

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>

The screenshot displays the iam property CRM interface with the following sections:

- Morgan & Co Client Account:** Shows a balance of £277,080.32 (Reconciled) and £266,783.51 (Unreconciled). An unallocated funds section shows £29,510.10 (Unreconciled) and £10,296.81 (Reconciled). A line chart shows a significant drop in balance around July 27th.
- Morgan & Co Held Deposits:** Shows a balance of £9,590.15 (Reconciled) and £12,874.76 (Unreconciled). An unallocated funds section shows £0.00 (Unreconciled) and -£3,284.61 (Reconciled).
- Rent Invoice:** Total Due: £40,065.00 (Paid), £5,760.00 (Due), £1,200.00 (Overdue).
- Tenant Fee Invoice:** Total Due: £161.00 (Paid), £0.00 (Due), £161.00 (Overdue).
- Deposit Invoice:** Total Due: £1,000.00 (Paid), £1,000.00 (Due), £0.00 (Overdue).
- Service Charge Invoice:** Total Due: £0.00 (Paid), £0.00 (Due), £0.00 (Overdue).
- Balance Sheet:** Assets: £309,684.92, Liabilities: £309,684.92. Breakdown includes Wilton Branch Client Account (£12,683.65), Morgan & Co Client Account (£278,631.12), Turvey & Co (-£120.00), Morgan & Co Held Deposits (£9,590.15), Sub Lease Account (£8,900.00), and Morgan & Co (Cash) (£0.00).
- Expenses:** Total: £625.51. A donut chart shows the breakdown: £12.00 (Electric) and £69.91 (Gas).

2 Click "Accounts"

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

Rent Invoice

£ 40,065.00	£ 5,760.00	£ 1,200.00	£ 3:
Total Due	Paid	Due	Ove

Tenant Fee Invoice

£ 161.00	£ 0.00	£ 0.00	Due
Total Due	Paid	Due	

Deposit Invoice

£ 1,000.00	£ 1,000.00	£ 0.00	Due
Total Due	Paid	Due	

Service Charge Invoice

Balance Sheet

Assets	£ 309,684.92	Liabilities	£ 309,684.92
Wilton Branch Client Account	£ 12,683.65		
Morgan & Co Client Account	£ 278,631.12		
Turvey & Co	-£ 120.00		

Expenses
01/04/2025 - 31/07/2025

Total

£ 12.00

3 Click "General"

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

Rent Invoice

£ 40,065.00	£ 5,760.00	£ 1,200.00	£ 3:
Total Due	Paid	Due	Ove

Tenant Fee Invoice

£ 161.00	£ 0.00	£ 0.00	Due
Total Due	Paid	Due	

Deposit Invoice

£ 1,000.00	£ 1,000.00	£ 0.00	Due
Total Due	Paid	Due	

Service Charge Invoice

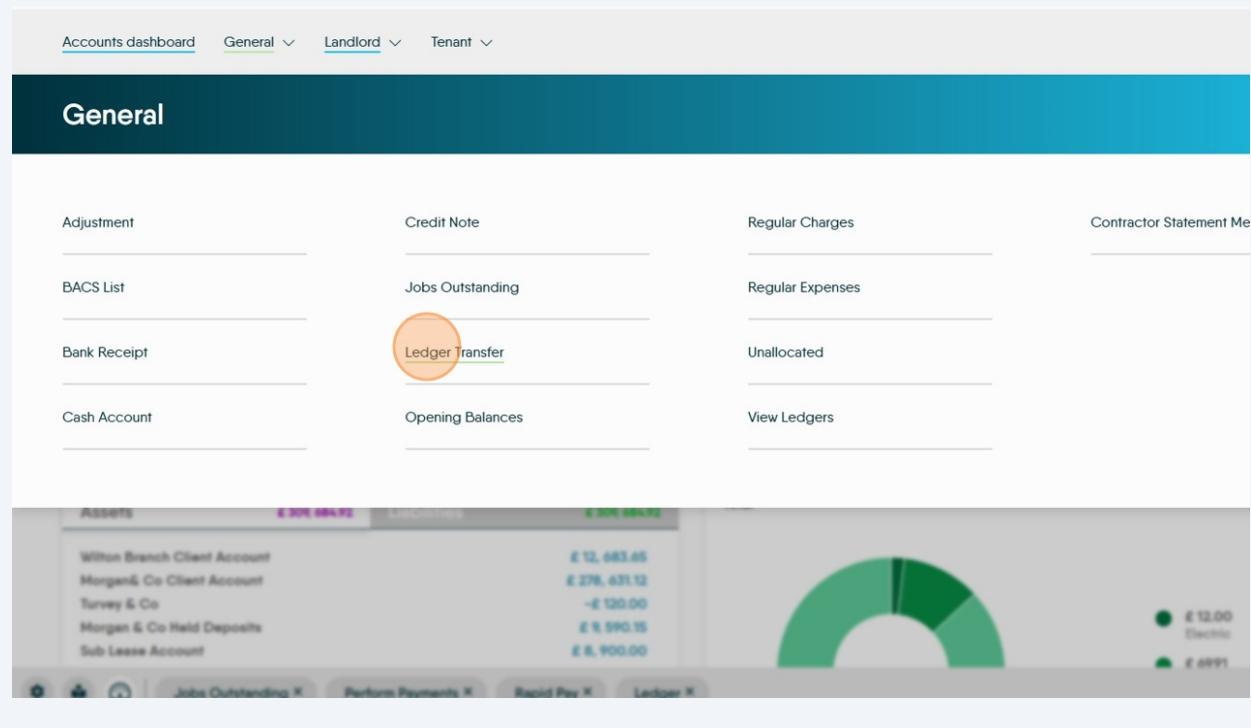
Balance Sheet

Assets	£ 309,684.92	Liabilities	£ 309,684.92
Wilton Branch Client Account	£ 12,683.65		
Morgan & Co Client Account	£ 278,631.12		
Turvey & Co	-£ 120.00		

