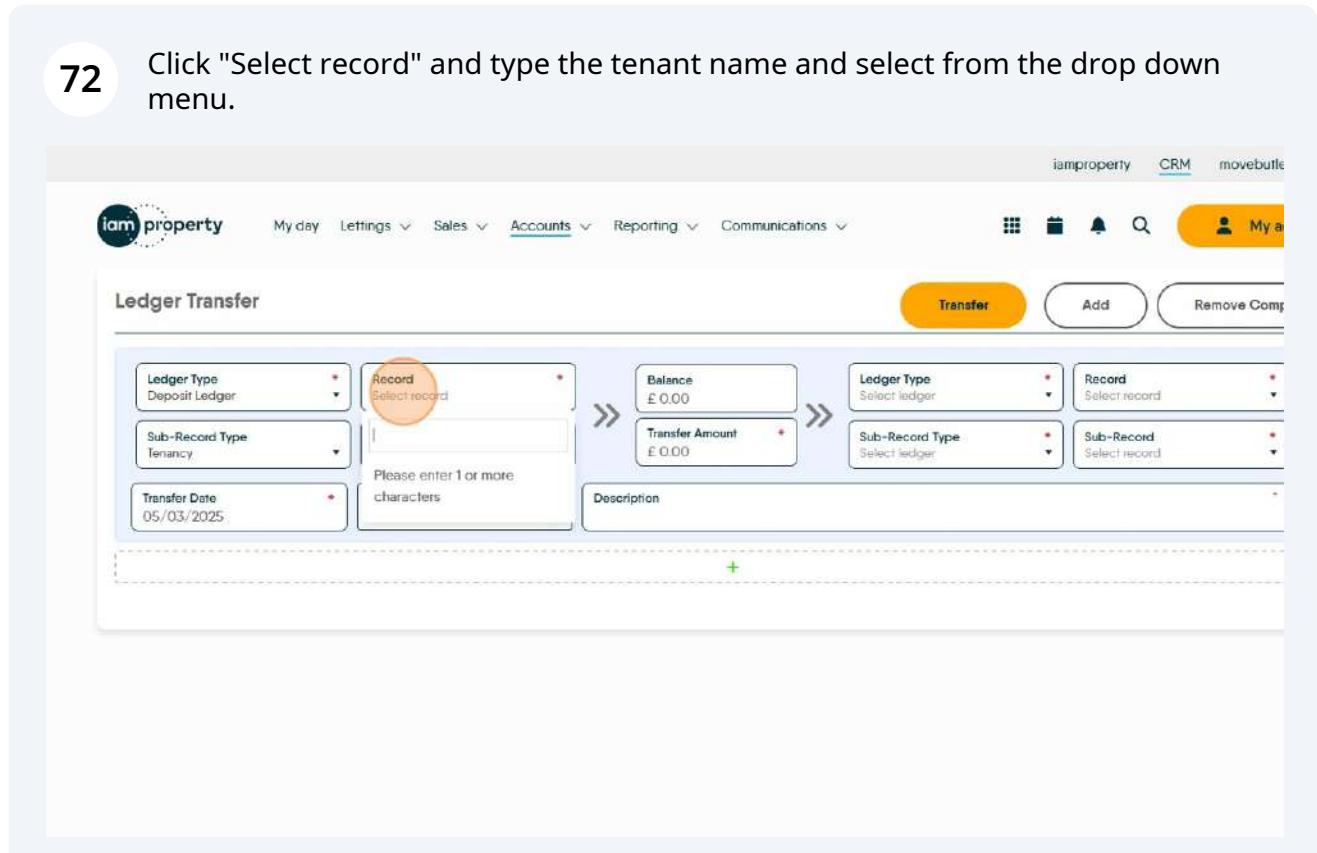
Exclude Mkt Fee:

Description:

+

72

Click "Select record" and type the tenant name and select from the drop down menu.



Ledger Transfer

Transfer Add Remove Comp

Ledger Type: Deposit Ledger

Record: Select record

Please enter 1 or more characters

Balance: £ 0.00

Ledger Type: Select ledger

Record: Select record

Sub-Record Type: Select ledger

Sub-Record: Select record

Transfer Amount: £ 0.00

Description:

+

Ledger Transfer

Transfer**Add****Remove Comp**

Ledger Type Deposit Ledger	Record Select record aplicant130	Balance £ 0.00	Ledger Type Select ledger	Record Select record
Sub-Record Type Tenancy		Transfer Amount £ 0.00	Sub-Record Type Select ledger	Sub-Record Select record
Transfer Date 05/03/2025		Description		

A Lettings applicant130 - 771 Pelay

+

73

Click the "Transfer Amount" field and add the amount you are transferring between ledgers.

