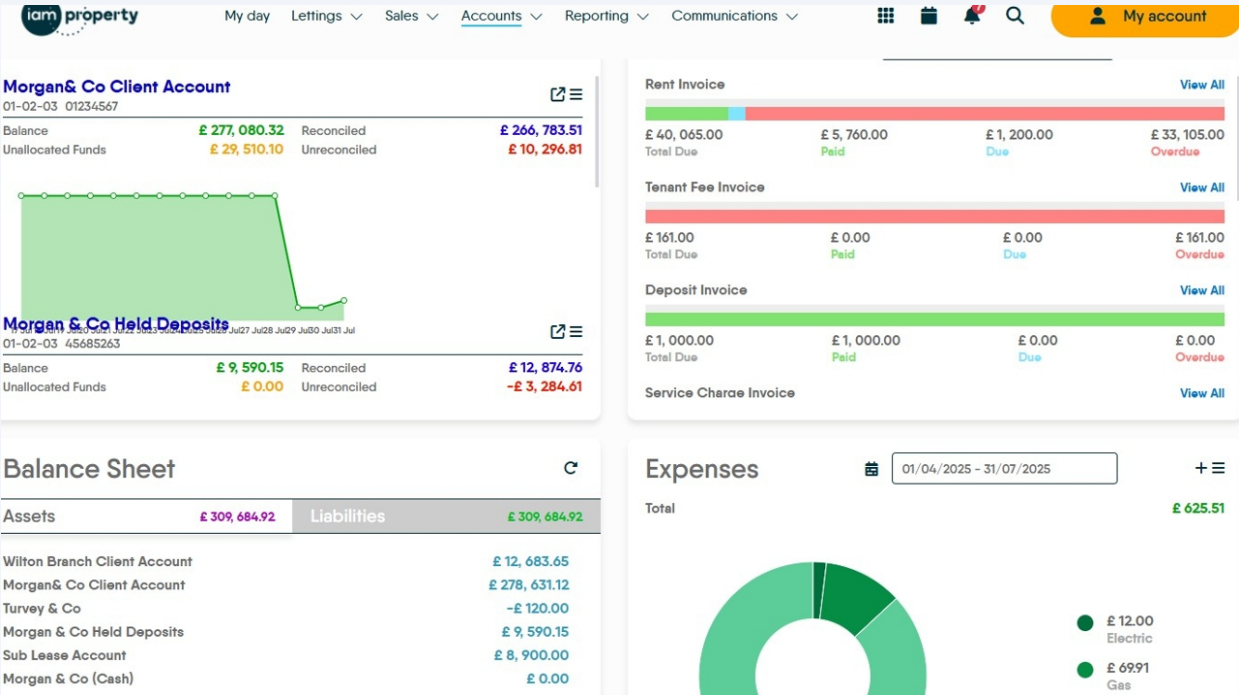


Refunding Overpaid Commission Charged to Contractor

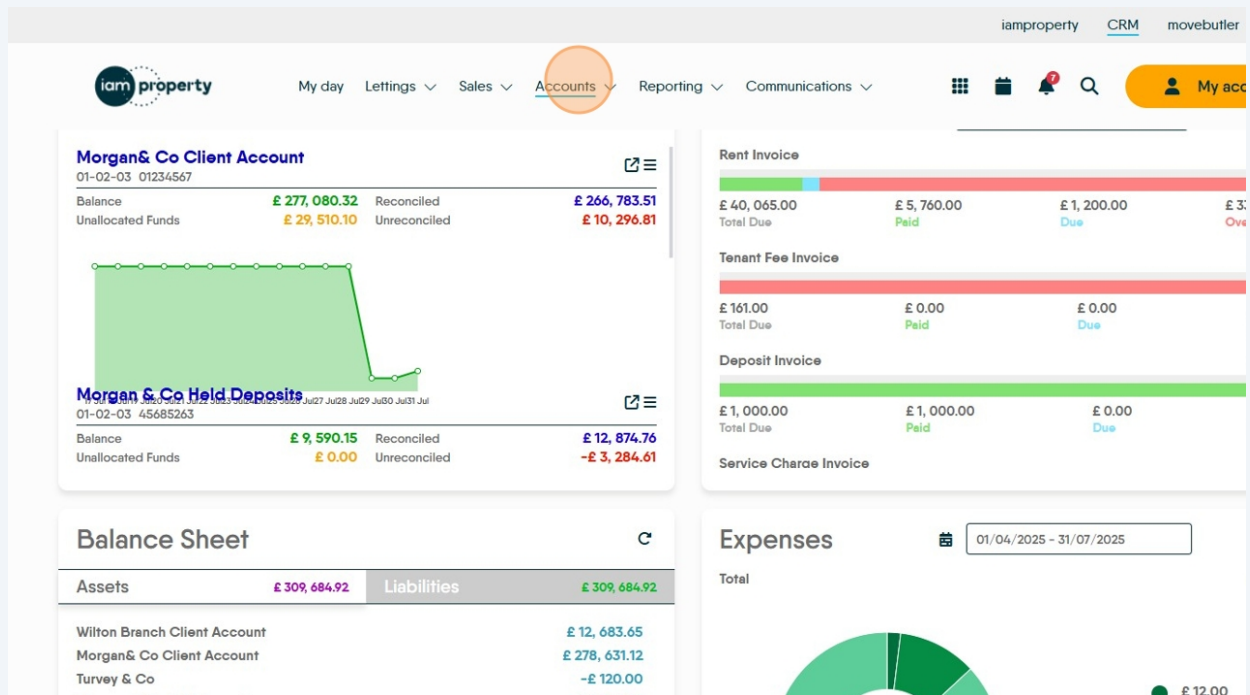


This guide provides a step-by-step process for refunding overpaid commission charged to contractors, ensuring clarity and accuracy in financial transactions. It is essential for anyone managing contractor payments or accounting in property management, as it helps streamline the refund process and maintain proper financial records. By following the outlined steps, users can effectively resolve overpayment issues, thereby enhancing trust and transparency in contractor relationships. View this guide to simplify your financial operations and avoid potential discrepancies.