Expenses
01/04/2025 - 31/07/2025

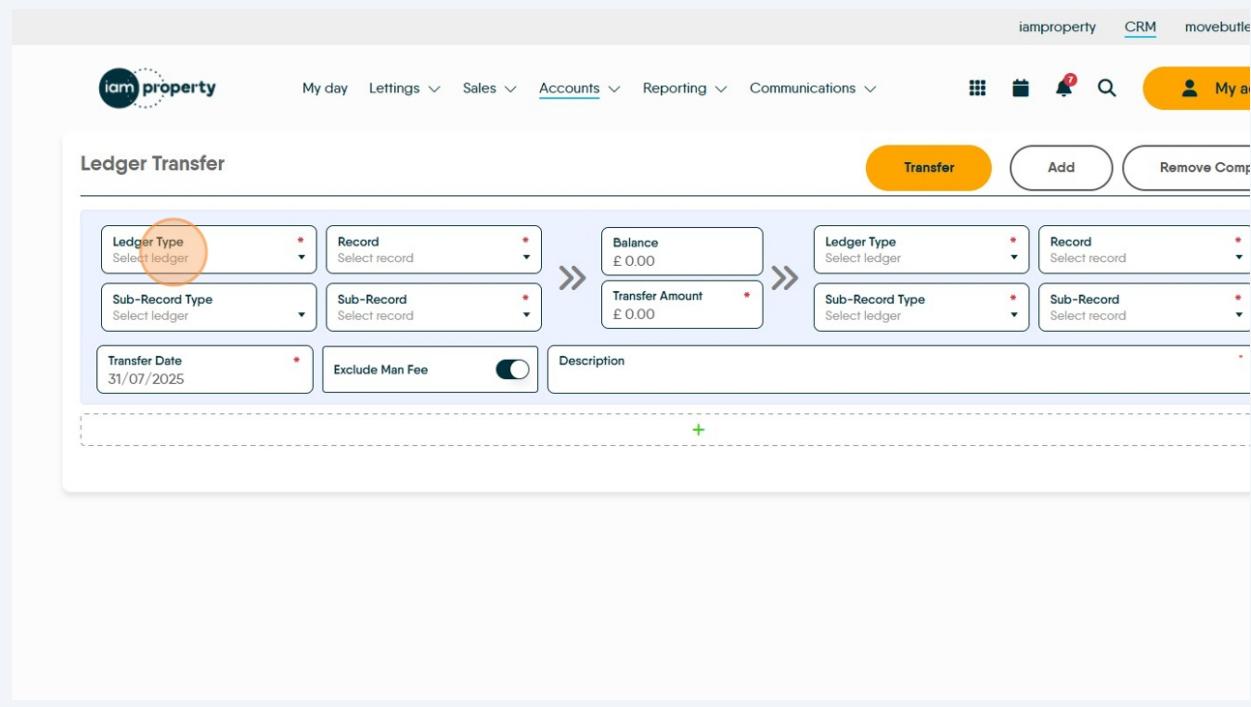
Total

4 Click "Ledger Transfer"



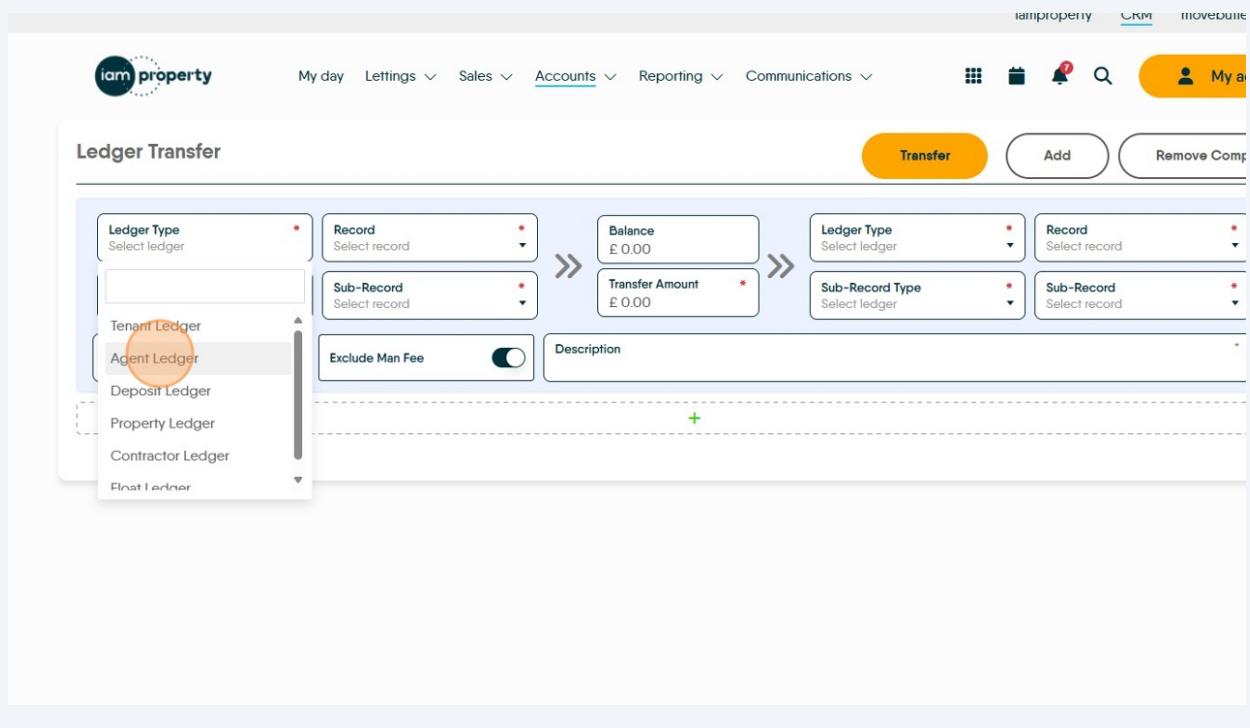
The screenshot shows the 'General' section of the Accounts dashboard. At the top, there are navigation links: 'Accounts dashboard', 'General', 'Landlord', and 'Tenant'. Below this, a teal header bar says 'General'. The main area contains several categories with sub-links: 'Adjustment', 'Credit Note', 'Regular Charges', 'Contractor Statement Me', 'BACS List', 'Jobs Outstanding', 'Regular Expenses', 'Bank Receipt', 'Ledger Transfer' (which is circled in orange), 'Unallocated', 'Cash Account', 'Opening Balances', and 'View Ledgers'. Below these, a 'ASSETS' section shows a balance of £ 309,884.92 with a list of accounts and their balances. To the right is a donut chart and some electric meter icons.