Ledger Transfer

Transfer**Add****Remove Comp**

Ledger Type Deposit Ledger	Record Lettings applicant130 - 771 Pelay*	Balance £ 1,000.00	Ledger Type Select ledger	Record Select record
Sub-Record Type Tenancy	Sub-Record applicant130	Transfer Amount £ 10.00	Sub-Record Type Select ledger	Sub-Record Select record
Transfer Date 05/03/2025	Exclude Man Fee <input checked="" type="checkbox"/>	Description		

+

74

Click "Select ledger" then click "Property Ledger"

My day
Lettings
Sales
Accounts
Reporting
Communications

Transfer
Add
Remove Complete

From Type

Record

Balance

Transfer Amount

Ledger Type

Record

Sub-Record

From Date
Exclude Mkt Fee
Description

+ Add
Remove Complete

Ledger Type

Record

Sub-Record

+ Add
Remove Complete

From Type
Record
Balance
Transfer Amount
Ledger Type
Record

From Date
Exclude Mkt Fee
Description

+ Add
Remove Complete

75

Click "Select record" type the property address and select from the drop down menu.

My day Lettings Sales Accounts Reporting Communications

Transfer Add Remove Complete

Transfer

From Record: Lettings applicant130 - 771 Pelaw

From Sub-Record: applicant130

From Balance: £1,000.00

From Transfer Amount: £1,000.00

To Ledger Type: Property Ledger

To Sub-Record Type: Landlord

To Record: Select record

To Description: Please enter 3 or more characters

Transfer Date: 5/2025

Exclude M&F:

Description:

Transfer

Add Remove Complete

Transfer

From Record: Lettings applicant130 - 771 Pelaw

From Sub-Record: applicant130

From Balance: £1,000.00

From Transfer Amount: £1,000.00

To Ledger Type: Property Ledger

To Sub-Record Type: Landlord

To Record: 771 Pelaw Crescent, Chester le ...

To Description: Select record

Transfer Date: 5/2025

Exclude M&F:

Description:

My day Lettings Sales Accounts Reporting Communications

Transfer Add Remove Complete

Transfer

From Record: Lettings applicant130 - 771 Pelaw

From Sub-Record: applicant130

From Balance: £1,000.00

From Transfer Amount: £1,000.00

To Ledger Type: Property Ledger

To Sub-Record Type: Landlord

To Record: 771 Pelaw Crescent, Chester le ...

To Description: Select record

Transfer Date: 5/2025

Exclude M&F:

Description:

Transfer

Add Remove Complete

Transfer

From Record: Lettings applicant130 - 771 Pelaw

From Sub-Record: applicant130

From Balance: £1,000.00

From Transfer Amount: £1,000.00

To Ledger Type: Property Ledger

To Sub-Record Type: Landlord

To Record: 771 Pelaw Crescent, Chester le ...

To Description: Select record

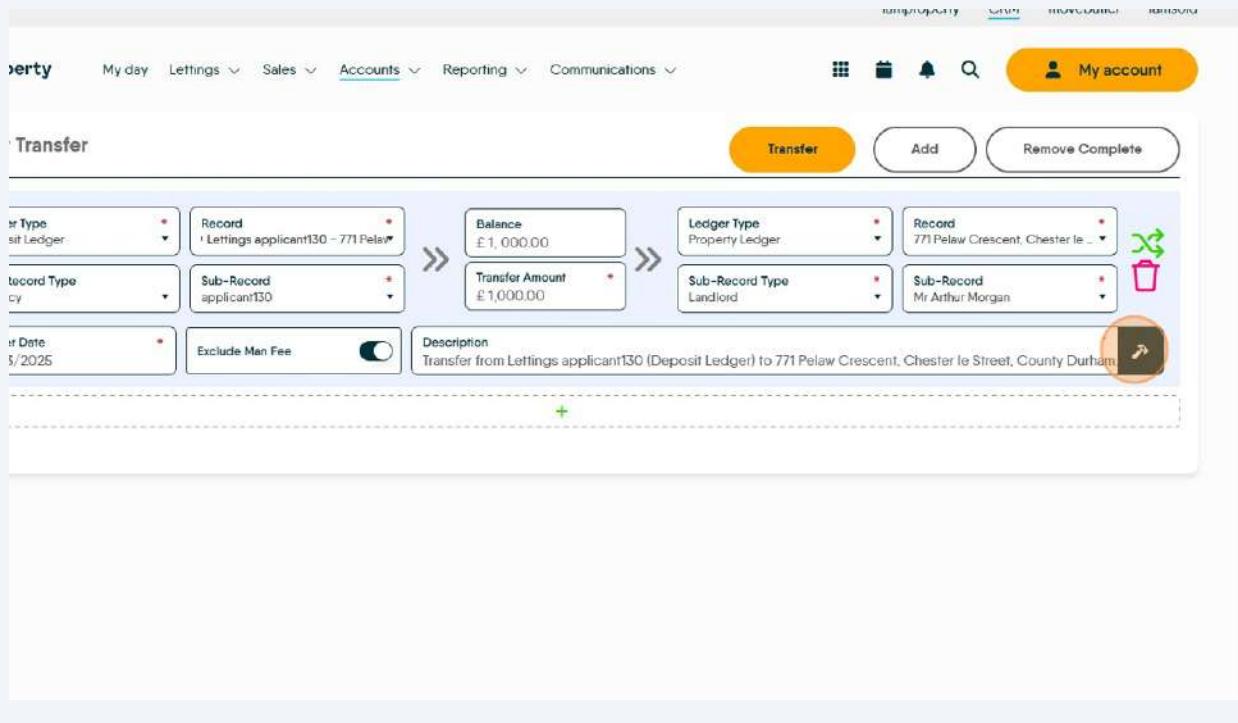
Transfer Date: 5/2025

Exclude M&F:

