

Processing Deposit Transfers and Refunds in CRM



This guide provides a comprehensive step-by-step process for handling deposits 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.

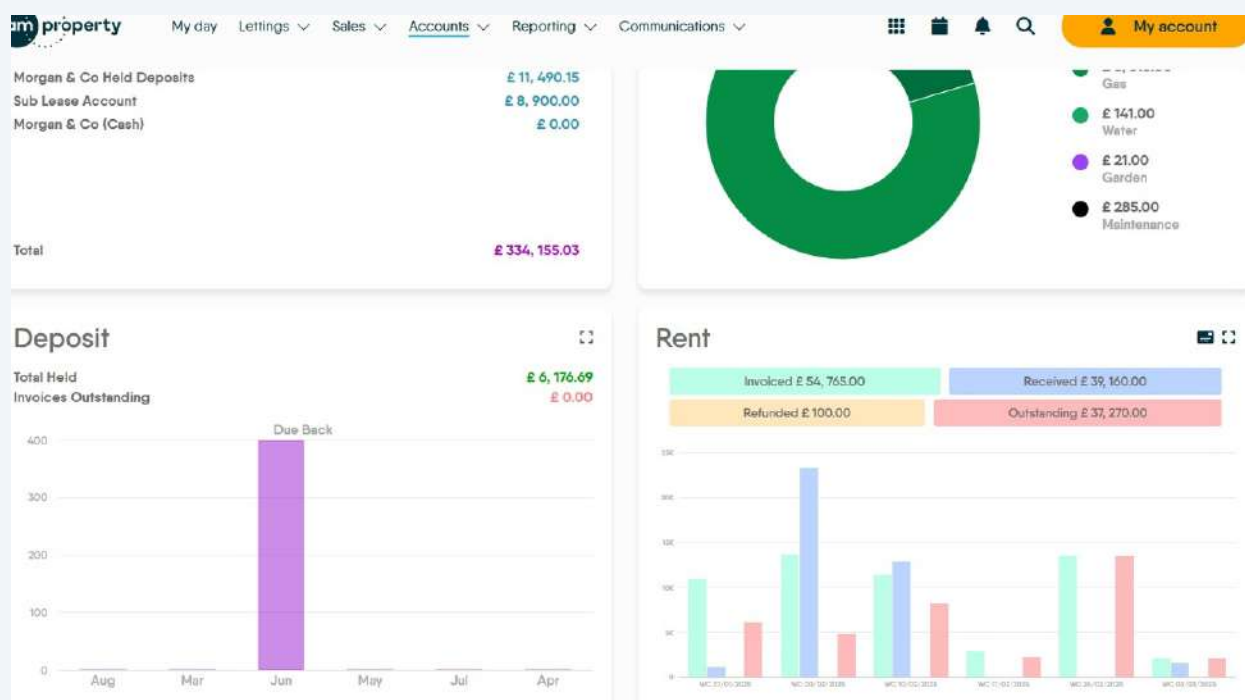
It's an essential resource for property management professionals looking to optimise their financial operations and maintain clear records.

1

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

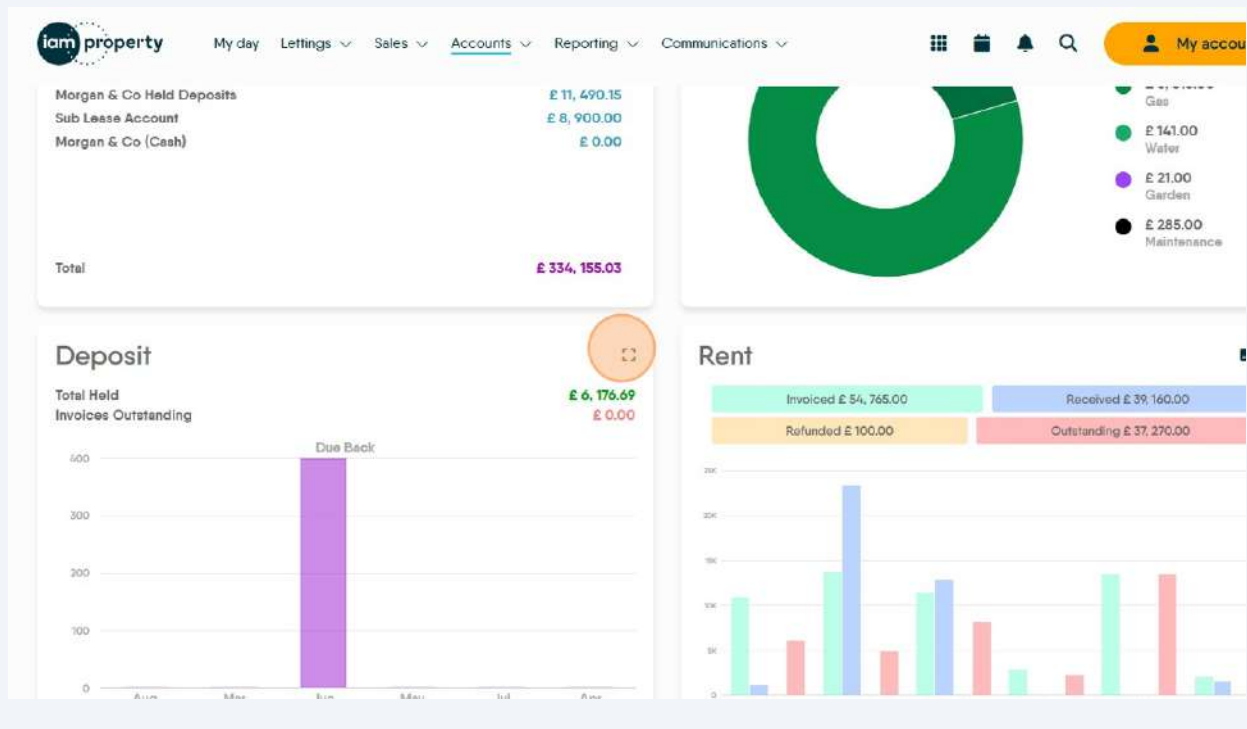
2

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 screenshot shows the 'iam property' dashboard with the 'Deposits' table. The table has columns for 'Invoice OS', 'Payments Total', 'Payments OS', 'Adjustments Total', 'Adjustments OS', and 'Refunds Total'. An orange circle highlights the 'Payments OS' column. The table contains several rows of data, including a row with a total of £1,346.00 and another with a total of £1,384.61.

	Invoice OS	Payments Total	Payments OS	Adjustments Total	Adjustments OS	Refunds Total
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
08	£ 0.00	£ 346.08	£ 346.08	£ 0.00	£ 0.00	£ 0.00
00	£ 0.00	£ 800.00	£ 200.00	£ -200.00	£ 0.00	£ 50.00
00	£ 0.00	£ 1,500.00	£ 1,500.00	£ 0.00	£ 0.00	£ 0.00
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.

iamproperty CRM movebutler

iamproperty My day Lettings Sales Accounts Reporting Communications

Deposits







ALL Deposits Search 10

<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
	View Tenant	cant106 Bedroom 9, 63 Woodlan...	David-George Morgan	£ 173.00	17/12/2025	£ 346.08
	View Tenancy	cent16 Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 800.00
<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

ALL Deposits Search 10

<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
	View Tenant	cant106 Bedroom 9, 63 Woodlan...	David-George Morgan	£ 173.00	17/12/2025	£ 346.08
	View Tenancy	cent16 Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 800.00
	View Tenant Ledger	licant16 Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 800.00
	Collect	licant1... 771 Pelaw Crescent, Che...	Training Dave	£ 1,500.00	07/01/2025	£ 1,500.00
	Refund	licant1... 919 Pelaw Crescent, Che...	Training Dave	£ 1,400.00	18/11/2024	£ 1,400.00
	Transfer					

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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

The screenshot shows a 'Deposit Transfer' form with a modal window. The modal has three tabs at the top: 'To Protection Scheme' (selected), 'To Bank Account', and 'To Landlord'. Below the tabs, there are several input fields: '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), and 'Landlord' (Arthur Morgan (Primary)). A dropdown menu is open for the 'Protection Scheme' field, showing options: 'The Dispute Service', 'Deposit Protection Service', 'Tenancy Deposit Solutions Ltd', and 'N/A'. An orange circle highlights the 'The Dispute Service' option. At the bottom of the modal, there are two toggle switches: 'Deposit Registered' and 'Tenant Notified', both of which are turned off. There are 'Cancel' and 'Transfer' buttons at the bottom right of the modal.

- 8 Check all of the mandatory fields are correctly completed.

The screenshot shows a 'Deposit Transfer' modal form. At the top, there are three tabs: 'To Protection Scheme' (selected), 'To Bank Account', and 'To Landlord'. Below the tabs, the form contains several fields: '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' (toggle), and 'Tenant Notified' (toggle). At the bottom, there is a 'Notes' field and two buttons: 'Cancel' and 'Transfer'. An orange circle highlights the 'Bank Ref.' field.

- 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.

This screenshot is identical to the previous one, showing the 'Deposit Transfer' modal form. However, an orange circle now highlights the 'Description' field, which contains the text 'Deposit for 258 Winfield Road'.

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 | **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 ☐

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 ☐

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 type="checkbox"/>
Notes Enter tenancy deposit notes		

Cancel

Transfer

- 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		

Cancel

Transfer

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 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: ☐

Tenant Notified: ☐

Notes: Enter tenancy deposit notes

Cancel | **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.

The screenshot shows a 'Deposit Transfer' modal form. At the top, there are three buttons: 'To Protection Scheme', 'To Bank Account' (which is highlighted in blue and has an orange circle around it), and 'To Landlord'. Below these buttons are several input fields and dropdown menus. The 'Current Account' dropdown is set to 'Morgan& Co Client Account'. The 'Transfer Date' is '05/03/2025'. The 'Amount' is '£ 346.08'. The 'Protection Scheme' dropdown is set to 'N/A (Tenancy)'. The 'Bank Account' dropdown is set to 'Morgan& Co Client Account...'. The 'Landlord' dropdown is set to 'Arthur Morgan (Primary)'. There are also fields for 'Cheque No.' (with placeholder 'Enter cheque no.'), 'Bank Ref.' (with placeholder 'Enter bank ref.'), 'Description' (with placeholder 'Deposit payment for bed 9 63 Woodlands'), 'Deposit Ref.' (with value '123456'), 'Deposit Registered' (a toggle switch that is turned on), and 'Tenant Notified' (a toggle switch that is turned on). At the bottom, there is a 'Notes' field with placeholder 'Enter tenancy deposit notes' and two buttons: 'Cancel' and 'Transfer'.

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 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.