5 Click "Select ledger"



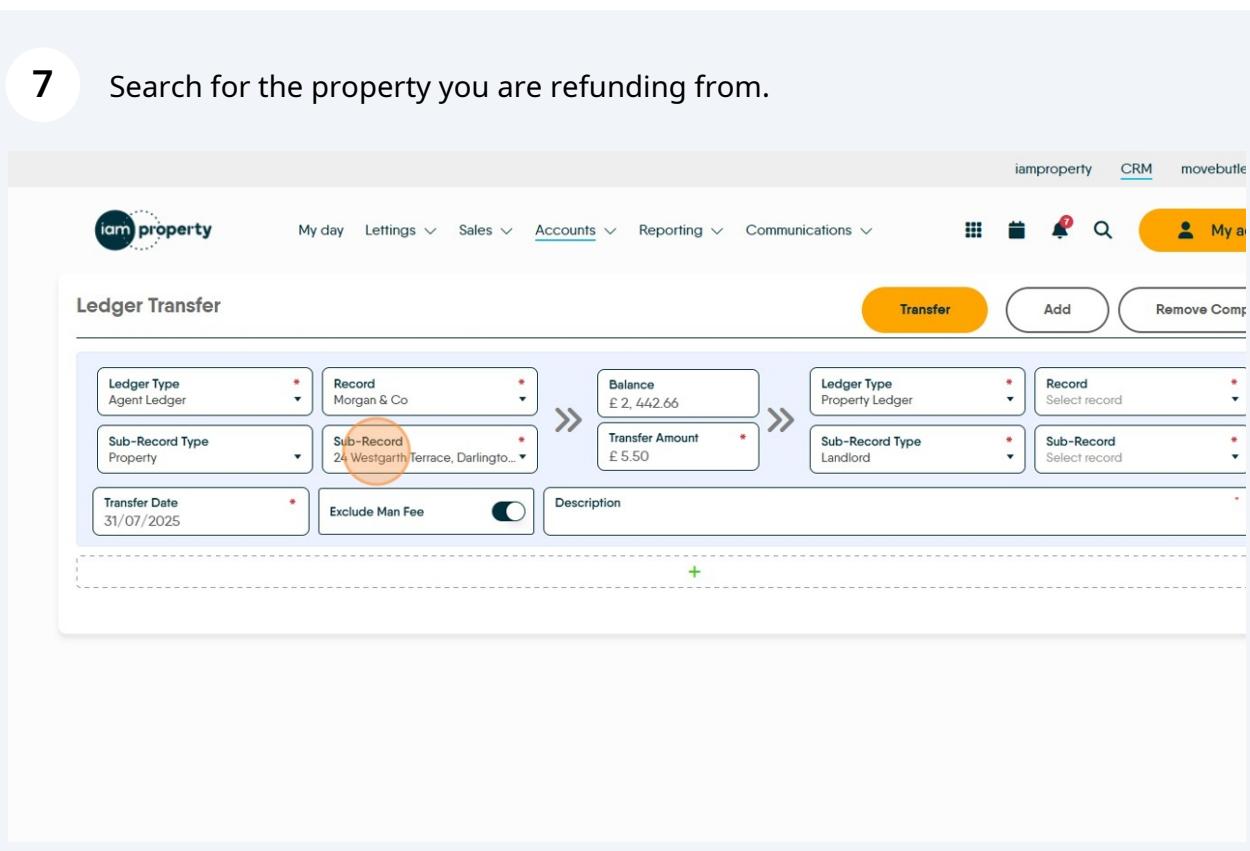
The screenshot shows the 'Ledger Transfer' form. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', 'Communications', and a yellow 'My a' button. Below this is a header with 'Ledger Transfer' and buttons for 'Transfer', 'Add', and 'Remove Comp'. The form contains several input fields arranged in a grid: 'Ledger Type' (with a dropdown menu 'Select ledger' circled in orange), 'Record' (with a dropdown menu 'Select record'), 'Sub-Record Type' (with a dropdown menu 'Select ledger'), 'Sub-Record' (with a dropdown menu 'Select record'), 'Transfer Date' (set to '31/07/2025'), 'Exclude Man Fee' (a toggle switch), 'Balance' (£ 0.00), 'Transfer Amount' (£ 0.00), 'Ledger Type' (with a dropdown menu 'Select ledger'), 'Record' (with a dropdown menu 'Select record'), 'Sub-Record Type' (with a dropdown menu 'Select ledger'), and 'Sub-Record' (with a dropdown menu 'Select record'). There is also a 'Description' field and a green plus sign button at the bottom.