Description:

76

Click here to create a description for the transfer, edit as required. Although this is a very complete description, we would suggest adding that this is a 'Withheld Deposit'



Transfer

Transfer

Record: Lettings applicant130 - 771 Pelaw

Balance: £1,000.00

Record: 771 Pelaw Crescent, Chester le ...

Transfer Amount: £1,000.00

Ledger Type: Property Ledger

Sub-Record Type: Landlord

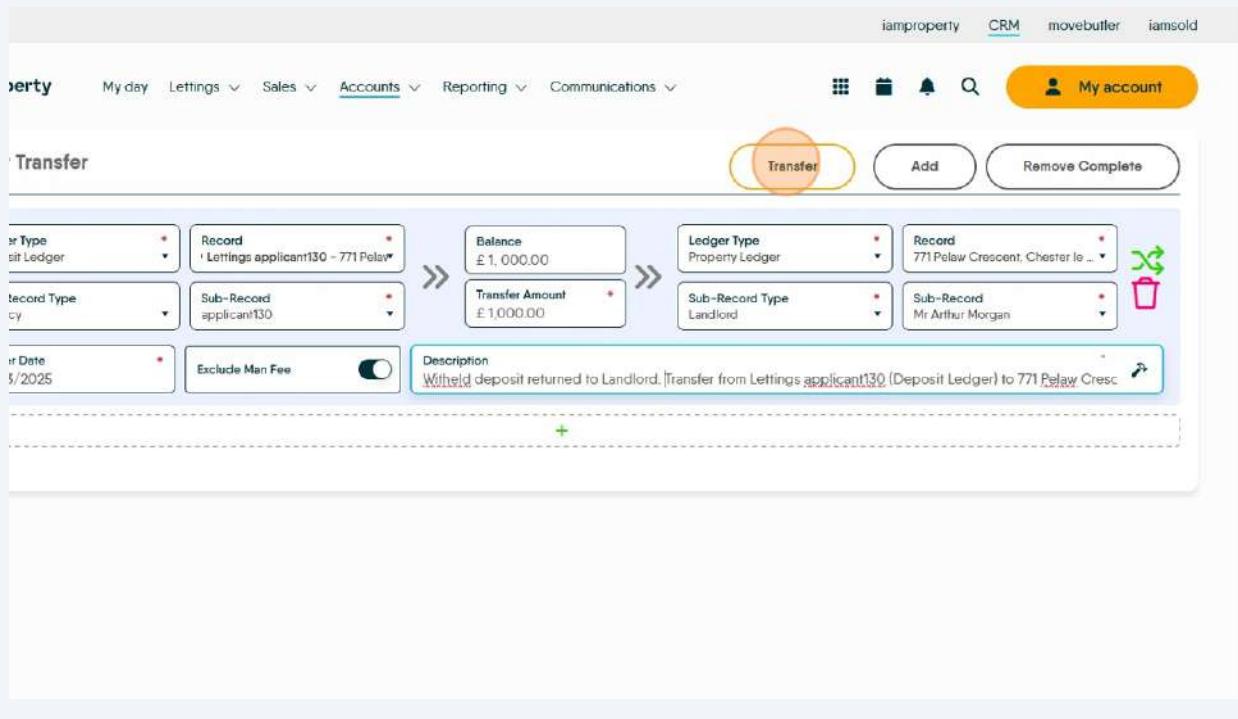
Sub-Record: Mr Arthur Morgan

Date: 5/2025

Description: Transfer from Lettings applicant130 (Deposit Ledger) to 771 Pelaw Crescent, Chester le Street, County Durham

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Click "Transfer" to move the funds between the ledgers.



Transfer

Transfer

Record: Lettings applicant130 - 771 Pelaw

Balance: £1,000.00

Record: 771 Pelaw Crescent, Chester le ...

Transfer Amount: £1,000.00

Ledger Type: Property Ledger

Sub-Record Type: Landlord

Sub-Record: Mr Arthur Morgan

Date: 5/2025

Description: Withheld deposit returned to Landlord. Transfer from Lettings applicant130 (Deposit Ledger) to 771 Pelaw Cresc



Alert! If transferring the funds to the Property Ledger they will be paid to the Landlord next time you do Perform Payments.