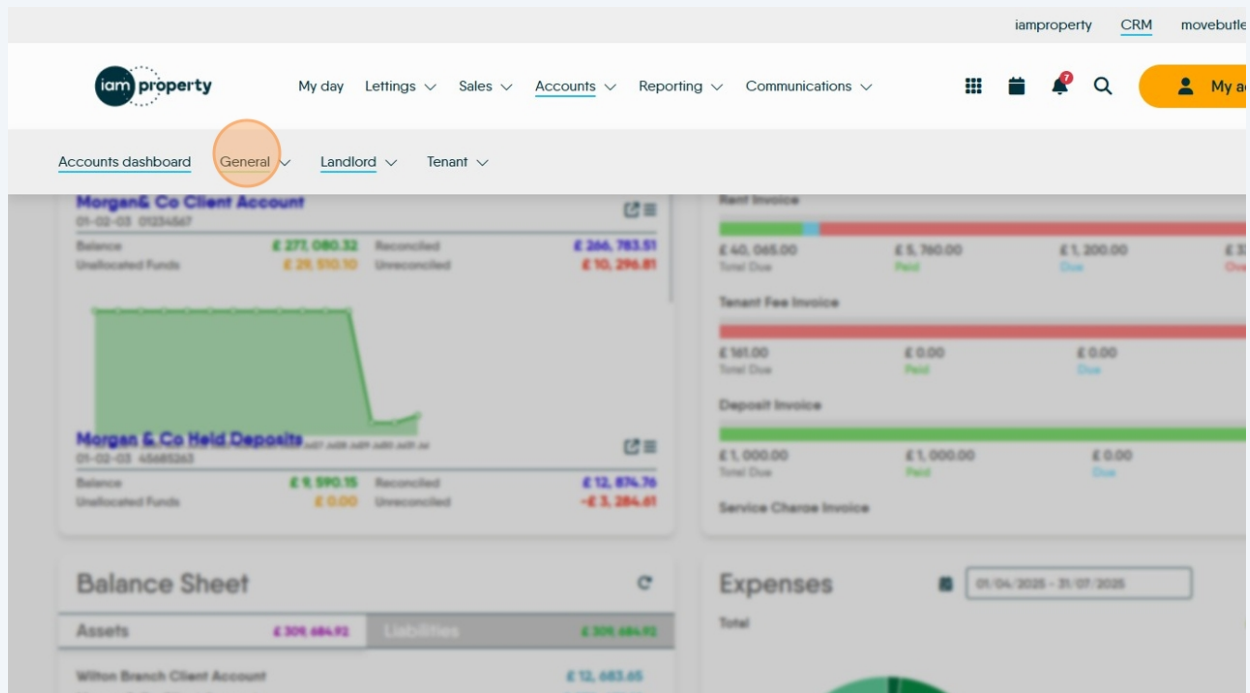
1 Navigate to <https://crm.iamproperty.com/Dashboards/Accounts>



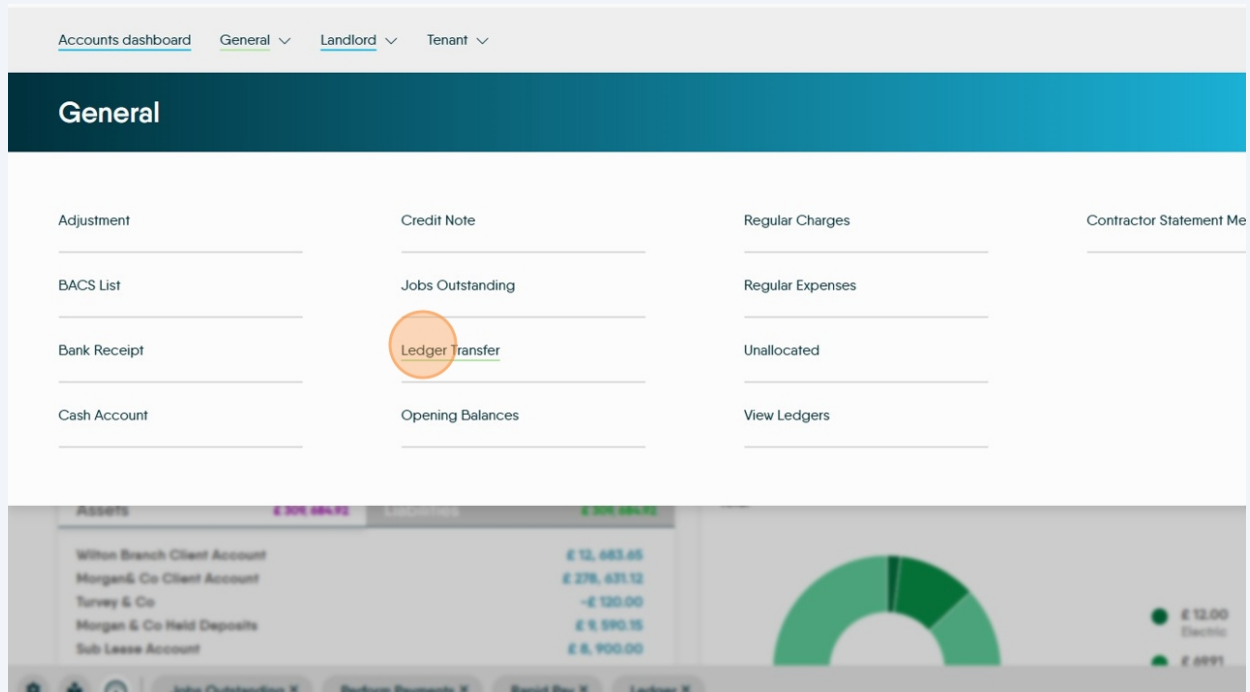
2 Click "Accounts"