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



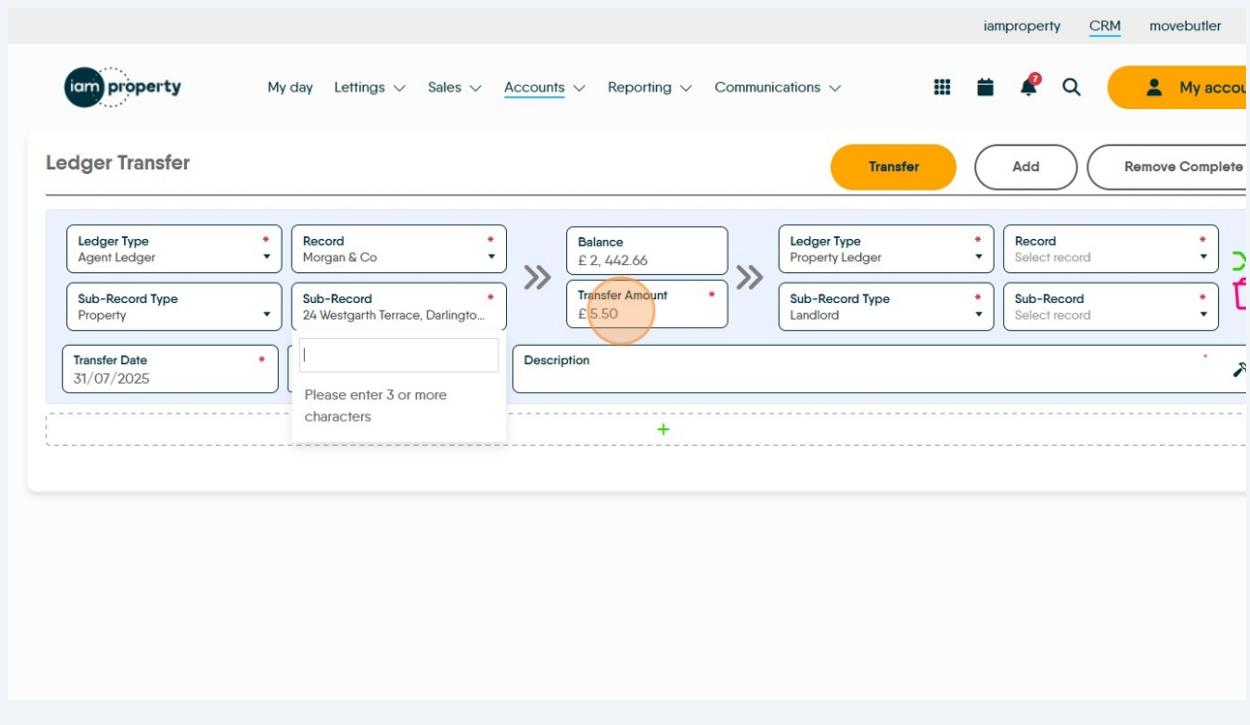
The screenshot shows the 'Ledger Transfer' interface. In the 'Ledger Type' dropdown, the 'Agent Ledger' option is highlighted with a red circle. The 'Record' dropdown shows 'Morgan & Co' and the 'Sub-Record' dropdown shows '24 Westgarth Terrace, Darlington'. The 'Balance' is £0.00 and the 'Transfer Amount' is £0.00. The 'Record' and 'Sub-Record' for the transfer are empty. The 'Exclude Man Fee' toggle is off. The 'Transfer' button is orange.

7 Search for the property you are refunding from.



The screenshot shows the 'Ledger Transfer' interface. The 'Ledger Type' is set to 'Agent Ledger' and the 'Record' is 'Morgan & Co'. The 'Sub-Record' dropdown is open, showing 'Property' selected, with a red circle around it. The 'Balance' is £2,442.66 and the 'Transfer Amount' is £5.50. The 'Record' and 'Sub-Record' for the transfer are empty. The 'Exclude Man Fee' toggle is off. The 'Transfer' button is orange.