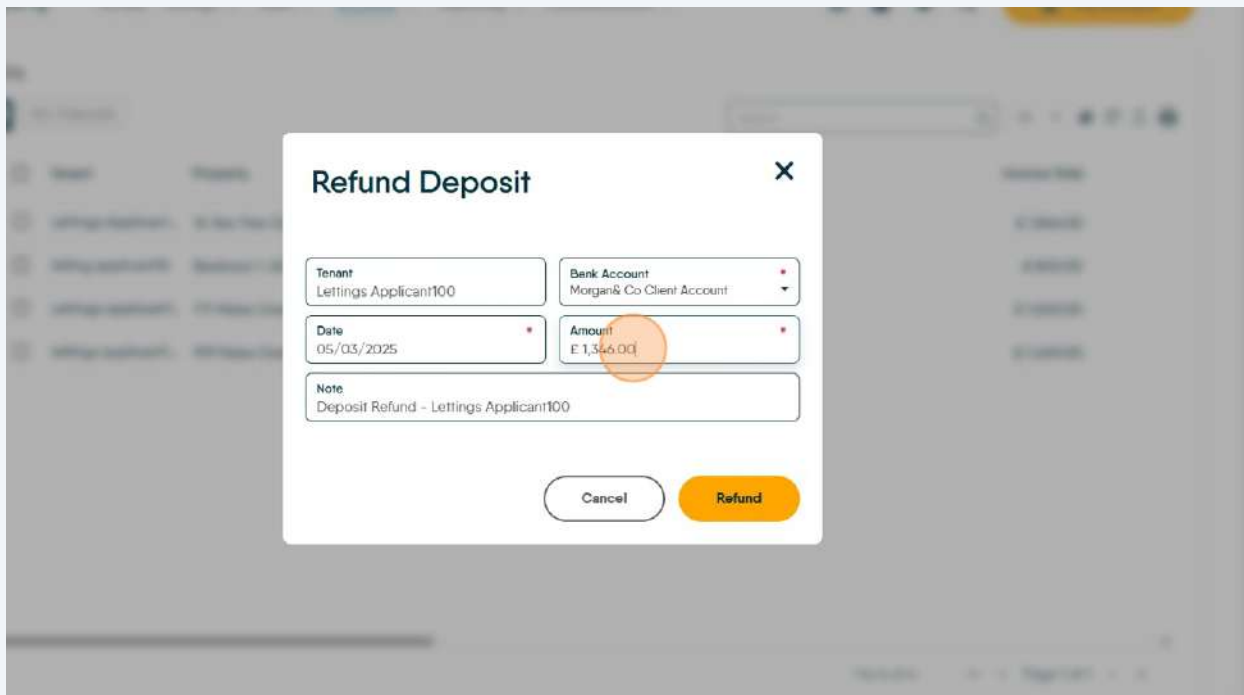
The screenshot shows the 'Deposits' screen in the iamproperty CRM. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Accounts' menu is active. The 'Deposits' section has a search bar and a dropdown menu set to 'ALL Deposits'. A table lists four deposits with the following data:

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
cant16	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"

This screenshot shows the same 'Deposits' screen, but with a different context menu open over the first row. The menu options are: View Tenant, View Tenancy, View Tenant Ledger, Collect (highlighted with an orange circle), Refund, and Transfer. The table data remains the same as in the previous screenshot.

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

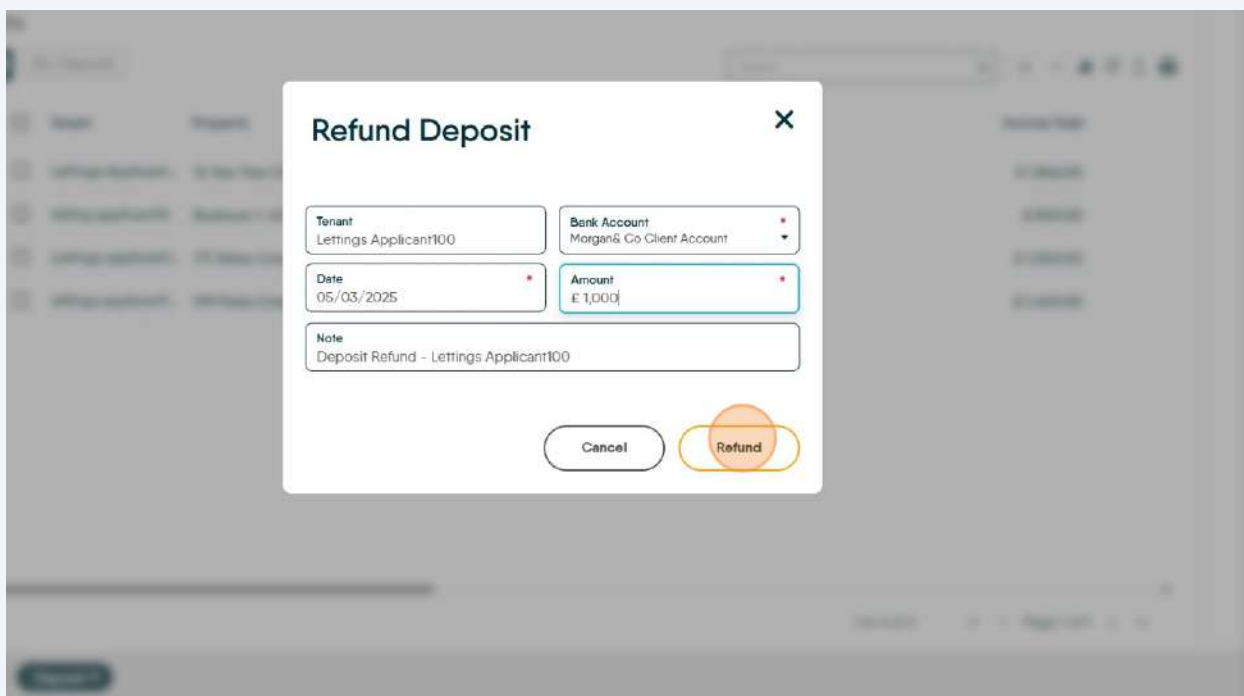


The screenshot shows a 'Refund Deposit' modal form. The form contains the following fields:

- Tenant:** Lettings Applicant100
- Bank Account:** Morgan & Co Client Account
- Date:** 05/03/2025
- Amount:** £ 1,346.00 (This field is highlighted with an orange circle)
- Note:** Deposit Refund - Lettings Applicant100

At the bottom of the modal are two buttons: 'Cancel' and 'Refund'.

- 18 Click "Refund"



The screenshot shows the same 'Refund Deposit' modal form as in the previous step. The 'Amount' field now contains '£ 1,000'. The 'Refund' button at the bottom right is highlighted with an orange circle.



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

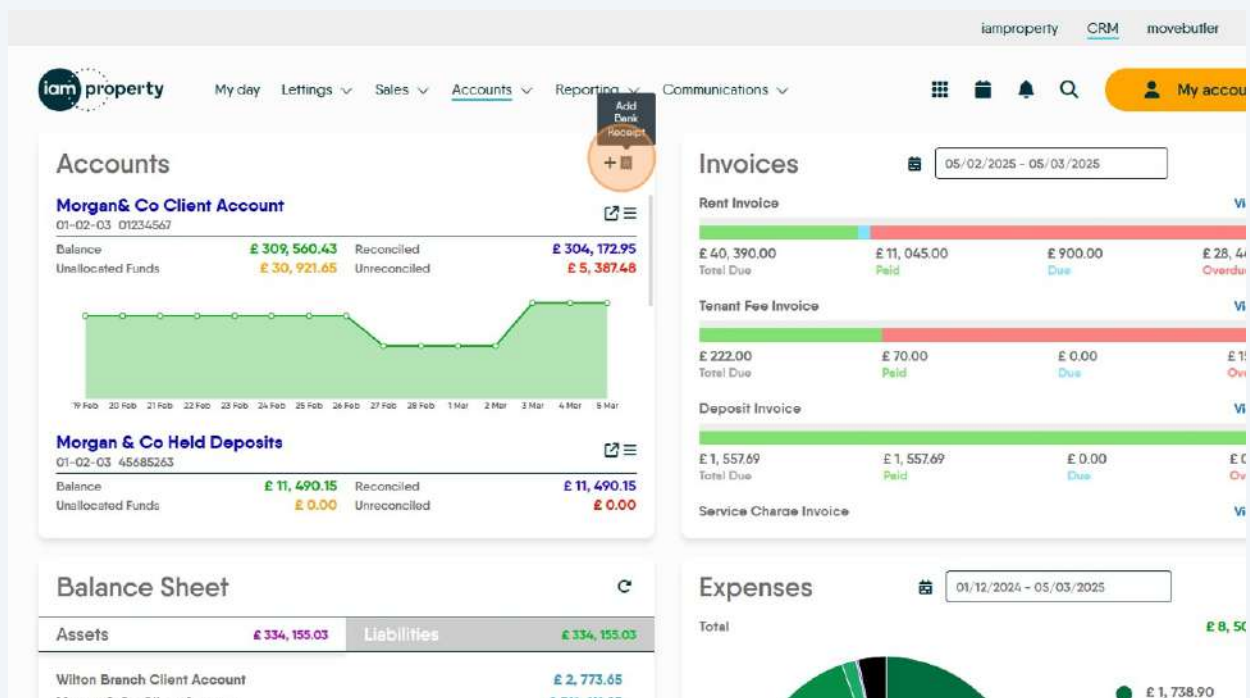


Tip! Deposits held in a Deposit Protection Scheme will automatically be refunded to the Tenant from the scheme. The remaining funds will be sent to the Agent to refund to the Landlord or use to pay maintenance fees.

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.



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

Bank Account
Select payment account

Payment Method
Select payment method

Sub Type/Nominal Code
BACS Transfer

Enter cheque no.

Bank Reference
Enter bank reference

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 Acco
Select pay

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.

The screenshot shows the 'Bank Receipt' form with the 'Tenant' dropdown menu open. The menu lists 'applicant130' and 'Lettings applicant130'. The 'Amount' field is currently set to '£0.00'. The 'Outstanding Invoices' section shows 'No Outstanding Invoices'.

Bank Receipt

Record Type: Tenant
Property: Select property
Tenant: Select record
Collection Date: 05/03/2025
Amount: £0.00
Bank Account: Select payment account
Sub Type/Nominal Code: BACS Transfer
Cheque No.: Enter cheque no.
Bank Reference: Enter bank reference
Description: Enter transaction description
Outstanding Invoices: No Outstanding Invoices

Buttons: Cancel, Another, Collect

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

The screenshot shows the 'Bank Receipt' form with populated details. The 'Property' field is '771 Pelaw Crescent, Chester le Street'. The 'Tenant' field is 'Lettings applicant130'. The 'Amount' field is highlighted with an orange circle and contains '£0.00'. The 'Outstanding Invoices' section shows 'No Outstanding Invoices'.

Bank Receipt

Record Type: Tenant
Property: 771 Pelaw Crescent, Chester le Street
Tenant: Lettings applicant130
Collection Date: 05/03/2025
Amount: £0.00
Bank Account: Select payment account
Payment Method: Select payment method
Sub Type/Nominal Code: BACS Transfer
Cheque No.: Enter cheque no.
Bank Reference: Enter bank reference
Description: Enter transaction description
Outstanding Invoices: No Outstanding Invoices

Buttons: Cancel, Another, Collect

23

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

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type:** Tenant
- Property:** 771 Pelaw Crescent, Chester le Street
- Tenant:** Lettings applicant130
- Collection Date:** 05/03/2025
- Amount:** £ 1,000.00
- Bank Account:** Select payment account (dropdown menu is open)
- Payment Method:** Select payment method
- Sub Type/Nominal Code:** BACS Transfer
- Cheque No.:** Enter cheque no.
- Description:** Enter transaction description
- Outstanding Invoices:** No Outstanding Invoices

The dropdown menu for 'Bank Account' is open, showing the following options:

- Morgan & Co Client Account
- Morgan & Co Held Deposits
- Sub Lease Account

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

24

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

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type:** Tenant
- Property:** 771 Pelaw Crescent, Chester le Street
- Tenant:** Lettings applicant130
- Collection Date:** 05/03/2025
- Amount:** £ 1,000.00
- Bank Account:** Morgan & Co Client Account
- Payment Method:** Select payment method (dropdown menu is open)
- Sub Type/Nominal Code:** BACS Transfer
- Cheque No.:** Enter cheque no.
- Description:** Enter transaction description
- Outstanding Invoices:** No Outstanding Invoices

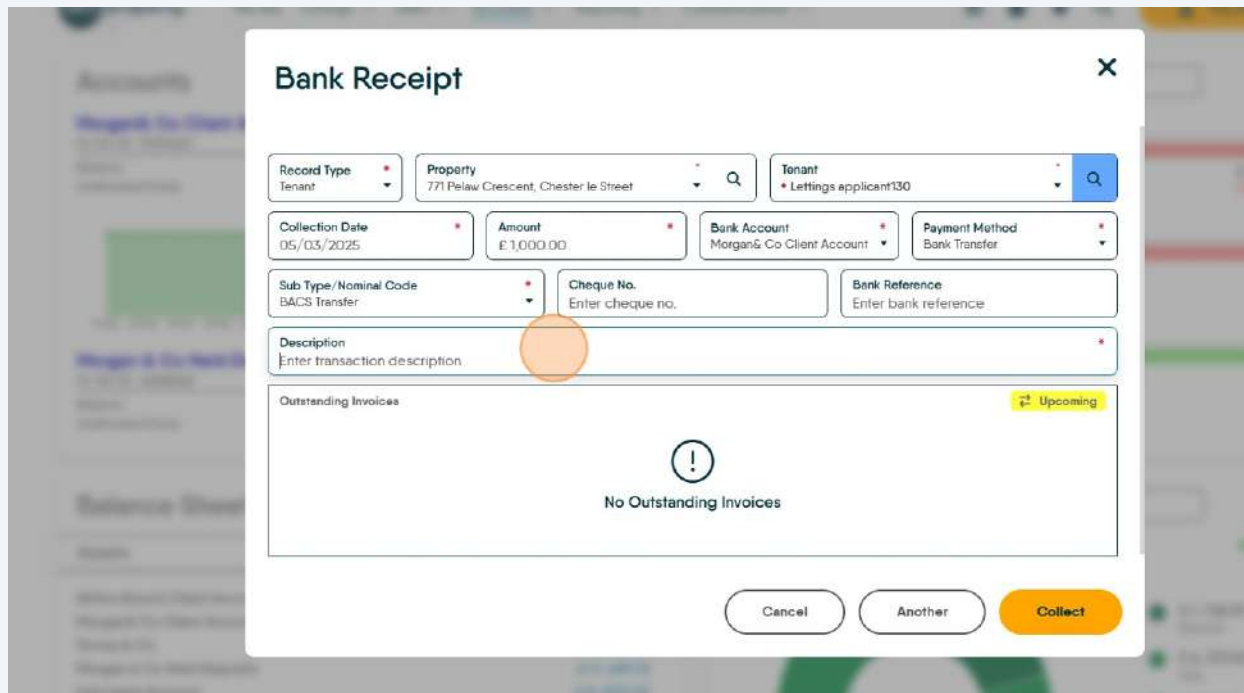
The dropdown menu for 'Payment Method' is open, showing the following options:

- Bank Transfer
- BACS
- Standing Order
- Direct Debit
- Cheque
- Cash

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

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.