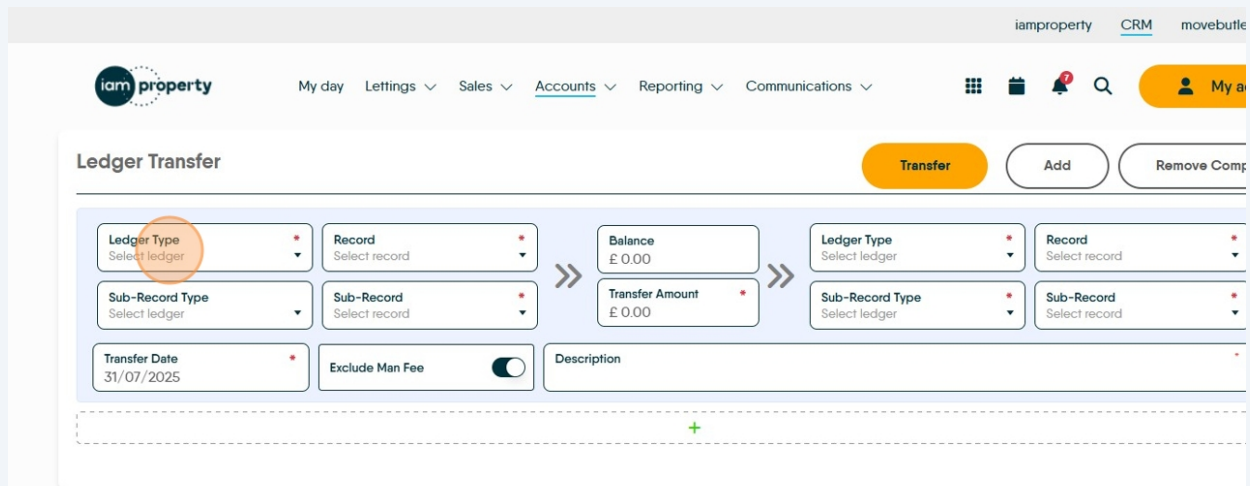
3 Click "General"



4 Click "Ledger Transfer"



5 Click "Select ledger"



6

Click Ledger Type and select "Agent Ledger" as the commission received has been paid into here.

The screenshot shows the 'Ledger Transfer' form in the iamproperty CRM system. The form is titled 'Ledger Transfer' and has buttons for 'Transfer', 'Add', and 'Remove Comp'. It contains several input fields: 'Ledger Type' (with a dropdown menu open showing options like Tenant Ledger, Agent Ledger, Deposit Ledger, Property Ledger, Contractor Ledger, and Flat Ledger), 'Record' (Select record), 'Sub-Record' (Select record), 'Balance' (£ 0.00), 'Transfer Amount' (£ 0.00), 'Exclude Man Fee' (toggle), and 'Description'. The 'Agent Ledger' option in the dropdown is highlighted with an orange circle.

7

Search for the property you are refunding from.

The screenshot shows the 'Ledger Transfer' form in the iamproperty CRM system. The form is titled 'Ledger Transfer' and has buttons for 'Transfer', 'Add', and 'Remove Comp'. It contains several input fields: 'Ledger Type' (Agent Ledger), 'Record' (Morgan & Co), 'Sub-Record Type' (Property), 'Sub-Record' (24 Westgarth Terrace, Darlington...), 'Balance' (£ 2,442.66), 'Transfer Amount' (£ 5.50), 'Transfer Date' (31/07/2025), 'Exclude Man Fee' (toggle), and 'Description'. The 'Sub-Record' field is highlighted with an orange circle.

- 8 Click the "Transfer Amount" field. Enter the amount to be refunded.

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My day Lettings Sales Accounts Reporting Communications

Ledger Transfer

Transfer Add Remove Complete

Ledger Type Agent Ledger	Record Morgan & Co	Balance £ 2,442.66	Ledger Type Property Ledger	Record Select record
Sub-Record Type Property	Sub-Record 24 Westgarth Terrace, Darlingto...	Transfer Amount £ 5.50	Sub-Record Type Landlord	Sub-Record Select record
Transfer Date 31/07/2025	Description			

Please enter 3 or more characters

- 9 Click Ledger Type and select "Property Ledger"
Click "Property Ledger"

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My day Lettings Sales Accounts Reporting Communications

Transfer

Transfer Add Remove Complete

Ledger Type Ledger	Record Morgan & Co	Balance £ 2,442.66	Ledger Type Property Ledger	Record Select record
Sub-Record Type Property	Sub-Record 24 Westgarth Terrace, Darlingto...	Transfer Amount £ 5.50	Sub-Record Type Landlord	Sub-Record Select record
Transfer Date 31/07/2025	Exclude Man Fee	Description		