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



Ledger Transfer

Transfer

Ledger Type: Agent Ledger

Record: Morgan & Co

Balance: £ 2,442.66

Transfer Amount: £ 5.50

Ledger Type: Property Ledger

Record: Select record

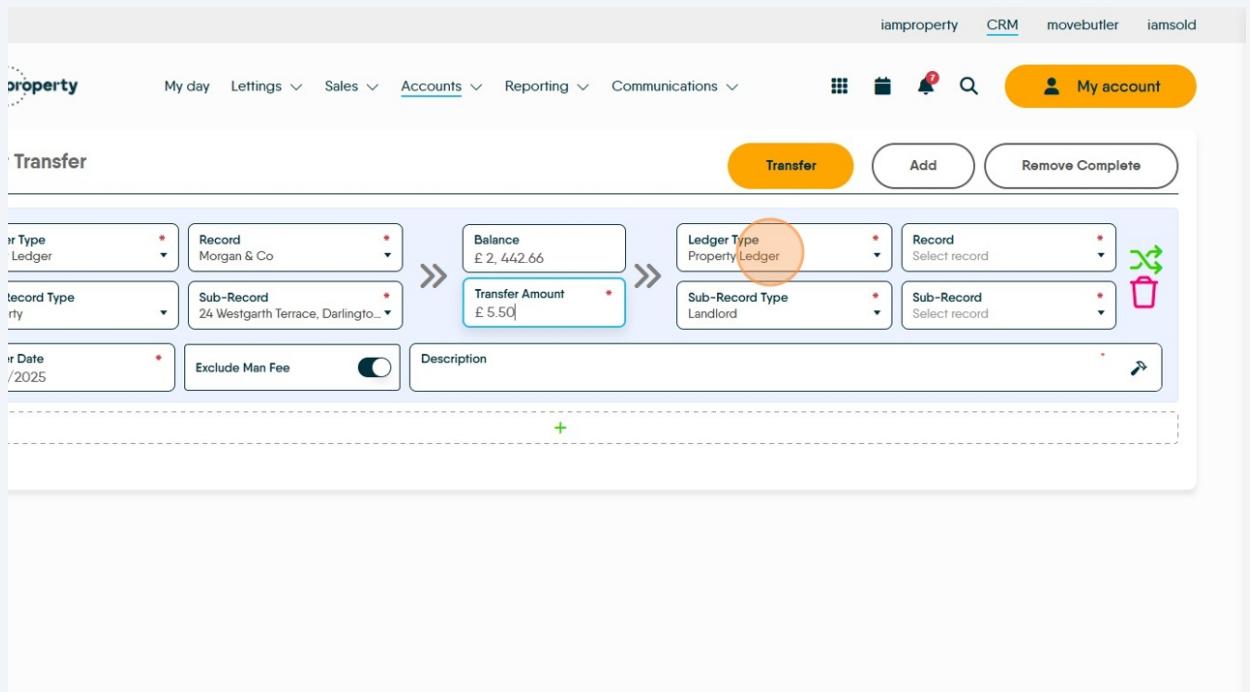
Sub-Record Type: Property

Sub-Record: 24 Westgarth Terrace, Darlingto...

Transfer Date: 31/07/2025

Description: Please enter 3 or more characters

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



Transfer

Ledger Type: Agent Ledger

Record: Morgan & Co

Balance: £ 2,442.66

Transfer Amount: £ 5.50

Ledger Type: Property Ledger

Record: Select record

Sub-Record Type: Property

Sub-Record: 24 Westgarth Terrace, Darlingto...

Transfer Date: 31/07/2025

Description: Please enter 3 or more characters

property My day Lettings Sales Accounts Reporting Communications My account

Transfer Add Remove Complete

Type Ledger Record Morgan & Co Balance £ 2,442.66

Record Type Sub-Record 24 Westgarth Terrace, Darlington, County Durham, DL2 2HX, UK Transfer Amount £ 5.50

Date /2025 Exclude Man Fee Description

Ledger Type Property Ledger

Record Select record

Sub-Record Select record

Tenant Ledger Agent Ledger Deposit Ledger **Property Ledger** Contractor Ledger

Float Ledger

10 Search for and select your Suspense property.

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property My day Lettings Sales Accounts Reporting Communications My account

Transfer Add Remove Complete

Type Ledger Record Morgan & Co Balance £ 2,442.66

Record Type Sub-Record 24 Westgarth Terrace, Darlington, County Durham, DL2 2HX, UK Transfer Amount £ 5.50