The image shows a 'Bank Receipt' form with the following fields and values:

- Record Type:** Tenant
- Property:** 771 Pelaw Crescent, Chester le Street
- Tenant:** Lettings applicant130
- Collection Date:** 05/03/2025
- Amount:** £1,000.00
- Bank Account:** Morgan & Co Client Account
- Payment Method:** Bank Transfer
- Sub Type/Nominal Code:** BACS Transfer
- Cheque No.:** Enter cheque no.
- Bank Reference:** Enter bank reference
- Description:** Enter transaction description (highlighted with an orange circle)
- Outstanding Invoices:** No Outstanding Invoices (with a warning icon and 'Upcoming' tag)

Buttons at the bottom: Cancel, Another, Collect.

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.

The image shows a 'Bank Receipt' form. At the top, there are search fields for 'Property' (771 Pelaw Crescent, Chester le Street) and 'Tenant' (Lettings applicant130). Below these are input fields for 'Collection Date' (05/03/2025), 'Amount' (£1,000.00), 'Bank Account' (Morgan & Co Client Account), and 'Payment Method' (Bank Transfer). There are also fields for 'Sub Type/Nominal Code' (BACS Transfer), 'Cheque No.' (Enter cheque no.), and 'Bank Reference' (Enter bank reference). A 'Description' field contains the text 'With held Deposit transferred from DPS'. Below the description is a section for 'Outstanding Invoices' which is currently empty and has a 'No Outstanding Invoices' message with an exclamation mark icon. At the bottom right of the form, the 'Collect' button is highlighted with an orange circle.

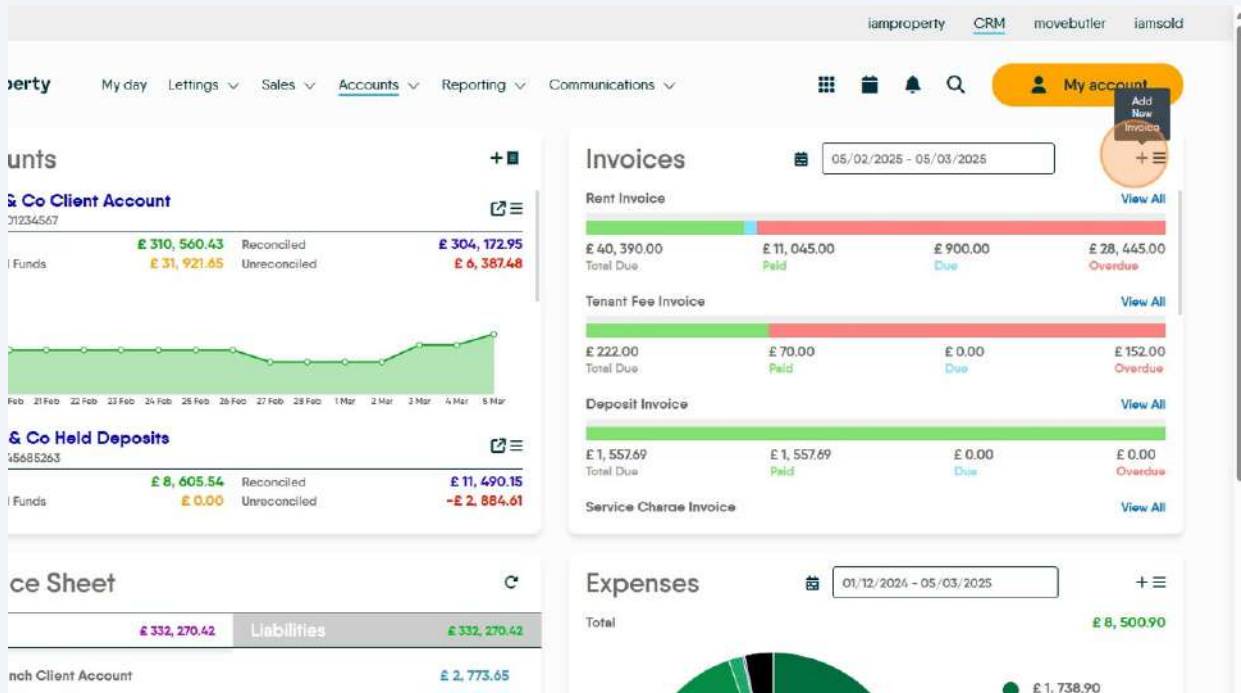
27 Click "No" or "Yes" to this.

The image shows the same 'Bank Receipt' form as in the previous image, but with a confirmation dialog box overlaid in the center. The dialog box has a question mark icon and the text 'Would you like to produce a tenant receipt?'. It has two buttons: 'No' (highlighted with an orange circle) and 'Yes' (orange). The background form is slightly dimmed, showing the same fields and the 'Outstanding Invoices' section.



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.



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

Add Invoice

Deposit Balance

£ 0.00

Pay with deposit

☐

Unallocated Funds

£ 0.00

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

Tenant

Select tenant

applicant130

Lettings applicant130 771...

Transaction Type

Select transaction type

Sub Type

Select sub-type

Deposit Balance

£ 0.00

Unallocated Funds

£ 0.00

Pay with deposit

Pay with unallocated

No.

527

VAT Type

Exclude Man. Fee

Var

£ 0.00

Total

£ 0.00

Description

Enter description

Invoices	Total
<p>No Invoices</p>	

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

The screenshot shows the 'Add Invoice' form. At the top, there are fields for 'Deposit Balance' (£0.00) and 'Unallocated Funds' (£1,000.00). Below these are 'Pay with deposit' and 'Pay with unallocated' toggle switches. The 'Transaction Type' dropdown menu is open, showing options: 'Rent Invoice', 'Tenant Fee Invoice', 'Deposit Invoice' (highlighted), 'Service Charge Invoice', and 'Landlord Service Charge Invoice'. Other fields include 'Tenant' (Lettings applicant130 - 771 Pelaw Cree*), 'Invoice Date' (05/03/2025), 'Invoice No.' (CRM - 527), 'Amount' (£0.00), 'Net' (£0.00), 'Sub Type' (Deposit), 'Exclude Man. Fee' (toggle), and 'Total' (£0.00). A 'Description' field is also present. At the bottom, there are 'Cancel', 'Another', and 'OK' buttons. A 'No Invoices' message is displayed in the center of the form.

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

The screenshot shows the 'Add Invoice' form with the 'Amount' field highlighted and edited to £1,500.00. The 'Transaction Type' is now 'Deposit Invoice'. The 'Net' field is also updated to £1,500.00, and the 'Total' is updated to £1,500.00. The 'Description' field is empty. The 'No Invoices' message is still displayed in the center of the form. The 'Cancel', 'Another', and 'OK' buttons are at the bottom.

- 32 Click here to exclude the management 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		£ 1,000.00	Pay with unallocated		<input checked="" type="checkbox"/>
Tenant	Lettings applicant30 - 771 Pelaw Cre		Transaction Type	Deposit Invoice	Sub Type
Invoice Date	05/03/2025		Invoice No.	CRM - 527	VAT Type
Amount	£ 1,000.00		Net	£ 1,000.00	Vat
Description		Enter description		Exclude Man. Fee	<input checked="" type="checkbox"/>
Invoices					Total
					£ 0.00

The 'Exclude Man. Fee' toggle is highlighted with an orange circle.

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

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		£ 1,000.00	Pay with unallocated		<input checked="" type="checkbox"/>
Tenant	Lettings applicant30 - 771 Pelaw Cre		Transaction Type	Deposit Invoice	Sub Type
Invoice Date	05/03/2025		Invoice No.	CRM - 527	VAT Type
Amount	£ 1,000.00		Net	£ 1,000.00	Vat
Description		Enter description		Exclude Man. Fee	<input type="checkbox"/>
Invoices					Total
					£ 0.00

The 'Description' field is highlighted with an orange circle.

Buttons: Cancel, Another, OK

34 Click here and select "Pay with unallocated".

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

The screenshot shows the 'Add Invoice' form with the following details:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £1,000.00
- Pay with deposit:** ☐
- Pay with unallocated:** ☒ (highlighted with an orange circle)
- Tenant:** Lettings applicant130 - 771 Pelaw Cre
- Transaction Type:** Deposit Invoice
- Sub Type:** Deposit
- Invoice Date:** 05/03/2025
- Invoice No.:** CRM - 527
- VAT Type:** Exempt
- Exclude Man. Fee:** ☐
- Amount:** £1,000.00
- Net:** £1,000.00
- Vat:** £ 0.00
- Total:** £1,000.00
- Description:** Withheld Deposit
- Invoices:** (Empty list with a 'No Invoices' message and an exclamation mark icon)
- Total:** £ 0.00

35 Click here to create the invoice.

This screenshot is identical to the previous one, but with an orange circle highlighting the **Add** button (a plus sign icon) located to the right of the description field. At the bottom of the form, there are three buttons: **Cancel**, **Another**, and **OK**.

36 Click "OK"

Deposit Balance £ 0.00
Unallocated Funds £1,000.00

Pay with deposit ☐
Pay with unallocated ☒

Tenant Lettings applicant30 - 771 Pelaw Cre
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 £ 0.00
Net £ 0.00
Var £ 0.00
Total £ 0.00

Description Enter description

Invoices

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude
<input checked="" type="checkbox"/>	05/03/2025	CRM - 527	Deposit Inv...	Exempt	£ 1,000.00	£ 0.00	£ 1,000.00	Withheld De...	<input checked="" type="checkbox"/>

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

Cancel Another OK

37 Click "No" or "Yes"

Deposit Balance £ 0.00
Unallocated Funds £1,000.00

Pay with deposit ☐
Pay with unallocated ☒

Tenant Lettings applicant30 - 771 Pelaw Cre
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 £ 0.00
Net £ 0.00
Var £ 0.00
Total £ 0.00

Description Enter description

Invoices

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude
<input checked="" type="checkbox"/>	05/03/2025	CRM - 527	Deposit Inv...	Exempt	£ 1,000.00	£ 0.00	£ 1,000.00	Withheld De...	<input checked="" type="checkbox"/>

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

Cancel Another OK

Would you like to produce a tenant invoice?