property

My day

Lettings

Sales

Accounts

Reporting

Communications

My account

Transfer

Transfer

Add

Remove Complete

Type

Ledger

Record

Morgan & Co

Balance

£ 2, 442.66

Ledger Type

Property Ledger

Record

Select record

Record Type

Property

Sub-Record

24 Westgarth Terrace, Darlington...

Transfer Amount

£ 5.50

Sub-Record

Select record

Record Date

/2025

Exclude Man Fee

Description

Tenant Ledger

Agent Ledger

Deposit Ledger

Property Ledger

Contractor Ledger

Flat Ledger

10 Search for and select your Suspense property.

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CRM

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iamsold

property

My day

Lettings

Sales

Accounts

Reporting

Communications

My account

Transfer

Transfer

Add

Remove Complete

Type

Ledger

Record

Morgan & Co

Balance

£ 2, 442.66

Ledger Type

Property Ledger

Record

Select record

Record Type

Property

Sub-Record

24 Westgarth Terrace, Darlington...

Transfer Amount

£ 5.50

Sub-Record Type

Landlord

Record

susp

Record Date

/2025

Exclude Man Fee

Description

suspense Yew Tree Close,
Hurworth, Darlington, Durham,
DL2 2HX, UK

11 Click here to create a description

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property My day Lettings Sales Accounts Reporting Communications

Transfer Transfer Add Remove Complete

Record Type Ledger	Record Morgan & Co	Balance £ 2,442.66	Ledger Type Property Ledger	Record suspense Yew Tree Close, Hurw...
Record Type Sub-Record	Sub-Record 24 Westgarth Terrace, Darlington...	Transfer Amount £ 5.50	Sub-Record Type Landlord	Sub-Record Mr David-George Morgan
Record Date /2025	Exclude Man Fee	Description		

+

12 Click the "Description" field and edit to make it clear what this transaction is.

iamproperty CRM movebutler iamsold

property My day Lettings Sales Accounts Reporting Communications

Transfer Transfer Add Remove Complete

Record Type Ledger	Record Morgan & Co	Balance £ 2,442.66	Ledger Type Property Ledger	Record suspense Yew Tree Close, Hurw...
Record Type Sub-Record	Sub-Record 24 Westgarth Terrace, Darlington...	Transfer Amount £ 5.50	Sub-Record Type Landlord	Sub-Record Mr David-George Morgan
Record Date /2025	Exclude Man Fee	Description Transfer from Morgan & Co (Agent Ledger) to suspense Yew Tree Close, Hurworth, Darlington, Durham, DL2 2H		

+

13 Click "Transfer"

iamproperty CRM movebutler iamsold

property My day Lettings Sales Accounts Reporting Communications

Transfer

Transfer Add Remove Complete

Ledger Type Agent Ledger	Record Morgan & Co	Balance £ 2, 442.66	Ledger Type Property Ledger	Record suspense Yew Tree Close, Hurw...
Sub-Record Type Property	Sub-Record 24 Westgarth Terrace, Darlingto...	Transfer Amount £ 5.50	Sub-Record Type Landlord	Sub-Record Mr David-George Morgan
Transfer Date 31/07/2025	Exclude Man Fee	Description Repayment of Contractor Commission Overpaid Transfer from Morgan & Co (Agent Ledger) to suspense Yew 1		

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14 Click this icon to return to the Accounts Dashboard

Ledger Transfer

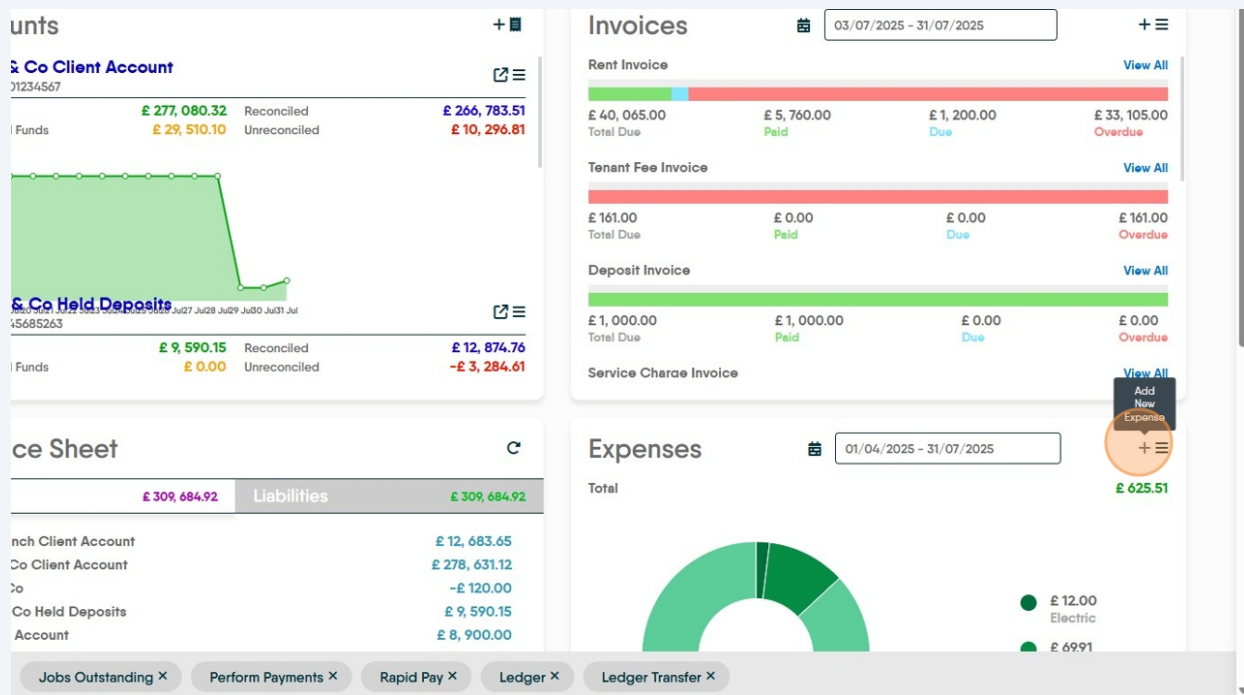
Transfer Add Remove Comp

Ledger Type Agent Ledger	Record Morgan & Co	Balance £ 2, 442.66	Ledger Type Property Ledger	Record suspense Yew Tree Close, Hurw...
Sub-Record Type Property	Sub-Record 24 Westgarth Terrace, Darlingto...	Transfer £ 5.50	Sub-Record Type Landlord	Sub-Record Mr David-George Morgan
Transfer Date 31/07/2025	Exclude Man Fee	Description Repayment of Contractor Commission Overpaid Transfer from Morgan & Co (Agent Ledger) to suspense Yew		

+

Jobs Outstanding × Perform Payments × Rapid Pay × Ledger × Ledger Transfer ×

- 15 Click here and create an expense charge for the amount being refunded.