Date /2025 Exclude Man Fee Description

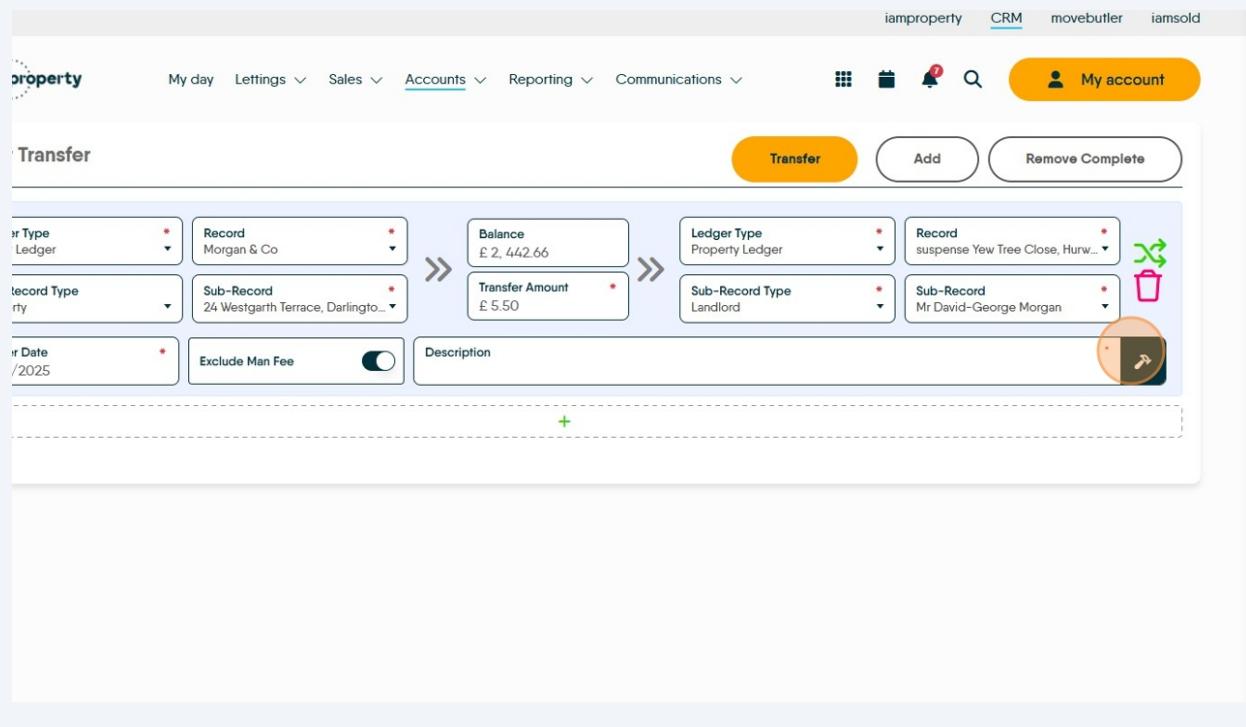
Ledger Type Property Ledger

Sub-Record Type Landlord

Record Select record

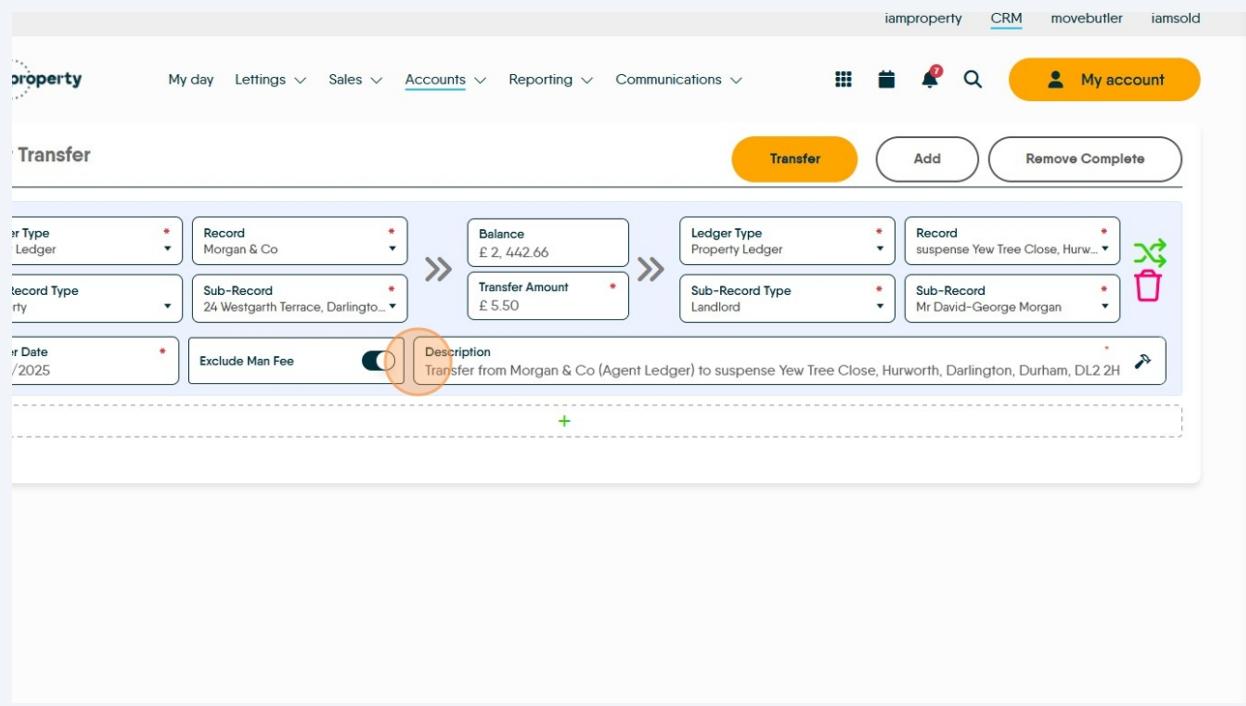
suspense Yew Tree Close, Hurworth, Darlington, Durham, DL2 2HX, UK