No 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 displays the iamproperty CRM interface. The top navigation bar includes 'iamproperty', 'CRM', and 'movebutler'. The main content area is divided into several sections:

- Accounts:**
 - Morgan & Co Client Account:** Shows a balance of £310,560.43, reconciled to £304,172.95, and unallocated funds of £31,921.65. A line graph shows the balance over time from 19 Feb to 5 Mar.
 - Morgan & Co Held Deposits:** Shows a balance of £8,605.54, reconciled to £11,490.15, and unallocated funds of £0.00.
- Invoices:**
 - Rent Invoice:** Total Due £40,390.00, Paid £11,045.00, Due £900.00, Overdue £28,440.00.
 - Tenant Fee Invoice:** Total Due £222.00, Paid £70.00, Due £0.00, Overdue £152.00.
 - Deposit Invoice:** Total Due £2,557.69, Paid £2,557.69, Due £0.00, Overdue £0.00.
 - Service Charge Invoice:** Total Due £0.00, Paid £0.00, Due £0.00, Overdue £0.00.
- Balance Sheet:**
 - Assets:** £332,270.42
 - Liabilities:** £332,270.42
 - Wilton Branch Client Account:** £2,773.65
- Expenses:** Total £8,500.00 (as of 01/12/2024 - 05/03/2025).

40

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

Bank Receipt [X]

Record Type Tenant

Property 919 Polaw Crescent, Chester le Street [Search]

Tenant lettings applicant102 [Search]

Amount £ 300.00

Bank Account Morgan& Co Client Account

Payment Method Bank Transfer

Cheque No. Enter cheque no.

Bank Reference Enter bank reference

Contractor

Enter transaction description

Outstanding Invoices [Upcoming]

! No Outstanding Invoices

[Cancel] [Another] [Collect]

Bank Receipt [X]

Record Type Landlord

Property 919 Polaw Crescent, Chester le Street [Search]

Tenant lettings applicant102 [Search]

Amount £ 300.00

Bank Account Morgan& Co Client Account

Payment Method Bank Transfer

Cheque No. Enter cheque no.

Bank Reference Enter bank reference

Contractor

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.

Accountability

Morgan & Co Client

Bank

Collection Date

05/03/2025

Sub Type/Nominal Code

BACS Transfer

Description

Enter transaction description

Outstanding Invoices

Upcoming

No Outstanding Invoices

Cancel

Another

Collect

Bank Receipt

Record Type

Landlord

Property

Select property

Landlord

Select record

Collection Date

05/03/2025

Bank Account

Morgan & Co Client Account

Payment Method

Bank Transfer

Sub Type/Nominal Code

BACS Transfer

Enter cheque no.

Bank Reference

Enter bank reference

Description

Enter transaction description

Outstanding Invoices

Upcoming

No Outstanding Invoices

Cancel

Another

Collect

Accountability

Morgan & Co Client

Bank

Collection Date

05/03/2025

Sub Type/Nominal Code

BACS Transfer

Description

Enter transaction description

Outstanding Invoices

Upcoming

No Outstanding Invoices

Cancel

Another

Collect

Bank Receipt

Record Type

Landlord

Property

Select property

Landlord

Select record

Collection Date

05/03/2025

Bank Account

Morgan & Co Client Account

Payment Method

Bank Transfer

Sub Type/Nominal Code

BACS Transfer

Enter cheque no.

Bank Reference

Enter bank reference

Description

Enter transaction description

Outstanding Invoices

Upcoming

No Outstanding Invoices

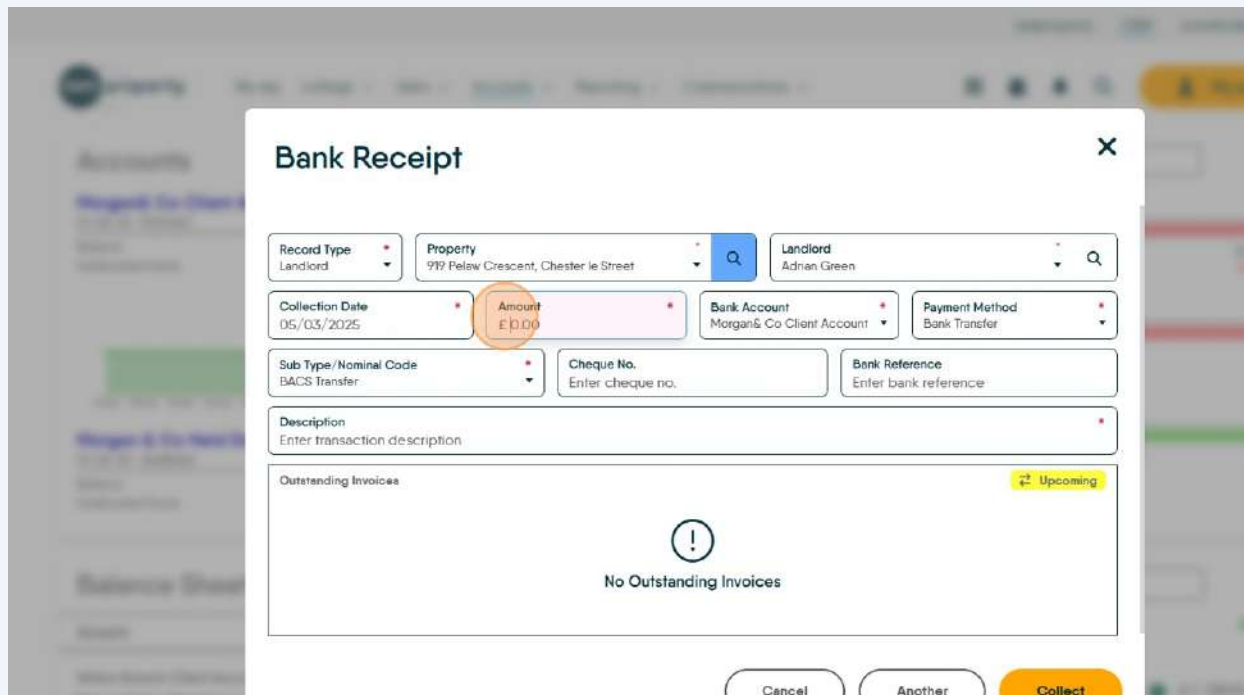
Cancel

Another

Collect

42

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



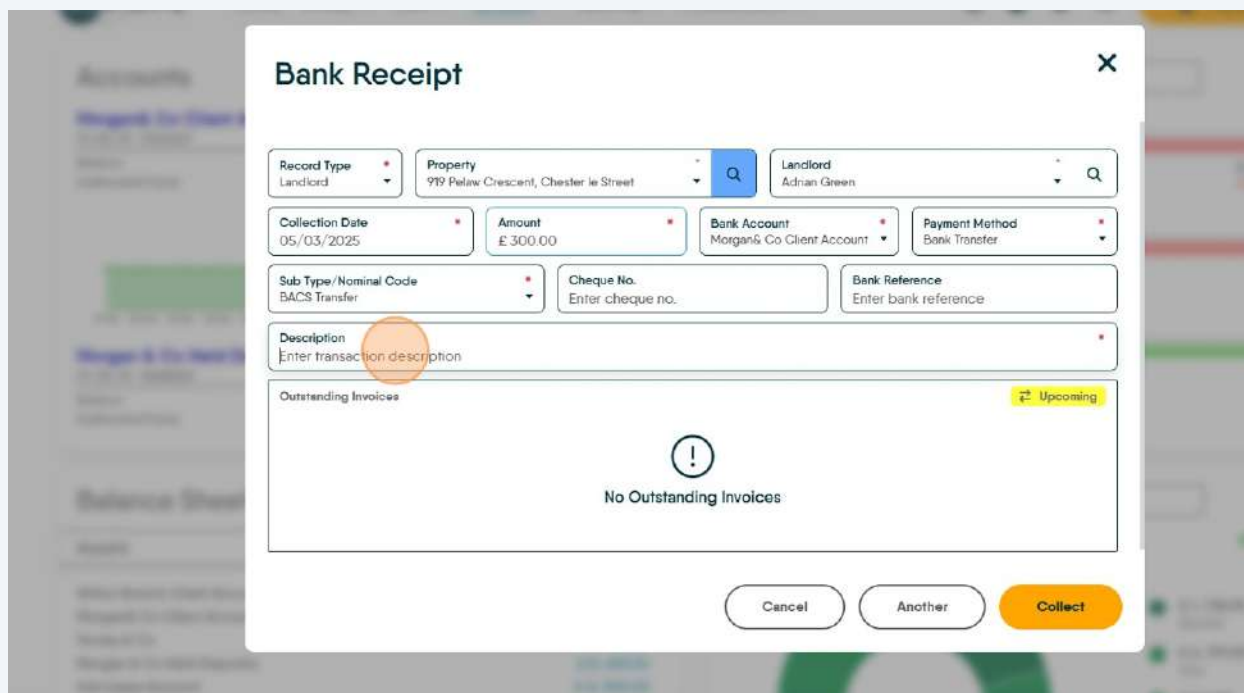
The image shows a 'Bank Receipt' form with the following fields and values:

- Record Type: Landlord
- Property: 919 Pelaw Crescent, Chester le Street
- Landlord: Adrian Green
- Collection Date: 05/03/2025
- Amount: £0.00 (highlighted with an orange circle)
- Bank Account: Morgan & Co Client Account
- Payment Method: Bank Transfer
- Sub Type/Nominal Code: BACS Transfer
- Cheque No.: Enter cheque no.
- Bank Reference: Enter bank reference
- Description: Enter transaction description
- Outstanding Invoices: No Outstanding Invoices (with a warning icon and 'Upcoming' tag)

Buttons at the bottom: Cancel, Another, Collect.

43

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

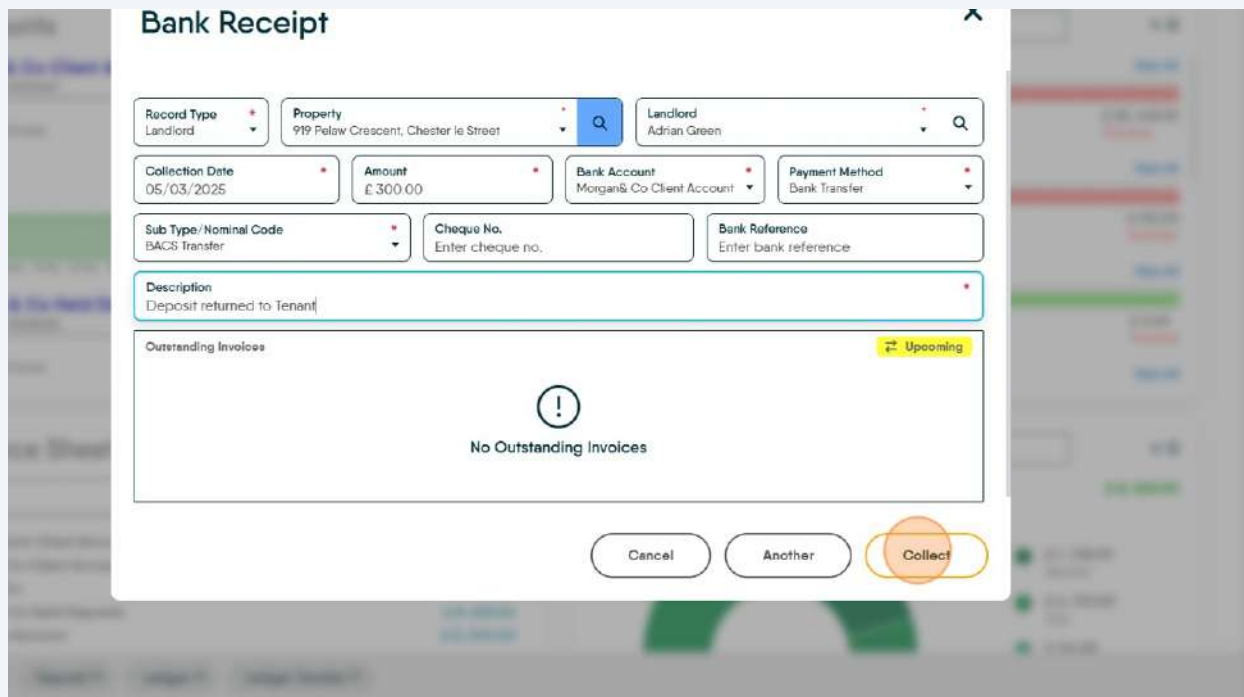


The image shows the same 'Bank Receipt' form as in step 42, but with the 'Description' field highlighted by an orange circle. The 'Amount' field now contains '£300.00'.