- 16 Click "Select property" this is your suspense property
Click "suspense property"

The 'Add Expense' form is displayed with the following fields:

- Job No.:** 453
- Date Contacted:** 31/07/2025
- Title:** Enter job title
- Completion Date:** 31/07/2025
- Property:** Select property (highlighted with an orange circle)
- Contractor:** Select contractor
- Record Type:** Landlord
- Record:** Pamela Green (Primary)
- Expense Category:** Select expense category
- PM Job Category:** Select property management category
- Priority Level:** Select priority level
- Description:** Enter job description
- Notes:** Enter notes

Buttons at the bottom: Cancel, Another, Save, Save & Pay Now.

Details Attachments Info Payment

Job No. 453 Date Contacted 31/07/2025 *

Title Enter job title * Completion Date 31/07/2025

Property Select property * Contractor Select contractor *

susp
suspense Yew Tree Close, Hurworth, Darlington
Select expense category Select property management category...

Record Pamela Green (Primary) *

Priority Level Select priority level *

Description Enter job description *

Notes Enter notes

Cancel Another Save Save & Pay Now

17

Click the "Description" field. Add your detailed description explaining what the transaction is for and why

Details Attachments Info Payment

Job No. 453 Date Contacted 31/07/2025 *

Title Enter job title * Completion Date 31/07/2025

Property suspense Yew Tree Close, Hurworth, Darlington * Contractor Select contractor *

Record Type Landlord * Record David-George Morgan (Primary) *

Expense Category Select expense category * PM Job Category Select property management category... *

Priority Level Select priority level *

Description Enter job description *

Notes Enter notes

Cancel Another Save Save & Pay Now

18

Complete all the other fields with a red star. Click the "Title" field.

Add Expense



Details

Attachments

Info

Payment

Job No.
453

Date Contacted
31/07/2025

Title
Enter job title

Completion Date
31/07/2025

Property
suspense Yew Tree Close, Hurworth, Darlington

Contractor
Select contractor

Record Type
Landlord

Record
David-George Morgan (Primary)

Expense Category
Select expense category

PM Job Category
Select property management categ...

Priority Level
Select priority level

Description

Maintenance refund to Morgan&Co for work on westgarth over charged commission from contractor

Notes

Enter notes

Add Expense



Details

Attachments

Info

Payment

Job No.
453

Date Contacted
31/07/2025

Title
Enter job title

Completion Date
31/07/2025

Property
suspense Yew Tree Close, Hurworth, Darlington

Contractor
Select contractor

Record Type
Landlord

Record
David-George Morgan (Primary)

Expense Category
Select expense category

PM Job Category
Select property management categ...

Priority Level
Select priority level

Description

Maintenance refund to Morgan&Co for work on westgarth over charged commission from contractor.

Notes

Enter notes

19 Click "Payment"

The screenshot shows the 'Add Expense' form with the 'Payment' tab selected. The form contains the following fields:

- Job No.**: 453
- Date Contacted**: 31/07/2025
- Title**: Overcharged Commission Refund
- Completion Date**: 31/07/2025
- Property**: suspense Yew Tree Close, Hurworth, Darlington
- Contractor**: Morgan Contracting
- Record Type**: Landlord
- Record**: David-George Morgan (Primary)
- Expense Category**: Electric
- PM Job Category**: Select property management categ...
- Priority Level**: Select priority level
- Description**: Maintenance refund to Morgan&Co for work on westgarth over charged commission from contractor.
- Notes**: Enter notes

20 Click here to create the invoice.

The screenshot shows the 'Add Expense' form with the 'Payment' tab selected. The form contains the following fields:

- Property**: £ 5.50
- Float**: £ 0.00
- Deposit**: £ 0.00
- Create Invoice**: ☒ (highlighted with an orange circle)
- Invoice Date**: 31/07/2025
- Invoice No.**: CRM - 619
- Contractor Invoice No.**: Enter invoice no.
- Invoice Amount**: £ 0.00
- Sub-Type**: Select transaction sub-type
- VAT Type**: VAT Type
- Net**: £ 0.00
- VAT**: £ 0.00
- Total**: £ 0.00
- Tax Deductible**: ☐
- Split Expense**: ☐
- Tenant**: Select Tenant
- Exclude Commission**: ☐
- Commission**: £ 0.00
- %**: %
- £**: £
- Amount**: £ 0.00

21

Click the "Invoice Amount" field and add the amount to be refunded to the Contractor. Then complete all the other mandatory fields.

Add Expense

Details Attachments Info Payment

Property £ 5.50 Float £ 0.00 Deposit £ 0.00

Invoice

Create Invoice ☐ Invoice Date 31/07/2025 Invoice No. CRM - 619 Contractor Invoice No. Enter invoice no.