11 Click here to create a description



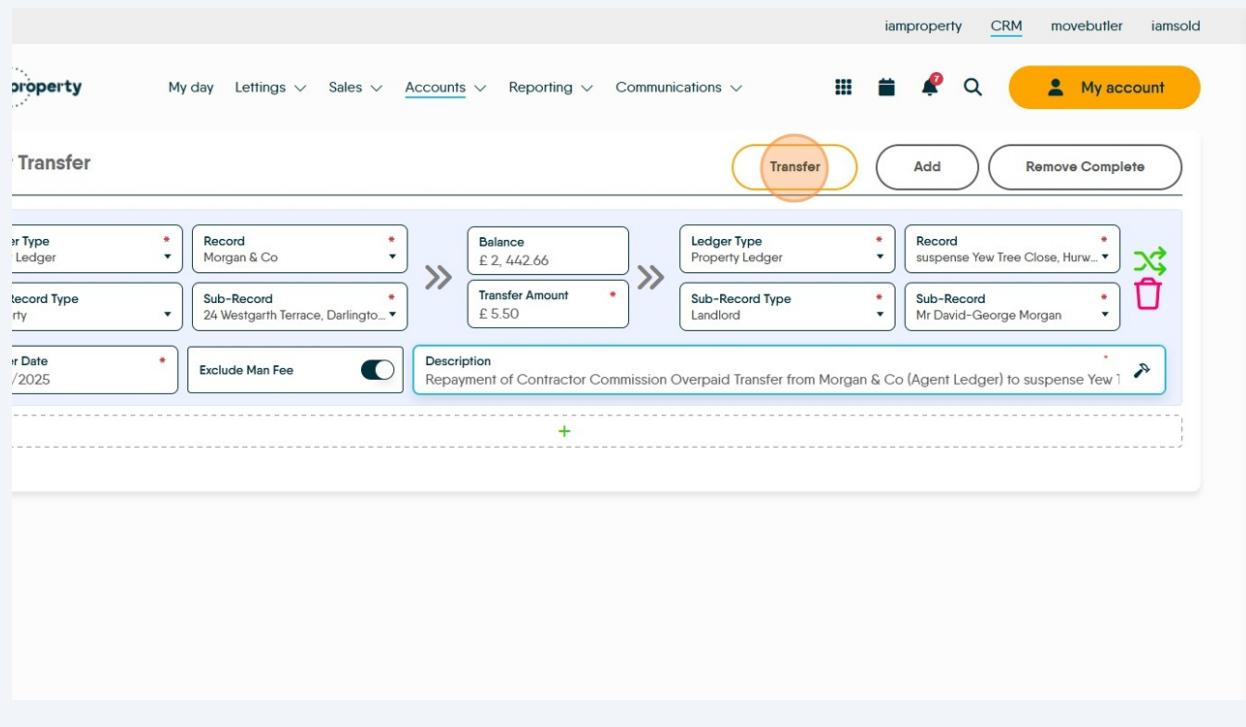
The screenshot shows the 'Transfer' screen in the iamsold software. The 'Description' field is highlighted with a red circle. The interface includes a header with 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined in blue), 'Reporting', 'Communications', and user account information. Below the header are buttons for 'Transfer', 'Add', and 'Remove Complete'. The main form contains fields for 'Type', 'Record', 'Balance', 'Ledger Type', and 'Sub-Record'. There are also fields for 'Record Type', 'Sub-Record Type', and 'Sub-Record'. A date field is present, along with an 'Exclude Man Fee' toggle and a 'Description' field. A green plus sign is located at the bottom left of the form area.

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



The screenshot shows the 'Transfer' screen in the iamsold software after the 'Description' field has been edited. The 'Description' field now contains the text: 'Transfer from Morgan & Co (Agent Ledger) to suspense Yew Tree Close, Hurworth, Darlington, Durham, DL2 2H'. The rest of the interface is identical to the previous screenshot, with the 'Description' field highlighted with a red circle.

13 Click "Transfer"



property My day Lettings Sales Accounts Reporting Communications

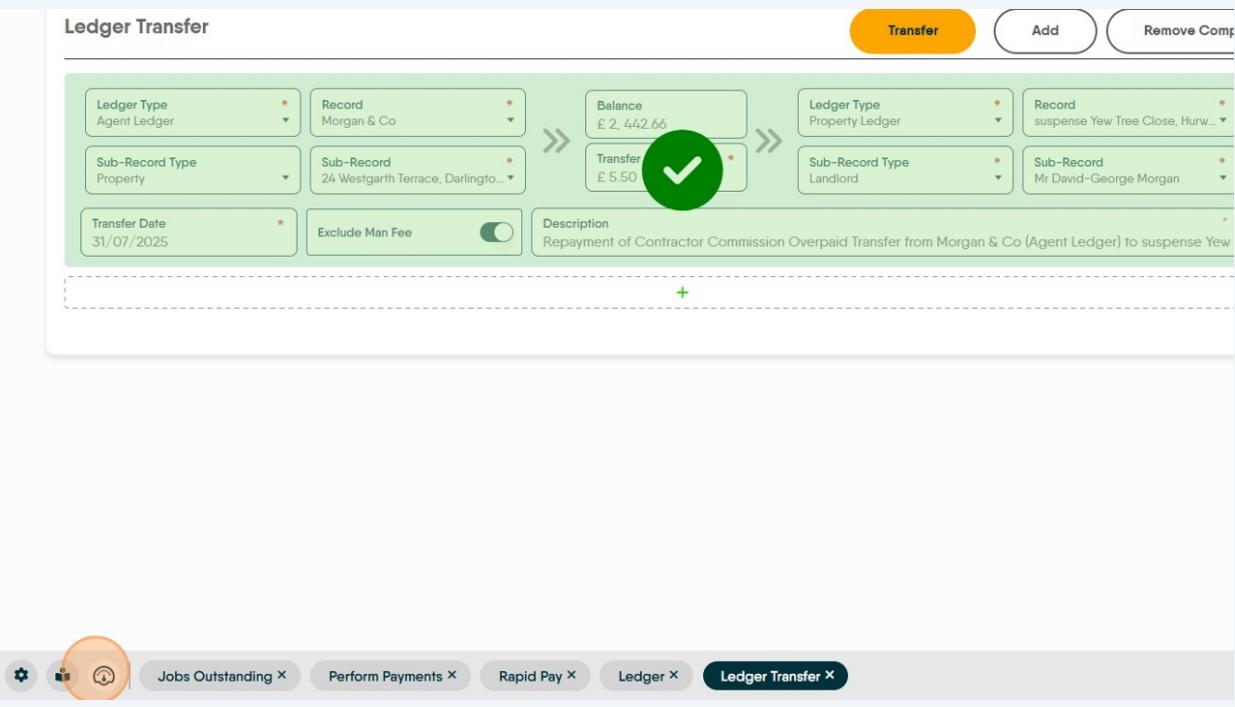
Transfer Transfer Add Remove Complete

Type Ledger Record Morgan & Co Balance £ 2,442.66 Ledger Type Property Ledger Record suspense Yew Tree Close, Hurw...