- Record Type: Landlord
- Property: 919 Pelaw Crescent, Chester le Street
- Landlord: Adrian Green
- Collection Date: 05/03/2025
- Amount: £300.00
- Bank Account: Morgan & Co Client Account
- Payment Method: Bank Transfer
- Sub Type/Nominal Code: BACS Transfer
- Cheque No.: Enter cheque no.
- Bank Reference: Enter bank reference
- Description: Enter transaction description (highlighted with an orange circle)
- Outstanding Invoices: No Outstanding Invoices (with a warning icon and 'Upcoming' tag)

Buttons at the bottom: Cancel, Another, Collect.

44 Click "Collect"



The image shows a 'Bank Receipt' form with the following fields and values:

Record Type	Property	Landlord
Landlord	919 Pelaw Crescent, Chester le Street	Adrian Green

Collection Date	Amount	Bank Account	Payment Method
05/03/2025	£ 300.00	Morgan& Co Client Account	Bank Transfer

Sub Type/Nominal Code	Cheque No.	Bank Reference
BACS Transfer	Enter cheque no.	Enter bank reference

Description: Deposit returned to Tenant

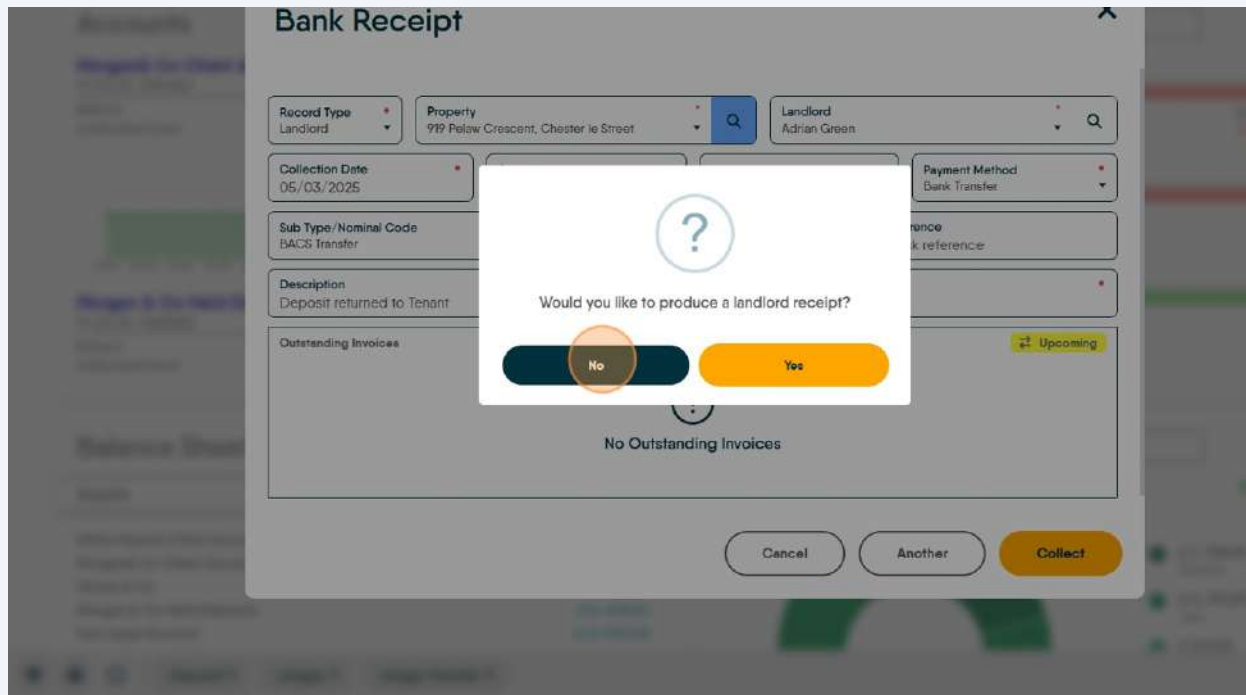
Outstanding Invoices: No Outstanding Invoices

Buttons: Cancel, Another, **Collect** (highlighted with an orange circle)



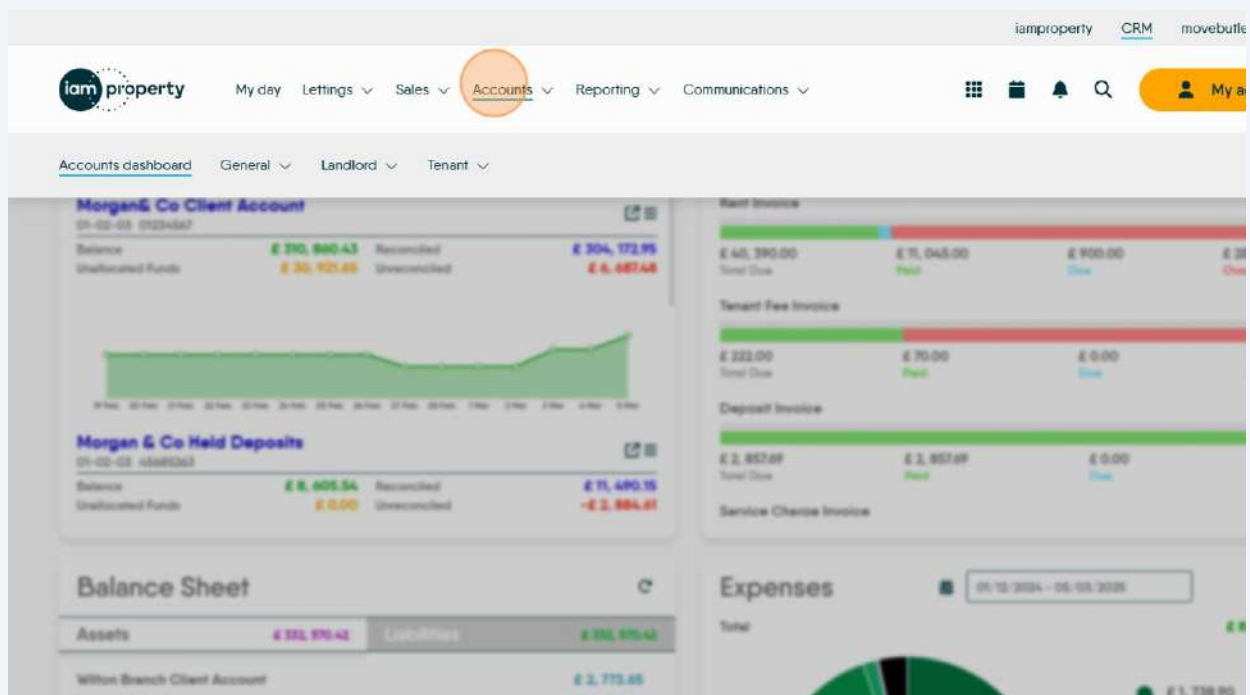
Alert! This will collect the funds as 'Unallocated' to the Property Ledger, the funds need to be moved to either the Tenant Ledger or the Float Ledger. If this is not done and 'Perform Payments' is done then the Landlord payment will be sent back to the Landlord.

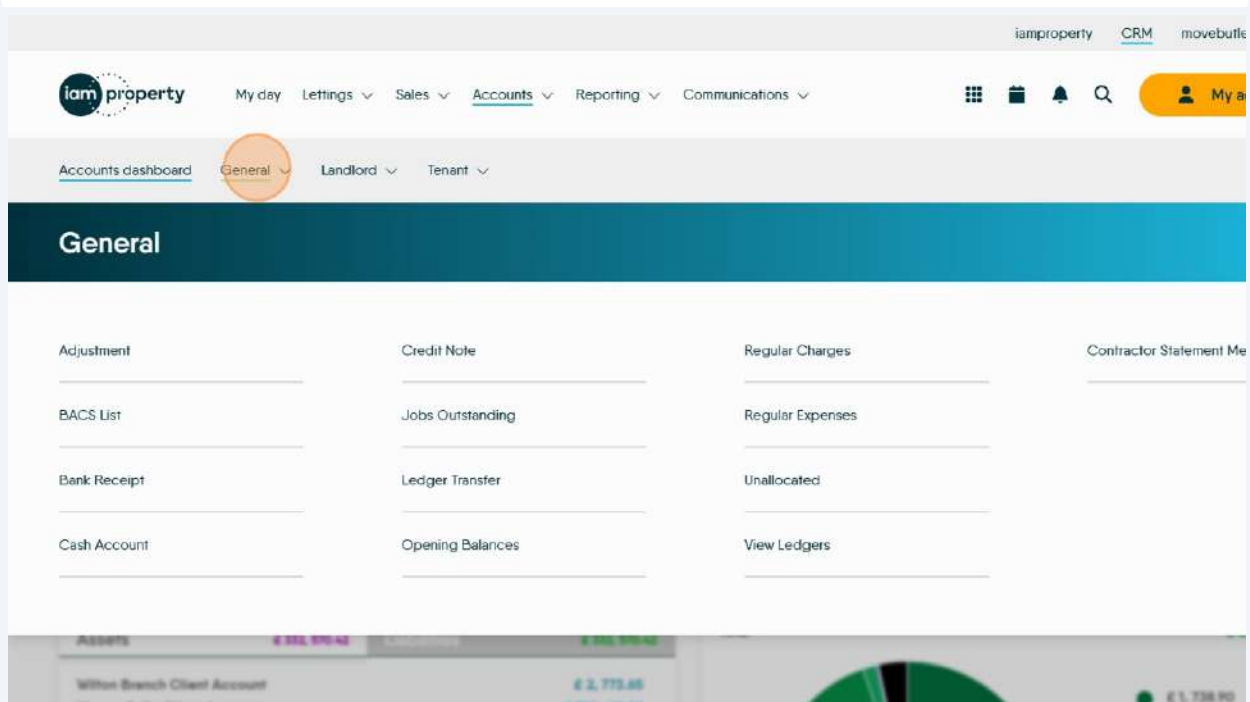
45 Click "No" or "Yes"



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

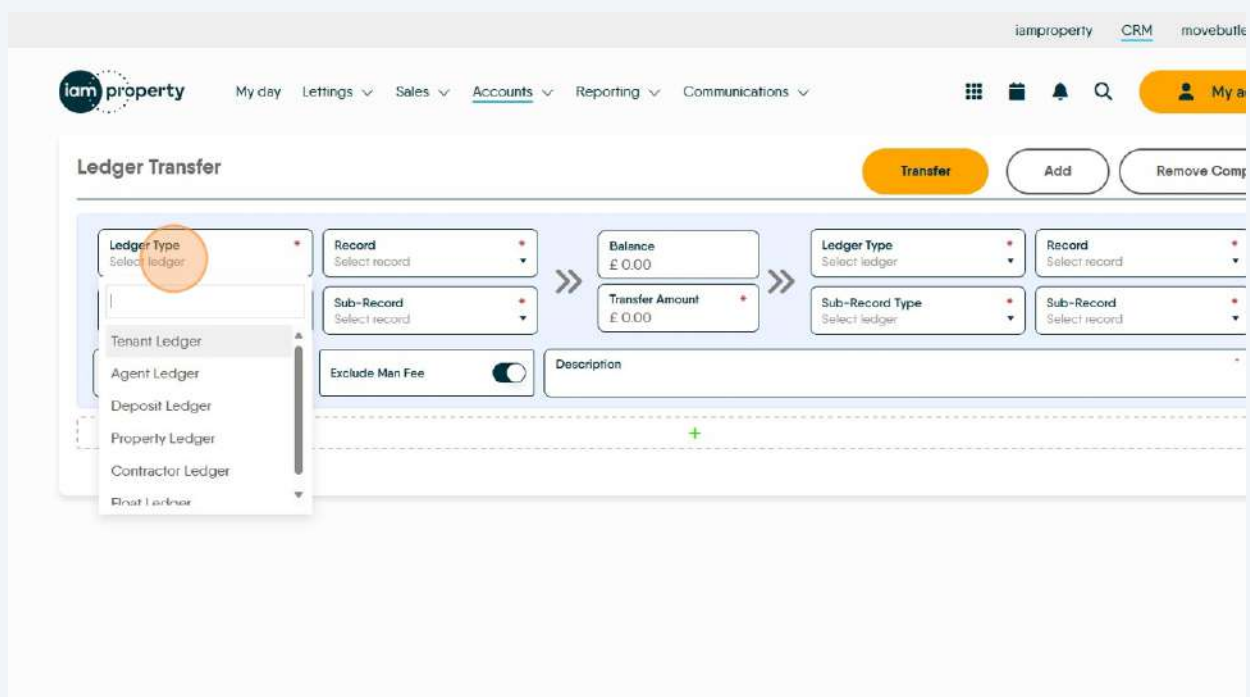
Click "Accounts"
Click "General" then "Ledger Transfer"