Invoice Amount £ 0.00 Sub-Type Select transaction sub-type VAT Type VAT Type

Net £ 0.00 VAT £ 0.00 Total £ 0.00 Tax Deductible ☐

Split Expense ☐ Tenant Select Tenant

Commission

Exclude Commission ☐ Commission £ 15.00 % £ Amount £ 15.00

Cancel Another Save Save & Pay Now

22

Click "Select transaction sub-type" select the appropriate option from the drop down menu.

Add Expense

Details Attachments Info Payment

Property £ 5.50 Float £ 0.00 Deposit £ 0.00

Invoice

Create Invoice ☐ Invoice Date 31/07/2025 Invoice No. CRM - 619 Contractor Invoice No. Enter invoice no.

Invoice Amount £ 5.50 Sub-Type Select transaction sub-type VAT Type VAT Type

Net £ 5.50 VAT £ 0.00 Total £ 5.50 Tax Deductible ☐

Split Expense ☐ Tenant Select Tenant

Commission

Exclude Commission ☐ Commission £ 15.00 % £ Amount £ 15.00

Cancel Another Save Save & Pay Now

23 Click here to exclude contractor commission on this refund payment

The screenshot shows a software interface with a 'Payment' tab selected. The interface is divided into sections: 'Details', 'Attachments', 'Info', and 'Payment'. The 'Payment' section contains a table with columns for 'Property', 'Float', and 'Deposit'. Below this is an 'Invoice' section with fields for 'Create Invoice' (toggle), 'Invoice Date' (31/07/2025), 'Invoice No.' (CRM - 619), 'Contractor Invoice No.' (Enter invoice no.), 'Invoice Amount' (£ 5.50), 'Sub-Type' (General Maintenance), 'VAT Type' (Exclusive), 'Net' (£ 5.50), 'VAT' (£ 1.10), 'Total' (£ 6.60), 'Tax Deductible' (toggle), 'Split Expense' (toggle), and 'Tenant' (Select Tenant). Below the 'Invoice' section is a 'Commission' section with a table containing 'Exclude Commission' (toggle), 'Commission' (£ 15.00), '%', '£', and 'Amount' (£ 15.00). The 'Exclude Commission' toggle is highlighted with an orange circle. At the bottom are buttons for 'Cancel', 'Another', 'Save', and 'Save & Pay Now'.

Property	Float	Deposit
£ 5.50	£ 0.00	£ 0.00

Invoice

Create Invoice ☐

Invoice Date 31/07/2025

Invoice No. CRM - 619

Contractor Invoice No. Enter invoice no.

Invoice Amount £ 5.50

Sub-Type General Maintenance

VAT Type Exclusive

Net £ 5.50

VAT £ 1.10

Total £ 6.60

Tax Deductible ☐

Split Expense ☐

Tenant Select Tenant

Commission

Exclude Commission	Commission	%	£	Amount
<input type="checkbox"/>	£ 15.00			£ 15.00

Cancel Another Save Save & Pay Now

24 Click "Save"

The screenshot shows the same software interface as in the previous step. The 'Exclude Commission' toggle is now turned on. The 'Save' button at the bottom is highlighted with an orange circle.

Property	Float	Deposit
£ 5.50	£ 0.00	£ 0.00

Invoice

Create Invoice ☐

Invoice Date 31/07/2025

Invoice No. CRM - 619

Contractor Invoice No. Enter invoice no.

Invoice Amount £ 5.50

Sub-Type General Maintenance

VAT Type Exclusive

Net £ 5.50

VAT £ 1.10

Total £ 6.60

Tax Deductible ☐

Split Expense ☐

Tenant Select Tenant

Commission

Exclude Commission	Commission	%	£	Amount
<input checked="" type="checkbox"/>	£ 15.00			£ 15.00

Cancel Another Save Save & Pay Now

25 Click "Accounts"

The screenshot shows the iamproperty CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts' (circled in orange), 'Reporting', and 'Communications'. The 'Accounts' section is active, displaying a dashboard with two main account summaries:

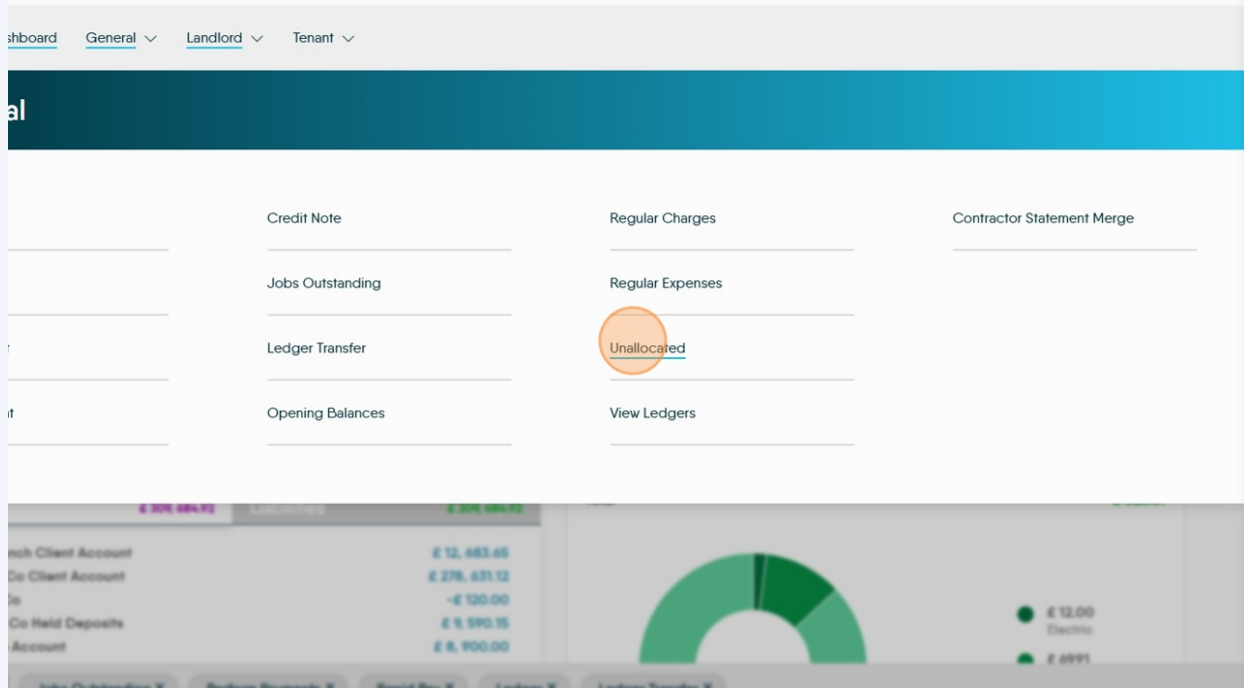
- Morgan & Co Client Account** (01-02-03 01234567):
 - Balance: £ 277,080.32 (Reconciled) / £ 266,783.51
 - Unallocated Funds: £ 29,510.10 (Unreconciled) / £ 10,296.81
- Morgan & Co Held Deposits** (01-02-03 45685263):
 - Balance: £ 9,590.15 (Reconciled) / £ 12,874.76
 - Unallocated Funds: £ 0.00 (Unreconciled) / -£ 3,284.61

Below these summaries is a 'Balance Sheet' section showing Assets (£ 309,684.92) and Liabilities (£ 309,684.92). To the right, the 'Invoices' section shows a table of invoices for the period 03/07/2025 - 31/07/2025, including 'Agent Fee Invoice', 'Landlord Expense Invoice', and 'Landlord Fee Invoice'. The 'Expenses' section shows a table for the period 01/04/2025 - 31/07/2025.

26 Click "General"

The screenshot shows the iamproperty CRM interface with the 'Accounts' sub-menu 'General' selected. The top navigation bar is the same, but the 'Accounts' menu item is circled in orange. The 'Accounts' sub-menu is expanded, showing 'General' (circled in orange), 'Landlord', and 'Tenant'. The dashboard content is the same as in the previous screenshot, but the 'General' sub-menu is selected.

27 Click "Unallocated"



Tip! There are 2 ways to Allocate the funds to the outstanding expense invoice. This guide will show both.

28 Click this checkbox.

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My day Lettings Sales Accounts Reporting Communications

Unallocated Funds All

Total Balance £29,515.60 OS Invoice Balance £6.60 To Allocate £

Search 10

<input type="checkbox"/>	Record	Record Type	Date	Amount	Unalloca...	Ledger B...	Bank Account	OS I...	OS Invc
<input type="checkbox"/>	David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
<input type="checkbox"/>	lettings applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

29 Click here.

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My day Lettings Sales Accounts Reporting Communications

Unallocated Funds All

Total Balance £29,515.60 OS Invoice Balance £6.60 To Allocate £

Search 10

<input type="checkbox"/>	Record	Record Type	Date	Amount	Unalloca...	Ledger B...	Bank Account	OS I...	OS Invc
<input checked="" type="checkbox"/>	David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
<input type="checkbox"/>	lettings applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

30 Click "Allocate"

Unallocated Funds All

Total Balance £29,515.60 OS Invoice Balance £6.60 To Allocate

Search 10

Record	Record Type	Date	Amount	Unalloca...	Ledger B...	Bank Account	OS I...	OS Invc
<input checked="" type="checkbox"/> David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
<input checked="" type="checkbox"/> David-George Mo...	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

31 Click this checkbox.

Allocate

Date 31/07/2025
Record Type Landlord
Record David-George Morgan
Original Amount £ 5.50
Outstanding £ 5.50
Bank Reference
Description Repayment of Contractor Commission Overpaid
Transfer from Morgan & Co (Agent Ledger) to
suspense Yew Tree Close, Hurworth, Darlington,
Durham, DL2 2HX, UK (Property Ledger)

Date	Type	Description	Amount	Amount OS	Allocate
<input checked="" type="checkbox"/> 31/07/2025		Maintenance refund to Morgan&Co ...	£ 6.60	£ 6.60	

Cancel Allocate

- 32 Click "£ 0.00" and type the amount to be refunded. In this case £5.50

Allocate

Date 31/07/2025
Record Type Landlord
Record David-George Morgan
Original Amount £ 5.50
Outstanding £ 5.50
Bank Reference
Description Repayment of Contractor Commission Overpaid
Transfer from Morgan & Co (Agent Ledger) to
suspense Yew Tree Close, Hurworth, Darlington,
Durham, DL2 2HX, UK (Property Ledger)

Date	Type	Description	Amount	Amount OS	Allocate
<input checked="" type="checkbox"/> 31/07/2025		Maintenance refund to Morgan&Co ...	£ 6.60	£ 6.60	

Cancel Allocate

- 33 Click "Allocate"

Allocate

Date 31/07/2025
Record Type Landlord
Record David-George Morgan
Original Amount £ 5.50
Outstanding £ 5.50
Bank Reference
Description Repayment of Contractor Commission Overpaid
Transfer from Morgan & Co (Agent Ledger) to
suspense Yew Tree Close, Hurworth, Darlington,
Durham, DL2 2HX, UK (Property Ledger)

Type	Description	Amount	Amount OS	Allocate
/2025	Maintenance refund to Morgan&Co ...	£ 6.60	£ 6.60	5.50

Cancel Allocate

34 Click this checkbox.

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My day Lettings Sales Accounts Reporting Communications