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 Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Float Ledger	Record Select record Sub-Record Select record Exclude Man Fee <input type="checkbox"/>	Balance £ 0.00 Transfer Amount £ 0.00	Ledger Type Select ledger Sub-Record Type Select ledger Description 	Record Select record Sub-Record Select record
---	---	--	--	--

Ledger Transfer Transfer Add Remove Comp

Ledger Type Property Ledger	Record Select record Please enter 3 or more characters	Balance £ 0.00 Transfer Amount £ 0.00	Ledger Type Select ledger Sub-Record Type Select ledger Description 	Record Select record Sub-Record Select record
---------------------------------------	---	--	--	--



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

iampropertyCRMmovebutleriamsold

My dayLettingsSalesAccountsReportingCommunications

TransferTransferAddRemove Complete

Record Type

Property Ledger

Record

919 Palaw Crescent, Chester le ...

Balance

£ 0.00

Ledger Type

Select ledger

Record

Select record

Record Type

Sub-Record

Sub-Record

Mr Adrian Green

Transfer Amount

£ 0.00

Record

Select record

Record Date

5/2025

Exclude Man Fee

☐

Description

Tenant Ledger

Agent Ledger

Deposit Ledger

Property Ledger

Contractor Ledger

Final Ledger

105

iampropertyCRMmovebutleriamsold

My dayLettingsSalesAccountsReportingCommunications

TransferTransferAddRemove Complete

Record Type

Property Ledger

Record

919 Palaw Crescent, Chester le ...

Balance

£ 0.00

Ledger Type

Select ledger

Record

Select record

Record Type

Sub-Record

Sub-Record

Mr Adrian Green

Transfer Amount

£ 0.00

Record

Select record

Record Date

5/2025

Exclude Man Fee

☐

Description

Tenant Ledger

Agent Ledger

Deposit Ledger

Property Ledger

Contractor Ledger

Final Ledger

105

iamproperty
CRM
movebutler
iamsold

My day
Lettings
Sales
Accounts
Reporting
Communications

Transfer
Add
Remove Complete

Property Ledger
Record
919 Pelaw Crescent, Chester le ...

Record Type
Land

Transfer Date
5/2025

Exclude Man Fee

Balance
£ 0.00

Transfer Amount
£ 0.00

Description

Ledger Type
Tenant Ledger

Record
Select record

Sub-Record Type
Tenancy

Please enter 1 or more characters

iam property
My day
Lettings
Sales
Accounts
Reporting
Communications

Ledger Transfer
Transfer
Add
Remove Comp

Ledger Type
Property Ledger

Record
919 Pelaw Crescent, Chester le ...

Sub-Record Type
Landlord

Transfer Date
05/03/2025

Exclude Man Fee

Balance
£ 0.00

Transfer Amount
£ 0.00

Description

Ledger Type
Tenant Ledger

Record
Lettings applicant102 - 919 Pelaw

Sub-Record Type
Tenancy

Sub-Record
Lettings applicant102

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

The screenshot shows the 'Transfer' form in the iamproperty CRM system. The form is used to transfer funds between different ledgers. It includes fields for Record, Sub-Record, Balance, Transfer Amount, Ledger Type, Sub-Record Type, and a Description. A 'Transfer' button is highlighted with an orange circle.

Transfer (highlighted button) Add Remove Complete

Record 919 Pelaw Crescent, Chester le Street, County Durham, DH2 2HX, UK (Property Ledger) **Balance** £ 0.00 **Ledger Type** Tenant Ledger **Record** lettings applicant102 - 919 Pelaw

Sub-Record Mr Adrian Green **Transfer Amount** £ 0.00 **Sub-Record Type** Tenancy **Sub-Record** lettings applicant102

Transfer Date 5/2025 **Exclude Man Fee** ☐ **Description** Transfer from 919 Pelaw Crescent, Chester le Street, County Durham, DH2 2HX, UK (Property Ledger) to lettings

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"

The screenshot shows the 'Accounts' section in the iamproperty CRM system. It displays a summary of funds, a line graph, and a table of invoices. The 'Add New Invoice' button is highlighted with an orange circle.

Accounts +

& Co Client Account 31234567

Funds £ 310,860.43 Reconciled £ 304,172.95
£ 31,221.65 Unreconciled £ 6,687.48

& Co Held Deposits 15685263

Funds £ 8,605.54 Reconciled £ 11,490.15
£ 0.00 Unreconciled -£ 2,884.61

Invoices 05/02/2025 - 05/03/2025

Rent Invoice View All

£ 40,390.00	£ 11,045.00	£ 900.00	£ 28,445.00
Total Due	Paid	Due	Overdue

Tenant Fee Invoice View All

£ 222.00	£ 70.00	£ 0.00	£ 152.00
Total Due	Paid	Due	Overdue

Deposit Invoice View All

£ 2,557.69	£ 2,557.69	£ 0.00	£ 0.00
Total Due	Paid	Due	Overdue

Service Charge Invoice View All

Balance Sheet

£ 332,570.42	Liabilities	£ 332,570.42
--------------	-------------	--------------

Expenses 01/12/2024 - 05/03/2025

Total £ 8,500.90

Add Invoice

Deposit Balance

£ 0.00

Pay with deposit

☐

Unallocated Funds

£ 0.00

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

£

£ 0.00

Vat

£ 0.00

Total

£ 0.00

Description

Enter description

×

+

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 - 979 Pelaw Cres

Transaction Type

Select transaction type

Rent Invoice

Sub Type

Select sub-type

Invoice Date

05/03/2025

Invoice N

CRM - E

Exclude Man. Fee

☐

Amount

£

Net

£ 0.00

Total

£ 0.00

Description

Enter description

✖

+

Invoices

Total

£ 0.00

No Invoices

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 Polaw Cres	Transaction Type Select transaction type	Sub Type Select sub-type
--	---	-----------------------------

Invoice Date 05/03/2025	Invoice No. CRM - 5	Exclude Man. Fee <input type="checkbox"/>
----------------------------	------------------------	--

Amount £	Net £0.00	Total £0.00
-------------	--------------	----------------

Description
Enter description

Rent Invoice
Tenant Fee Invoice
Deposit Invoice
Service Charge Invoice
Landlord Service Charge Invoice

Total
£0.00

!
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	<input type="checkbox"/>
Unallocated Funds	£0.00	Pay with unallocated	<input type="checkbox"/>

Tenant * lettings applicant102 - 919 Polaw Cres	Transaction Type Deposit Invoice	Sub Type Deposit
--	-------------------------------------	---------------------

Invoice Date 05/03/2025	Invoice No. CRM - 528	VAT Type Exempt	Exclude Man. Fee <input type="checkbox"/>
----------------------------	--------------------------	--------------------	--

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.

The screenshot shows the 'Add Invoice' form. The 'Description' field is highlighted with an orange circle. The form contains the following fields and values:

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	Sub Type	Deposit
Invoice No.	CRM - 528	VAT Type	Exempt
Amount	£300	Exclude Man. Fee	<input type="checkbox"/>
Net	£300.00		
Vat	£0.00		
Total	£300.00		

The 'Description' field is labeled 'Enter description' and has a red 'x' and a green '+' icon. Below the form, there is a section titled 'Invoices' with a 'Total' of £0.00. A warning icon and the text 'No Invoices' are displayed in the center of this section. At the bottom, there are three buttons: 'Cancel', 'Another', and 'OK'.

- 53 Click here to exclude the Management Fee.

The screenshot shows the 'Add Invoice' form. The 'Exclude Man. Fee' checkbox is highlighted with an orange circle. The form contains the following fields and values:

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	Sub Type	Deposit
Invoice No.	CRM - 528	VAT Type	Exempt
Amount	£300.00	Exclude Man. Fee	<input type="checkbox"/>
Net	£300.00		
Vat	£0.00		
Total	£300.00		

The 'Description' field is labeled 'Deposit Returned to Tenant from Landlord' and has a red 'x' and a green '+' icon. Below the form, there is a section titled 'Invoices' with a 'Total' of £0.00. A warning icon and the text 'No Invoices' are displayed in the center of this section. At the bottom, there are three buttons: 'Cancel', 'Another', and 'OK'.

54 Click here to create the Invoice.

Add Invoice

Deposit Balance
Unallocated Funds

£1,400.00
£ 0.00

Pay with deposit
Pay with unallocated

☐
☐

Tenant
Lettings applicant102 - 919 Pelaw Cres

Transaction Type
Deposit Invoice

Sub Type
Deposit

Invoice Date
05/03/2025

Invoice No.
CRM - 528

VAT Type
Exempt

Exclude Man. Fee
☐

Amount
£ 300.00

Net
£ 300.00

Var
£ 0.00

Total
£ 300.00

Description
Deposit Returned to Tenant from Landlord

Add

Invoices

Total
£ 0.00

No Invoices

Cancel Another OK

55 Click "OK"

Deposit Balance
Unallocated Funds

£1,400.00
£ 0.00

Pay with deposit
Pay with unallocated

☐
☐

Tenant
Lettings applicant102 - 919 Pelaw Cres

Transaction Type
Select transaction type

Sub Type
Select sub-type

Invoice Date
05/03/2025

Invoice No.
CRM - 528

VAT Type

Exclude Man. Fee
☐

Amount
£ 0.00

Net
£ 0.00

Var
£ 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 checked="" type="checkbox"/>	06/03/2025	CRM - 528	Deposit Inv...	Exempt	£ 300.00	£ 0.00	£ 300.00	Deposit Ret...	<input checked="" type="checkbox"/>

1 of 1 of 1 < > Page 1 of 1 >

Cancel Another OK

56 Click "No" or "Yes"

Deposit Balance £1,400.00
Unallocated Funds £0.00

Tenant: lettings applicant102 - 919 Pelaw Cres

Transaction Type: Select transaction type

Sub Type: Select sub-type

Invoice Date: 05/03/2025

Amount: £0.00

Description: Enter description

Invoices

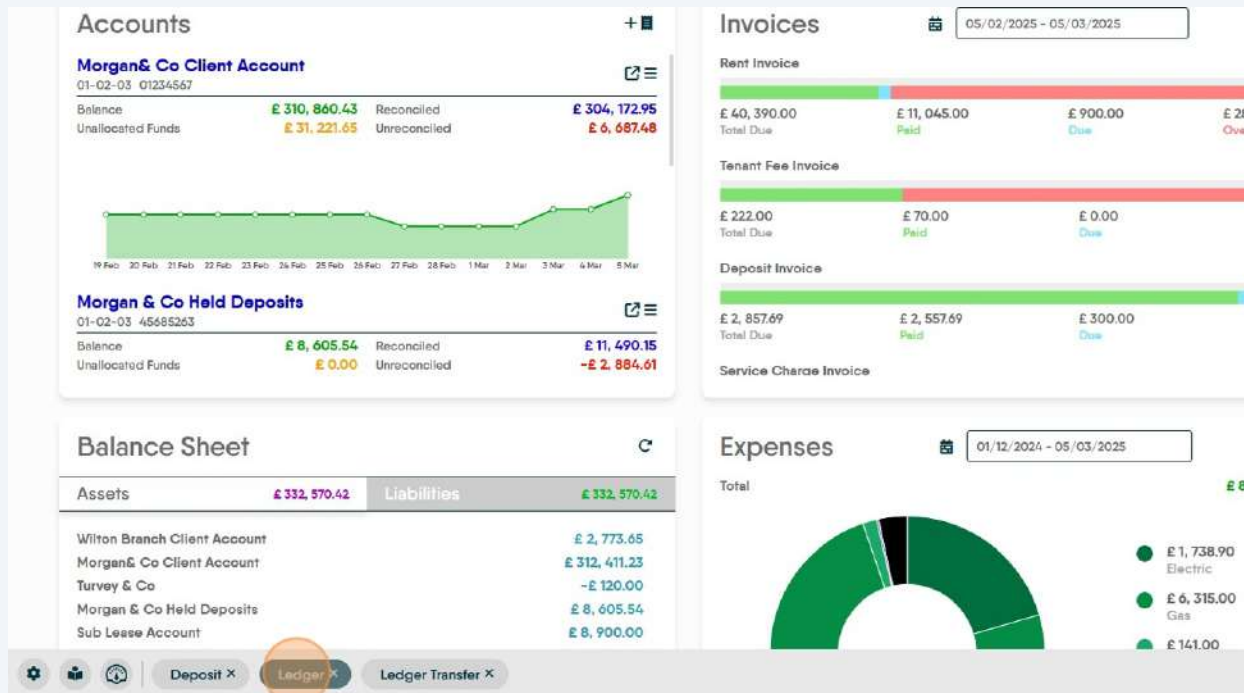
Inv	Date	Invoice no.	Type	Var type	Var	Total	Description	Exclude
✓	05/03/2025	CRM - 538	Deposit Inv...	Exempt	£300.00	£0.00	£300.00	Deposit Rat...

Would you like to produce a tenant invoice?

No Yes

Cancel Another OK

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"

The screenshot shows the iamproperty CRM interface. The 'Accounts' menu is open, and the 'Tenant Ledger' option is highlighted with an orange circle. The main area displays a table of transactions for the selected tenant, 'lettings applicant102 - 919 Pelaw Crescent, Chester le Str'. The table includes columns for Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. The transactions are listed as follows:

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.

The screenshot shows the iamproperty CRM interface. The 'Accounts' menu is open, and the 'Tenant Ledger' option is highlighted with an orange circle. A search box is visible below the dropdown menu, with the text 'Please enter 1 or more characters'. The main area displays a table of transactions for the selected tenant, 'lettings applicant102 - 919 Pelaw Crescent, Chester le Str'. The table includes columns for Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. The transactions are listed as follows:

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.

The screenshot shows the 'Accounts' section of the 'iam property' system. At the top, there are tabs for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below these, there's a 'Ledger Type' dropdown set to 'Tenant Ledger' and a 'Record' dropdown set to 'lettings applicant102 - 919 Pelaw Crescent, Chester le Street'. There are also filters for 'Outstanding Invoices' (£ 300.00) and 'Funds to Allocate' (£ 300.00). A 'Group By Batch' button and a search bar are visible. The main table lists transactions with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. An orange circle highlights the 'Edit' button for the first transaction (ID 25606575).

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlo
25606575	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant fro
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2

61 Click "Allocate"

The screenshot shows the same 'Accounts' section as before. A context menu is open over the first transaction (ID 25606575). The menu options are: Edit, Allocate (highlighted), Exclude, Delete, receipt, and Transaction Chain. The table of transactions is the same as in the previous screenshot.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlo
25606575	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant fro
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2
23872198	10/12/2024 10:54	Rent Payment	Residential Rent		lettings applicant102 (10/04/2

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

The 'Allocate' dialog box displays the following information:

Date: 05/03/2025
Record Type: Tenant
Record: lettings applicant102
Original Amount: £ 300.00
Outstanding: £ 300.00
Bank Reference: Refunded Deposit from Landlord
Description: Refunded Deposit from Landlord

Date	Type	Description	Amount	Amount OS	Allocate
<input checked="" type="checkbox"/> 05/03/2025	Deposit Invoice	Deposit Returned to Tens...	£ 300.00	£ 300.00	£ 300.00

1 to 1 of 1 | Page 1 of 1

Cancel Allocate

63 Click "Allocate"

The 'Allocate' dialog box displays the following information:

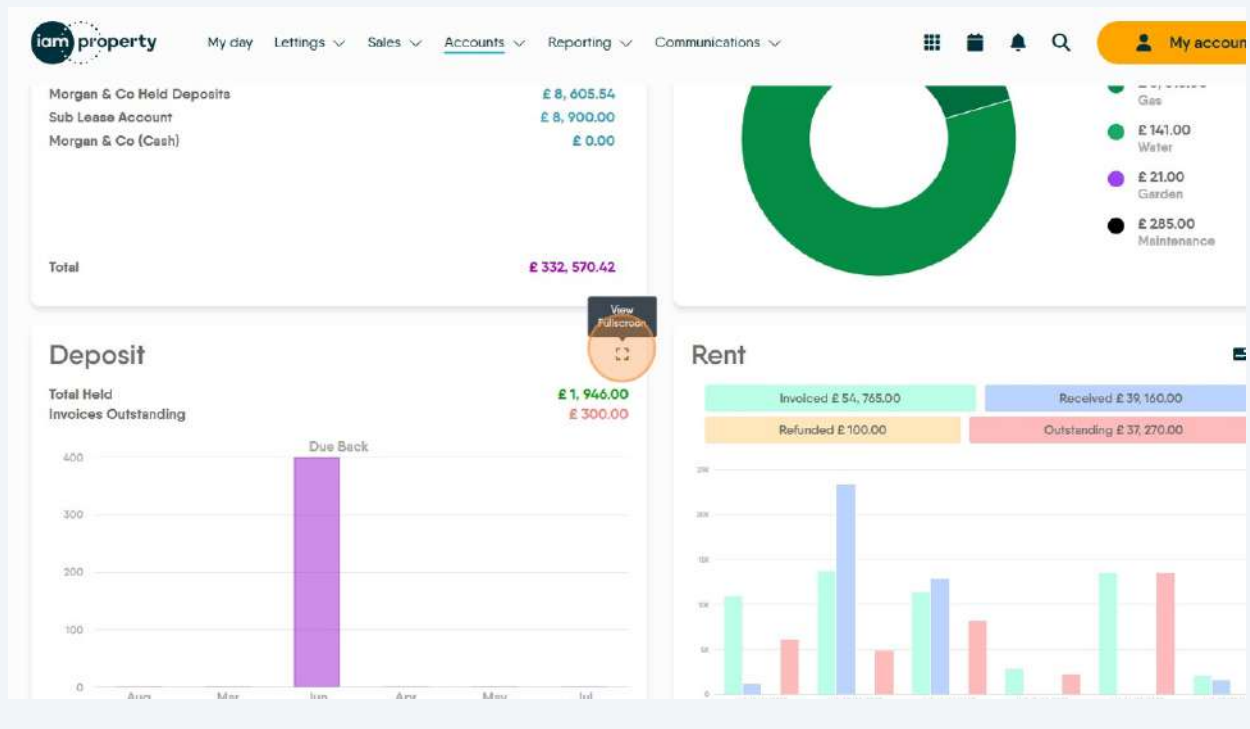
Date: 05/03/2025
Record Type: Tenant
Record: lettings applicant102
Original Amount: £ 300.00
Outstanding: £ 300.00
Bank Reference: Refunded Deposit from Landlord
Description: Refunded Deposit from Landlord

Date	Type	Description	Amount	Amount OS	Allocate
<input checked="" type="checkbox"/> 05/03/2025	Deposit Invoice	Deposit Returned to Tens...	£ 300.00	£ 300.00	£ 300.00

1 to 1 of 1 | Page 1 of 1

Cancel 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

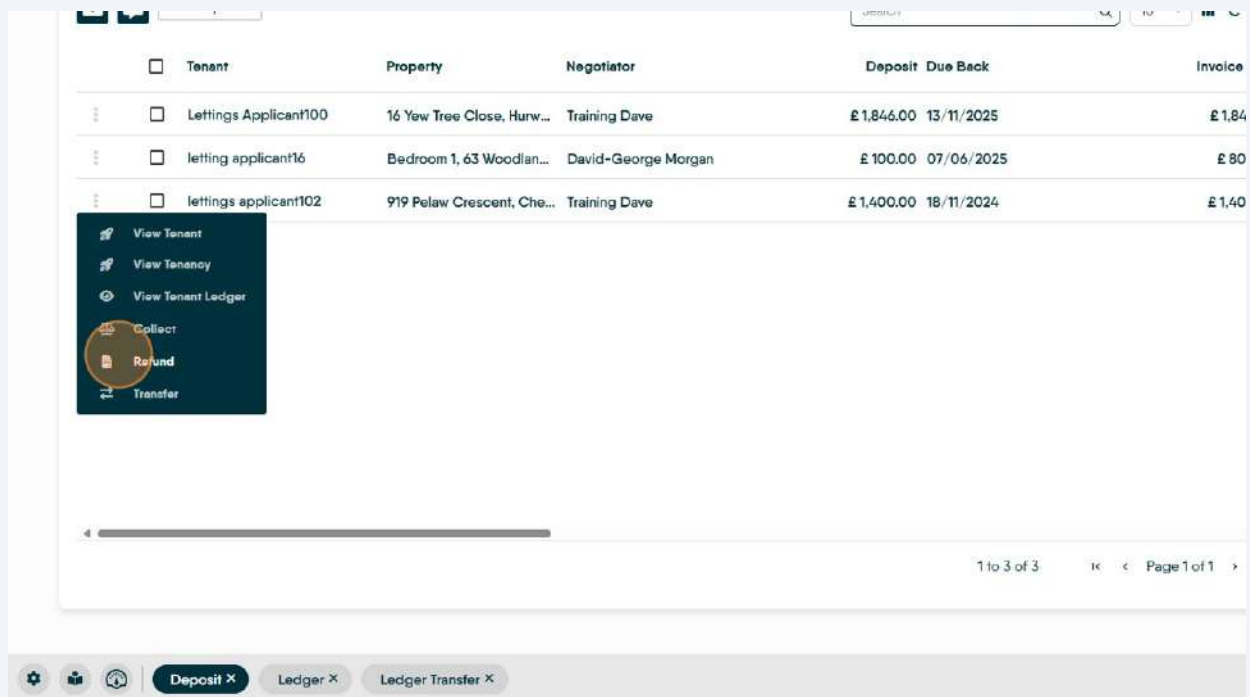
The screenshot shows the 'All Deposits' list in the iamproperty system. The table has columns for 'Tenant', 'Property', 'Negotiator', 'Deposit', 'Due Back', and 'Invoice'. A 3-dot menu is highlighted for the first deposit row.