Unallocated Funds All

Total Balance £29,515.60 OS Invoice Balance £6.60 To Allocate

Search 10

Record	Record Type	Date	Amount	Unalloca...	Ledger B...	Bank Account	OS I...	OS Invc
<input checked="" type="checkbox"/> David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
<input type="checkbox"/> Lettings applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

35 Click this icon and the system will automatically allocate the funds to the invoice..

iamproperty CRM movebutler

My day Lettings Sales Accounts Reporting Communications

Unallocated Funds All

Total Balance £29,515.60 OS Invoice Balance £6.60 To Allocate

Search 10

Auto Allocate

Record	Record Type	Date	Amount	Unalloca...	Ledger B...	Bank Account	OS I...	OS Invc
<input checked="" type="checkbox"/> David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
<input type="checkbox"/> Lettings applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/> Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

To Pay the Contractor



Alert! here we assume we are paying the Contractor via BACS. However, if the contractor is paid any other way the transaction will show in the Client Account on CRM, the transaction needs to be mirrored in your real bank account.

36 Click "Accounts"

The screenshot shows the 'Accounts' section of the iamproperty CRM. The 'Accounts' menu item in the top navigation bar is highlighted with an orange circle. Below the navigation bar, the page title is 'Unallocated Funds' with a filter set to 'All'. Summary statistics at the top right show: Total Balance £29,510.10, OS Invoice Balance £0.00, and To Allocate £0.00. A search bar and a dropdown menu set to '10' are also present. The main table lists unallocated funds with columns for Record, Record Type, Date, Amount, Unallocated, Ledger Balance, Bank Account, OS Invoice, and OS Invoice.

<input type="checkbox"/>	Record	Record Type	Date	Amount	Unalloca...	Ledger B...	Bank Account	OS I...	OS Invc
<input type="checkbox"/>	lettings applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	
<input type="checkbox"/>	Alfie Martin	Tenant (Archived)	13/11/2024 00:00	£ 1,600.00	£ 1,100.00	£ 1,680.00	Morgan& Co Client Acc...	0	

37 Click "General"

The screenshot shows the 'iamproperty' Accounts dashboard. The 'General' tab is selected and highlighted with an orange circle. The dashboard displays a table of records with columns: Record, Record Type, Date, Amount, Unalloc..., Ledger B..., Bank Account, OS L..., and OS Inv... The table lists several records, including 'Lettings Applicant121', 'Dick Blyton', and 'Lona Martin'.

Record	Record Type	Date	Amount	Unalloc...	Ledger B...	Bank Account	OS L...	OS Inv...
Lettings Applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
Lona Martin	Tenant (Archived)	13/01/2025 00:00	£ 1,100.00	£ 1,100.00	£ 15,283.64	Morgan& Co Client Acc...	0	
Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
Lettings Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	
Aife Martin	Tenant (Archived)	13/11/2024 00:00	£ 1,600.00	£ 1,100.00	£ 1,680.00	Morgan& Co Client Acc...	0	

38 Click "BACS List"

The screenshot shows the 'iamproperty' Accounts dashboard with the 'General' tab selected. The 'BACS List' option is highlighted with an orange circle. The dashboard displays a grid of options for recording transactions, including Adjustment, Credit Note, Regular Charges, Contractor Statement Me, Bank Receipt, Cash Account, Jobs Outstanding, Ledger Transfer, Regular Expenses, Unallocated, and View Ledgers.

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	



Tip! In this example we have edited the screen using the filter (highlighted below) to only show Contractors.

39 Select the payment or payments to make

iam property My day Lettings Sales Accounts Reporting Communications

Outgoing Payments Total Balance £173.43 Total Selected

Payment Date 31/07/2025 Bank Account Morgan& Co Client Account BACS Format Barclays Search 10

<input type="checkbox"/>	Record Type	Record	Property	Date	Amount	Outstanding	Account Nam
<input type="checkbox"/>	Contractor	Morgan Contracting	Flat 14 Westpoint, Northu...	31/07/2025	£ 31.35	£ 31.35	Morgan Cont
<input type="checkbox"/>	Contractor	Morgan Contracting	24 Westgarth Terrace, D...	31/07/2025	£ 136.58	£ 136.58	Morgan Cont
<input type="checkbox"/>	Contractor	Morgan Contracting	suspense Yew Tree Clos...	31/07/2025	£ 5.50	£ 5.50	Morgan Cont

40 Click here to pay the selected transactions.

The screenshot shows the 'Making Payments' section of the iamproperty CRM. At the top, there are tabs for 'iamproperty', 'CRM', 'movebutler', and 'iamsold'. Below these are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A 'My account' button is on the right. The main area is titled 'Making Payments' and includes filters for 'Date' (31/07/2025), 'Bank Account' (Morgan& Co Client Account), and 'BACS Format' (Barclays). A 'Pay Selected' button is highlighted with an orange circle. The table below shows three transactions:

Record Type	Record	Property	Date	Amount	Outstanding	Account Name
Contractor	Morgan Contracting	Flat 14 Westpoint, Northu...	31/07/2025	£ 31.35	£ 31.35	Morgan Contracting
Contractor	Morgan Contracting	24 Westgarth Terrace, D...	31/07/2025	£ 136.58	£ 136.58	Morgan Contracting
Contractor	Morgan Contracting	suspense Yew Tree Clos...	31/07/2025	£ 5.50	£ 5.50	Morgan Contracting

At the top right of the table, it shows 'Total Balance £173.43' and 'Total Selected £5.50'. There is also a search bar and a '10' dropdown menu.

41 This will create your BACS list to be exported to your bank for payment. Once exported the BACS payments will show in your CRM Client Account.