Tenant	Property	Negotiator	Deposit	Due Back	Invoice
Lettings Applicant100	16 Yew Tree Close, Hurw...	Training Dave	£1,846.00	13/11/2025	£1,84
letting applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£100.00	07/06/2025	£80
lettings applicant102	919 Polaw Crescent, Che...	Training Dave	£1,400.00	18/11/2024	£1,40

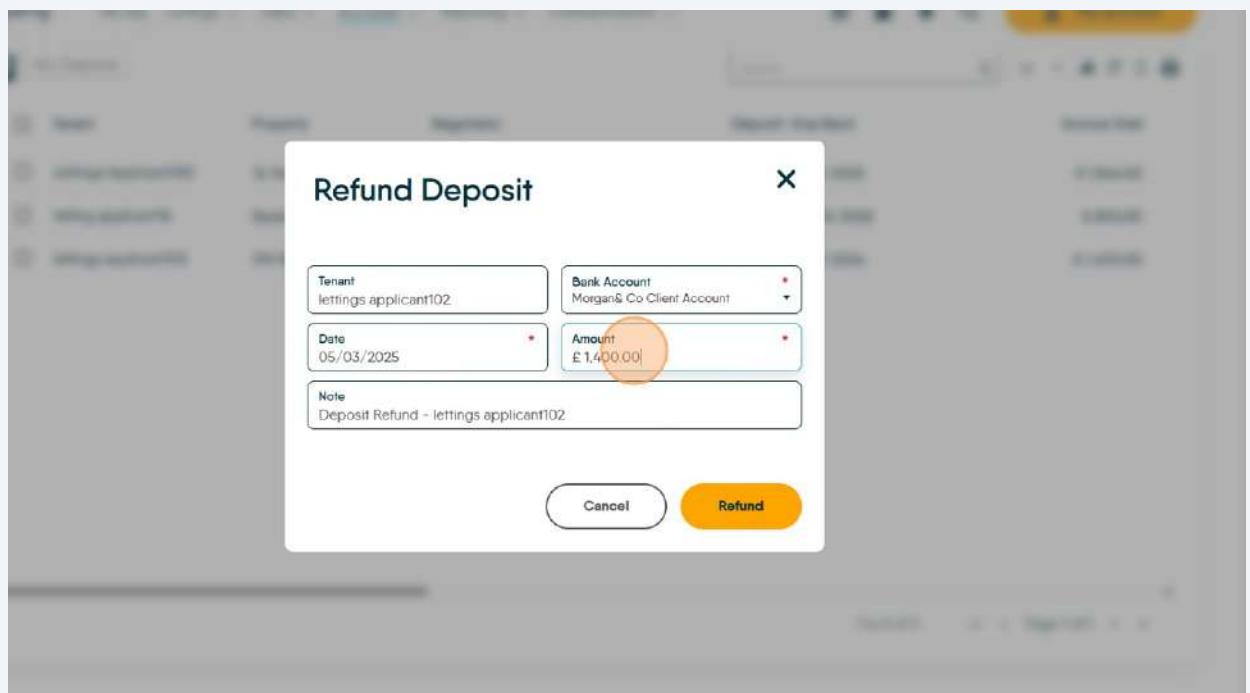
The 3-dot menu for the first deposit row contains the following options:

- View Tenant
- View Tenancy
- View Tenant Ledger
- Collect

66 Click "Refund"



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



68 Click "Refund"

The screenshot shows a 'Refund Deposit' modal window. It contains the following fields:

- Tenant:** lettings applicant102
- Bank Account:** Morgan & Co Client Account
- Date:** 05/03/2025
- Amount:** £ 300
- Note:** Deposit Refund - lettings applicant102

At the bottom of the modal, there are two buttons: 'Cancel' and 'Refund'. The 'Refund' button is highlighted with an orange circle.

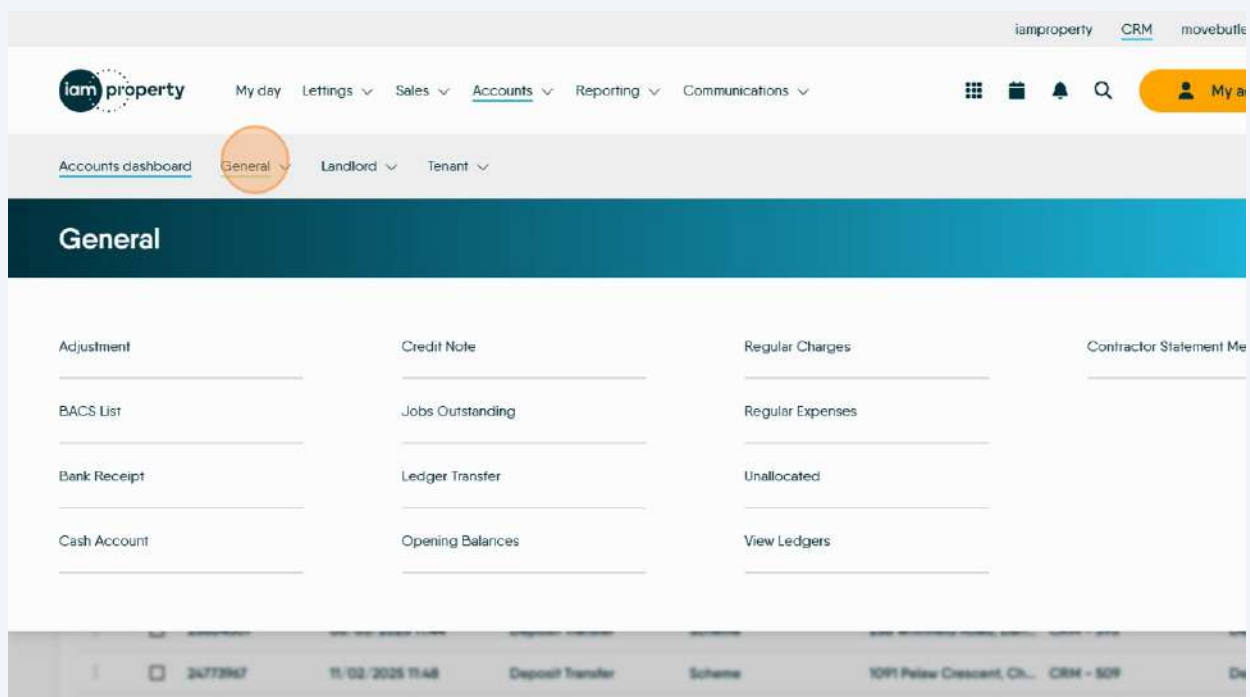
How to Ledger Transfer funds in CRM.

69 Click "Accounts"

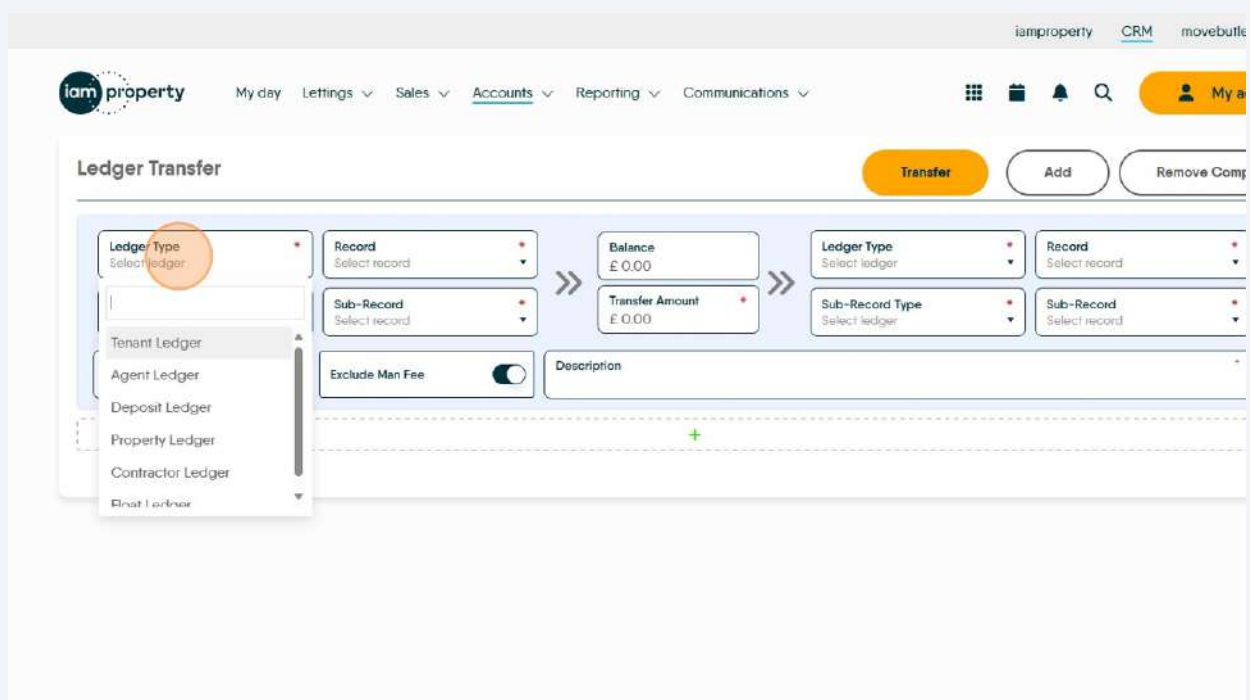
The screenshot shows the 'Accounts' section of the CRM system. The 'Accounts' menu item is highlighted with an orange circle. Below the header, there is a table of transactions.

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

70 Click "General" then click "Ledger Transfer"



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



Ledger Transfer

Transfer

Add

Remove Comp

Ledger Type
Select ledger

Tenant Ledger
Agent Ledger
Deposit Ledger
Property Ledger
Contractor Ledger
Flat Ledger

Record
Select record

Sub-Record
Select record

Exclude Man Fee ☐

Balance
£ 0.00

Transfer Amount
£ 0.00

Ledger Type
Select ledger

Sub-Record Type
Select ledger

Record
Select record

Sub-Record
Select record

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

Sub-Record Type
Tenancy

Transfer Date
05/03/2025

Record
Select record

Please enter 1 or more characters

Balance
£ 0.00

Transfer Amount
£ 0.00

Ledger Type
Select ledger

Sub-Record Type
Select ledger

Record
Select record

Sub-Record
Select record

Description

iamproperty CRM movebutle

My day Lettings Sales Accounts Reporting Communications

Ledger Transfer

Transfer Add Remove Comp

Ledger Type Deposit Ledger	Record Select record	»»	Balance £ 0.00	»»	Ledger Type Select ledger	Record Select record
Sub-Record Type Tenancy	applicant130		Transfer Amount £ 0.00		Sub-Record Type Select ledger	Sub-Record Select record
Transfer Date 05/03/2025	Lettings applicant130 - 7...		Description			

+

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

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My day Lettings Sales Accounts Reporting Communications

Ledger Transfer

Transfer Add Remove Comp

Ledger Type Deposit Ledger	Record Lettings applicant130 - 771 Pelav	»»	Balance £ 1,000.00	»»	Ledger Type Select ledger	Record Select record
Sub-Record Type Tenancy	applicant130		Transfer Amount £ 0.00		Sub-Record Type Select ledger	Sub-Record Select record
Transfer Date 05/03/2025	Exclude Man Fee <input type="checkbox"/>		Description			

+

- 74 Click "Select ledger" then click "Property Ledger"

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My day Lettings Sales Accounts Reporting Communications

Transfer Transfer Add Remove Complete

Record Type Select ledger Record Lettings applicant130 - 771 Pelav

Record Type cy Sub-Record applicant130

Record Date 5/2025 Exclude Man Fee Description

Balance £1,000.00 Transfer Amount £1,000.00

Ledger Type Select ledger

Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Final Ledger

Record Select record Sub-Record Select record

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My day Lettings Sales Accounts Reporting Communications

Transfer Transfer Add Remove Complete

Record Type Select ledger Record Lettings applicant130 - 771 Pelav

Record Type cy Sub-Record applicant130

Record Date 5/2025 Exclude Man Fee Description

Balance £1,000.00 Transfer Amount £1,000.00

Ledger Type Select ledger

Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Final Ledger

Record Select record Sub-Record Select record

75

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

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My dayLettingsSalesAccountsReportingCommunications

TransferTransferAddRemove Complete

Record

Lettings applicant130 - 771 Pelaw

Record Type

Property Ledger

>>

Balance

£ 1,000.00

>>

Ledger Type

Property Ledger

Record

Select record

Sub-Record

applicant130

Sub-Record Type

Landlord

Transfer Amount

£ 1,000.00

Exclude Man Fee

☐

Description

Please enter 3 or more characters

5/2025

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My dayLettingsSalesAccountsReportingCommunications

TransferTransferAddRemove Complete

Record

Lettings applicant130 - 771 Pelaw

Record Type

Property Ledger

>>

Balance

£ 1,000.00

>>

Ledger Type

Property Ledger

Record

771 Pelaw Crescent, Chester le ...

Sub-Record

applicant130

Sub-Record Type

Landlord

Transfer Amount

£ 1,000.00

Exclude Man Fee

☐

Description

5/2025

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'

The screenshot shows the 'Transfer' form in the iamproperty system. The form is titled 'Transfer' and has buttons for 'Transfer', 'Add', and 'Remove Complete'. It contains several input fields for ledger types, records, and amounts. A red circle highlights the 'Description' field, which contains the text: 'Transfer from Lettings applicant130 (Deposit Ledger) to 771 Pelaw Crescent, Chester le Street, County Durham'.

77

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

The screenshot shows the 'Transfer' form in the iamproperty system. The 'Transfer' button is highlighted with a red circle. The 'Description' field now contains the text: '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.