Record Type Sub-Record 24 Westgarth Terrace, Darlingto... Transfer Amount £ 5.50 Sub-Record Type Landlord Sub-Record Mr David-George Morgan

Date /2025 Exclude Man Fee Description Repayment of Contractor Commission Overpaid Transfer from Morgan & Co (Agent Ledger) to suspense Yew 1

14 Click this icon to return to the Accounts Dashboard



Ledger 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 £ 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

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

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

The screenshot shows the Rentalcash software interface with three main sections:

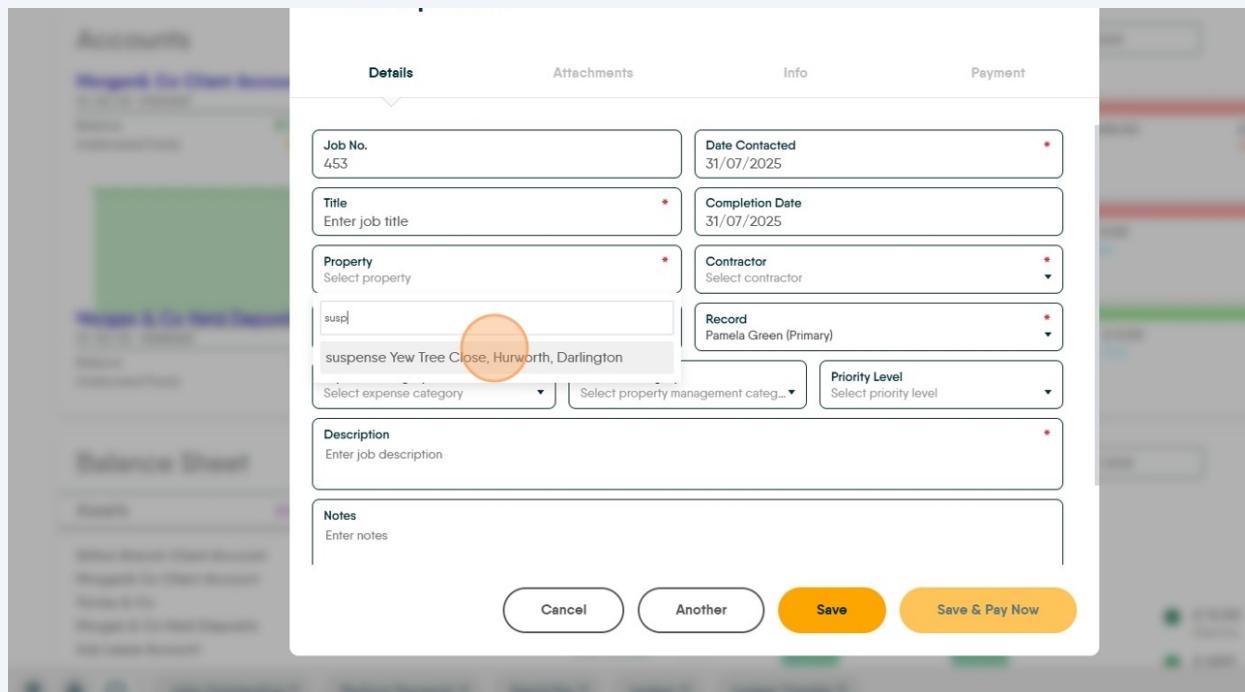
- Invoices:** Displays a list of invoices for the period 03/07/2025 - 31/07/2025. It includes categories like Rent Invoice, Tenant Fee Invoice, Deposit Invoice, and Service Charge Invoice. A button labeled "Add New Expense" is highlighted with a red circle.
- Expenses:** Displays a list of expenses for the period 01/04/2025 - 31/07/2025. A pie chart shows the distribution of expenses. A button labeled "Add New Expense" is highlighted with a red circle.
- Balance Sheet:** Shows financial statements for two accounts:
 - Co Client Account:** Total £277,080.32 (Reconciled: £266,783.51, Unreconciled: £29,510.10)
 - Co Held Deposits:** Total £9,590.15 (Reconciled: £12,874.76, Unreconciled: £-3,284.61)

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

The screenshot shows the "Add Expense" dialog box with the following fields:

- Details:**
 - Job No.: 453
 - Title: Enter job title
 - Property: Select property (highlighted with a red circle)
 - Record Type: Landlord
 - Expense Category: Select expense category
 - Description: Enter job description
 - Notes: Enter notes
- Attachments:** (Empty)
- Info:** (Empty)
- Payment:** (Empty)

At the bottom, there are buttons: Cancel, Another, Save, and Save & Pay Now. The "Save" button is highlighted with a red circle.



Job No. 453

Date Contacted 31/07/2025

Title Enter job title

Completion Date 31/07/2025

Property Select property

Contractor Select contractor

suspense Yew Tree Close, Hurworth, Darlington

Record Pamela Green (Primary)

Priority Level Select priority level

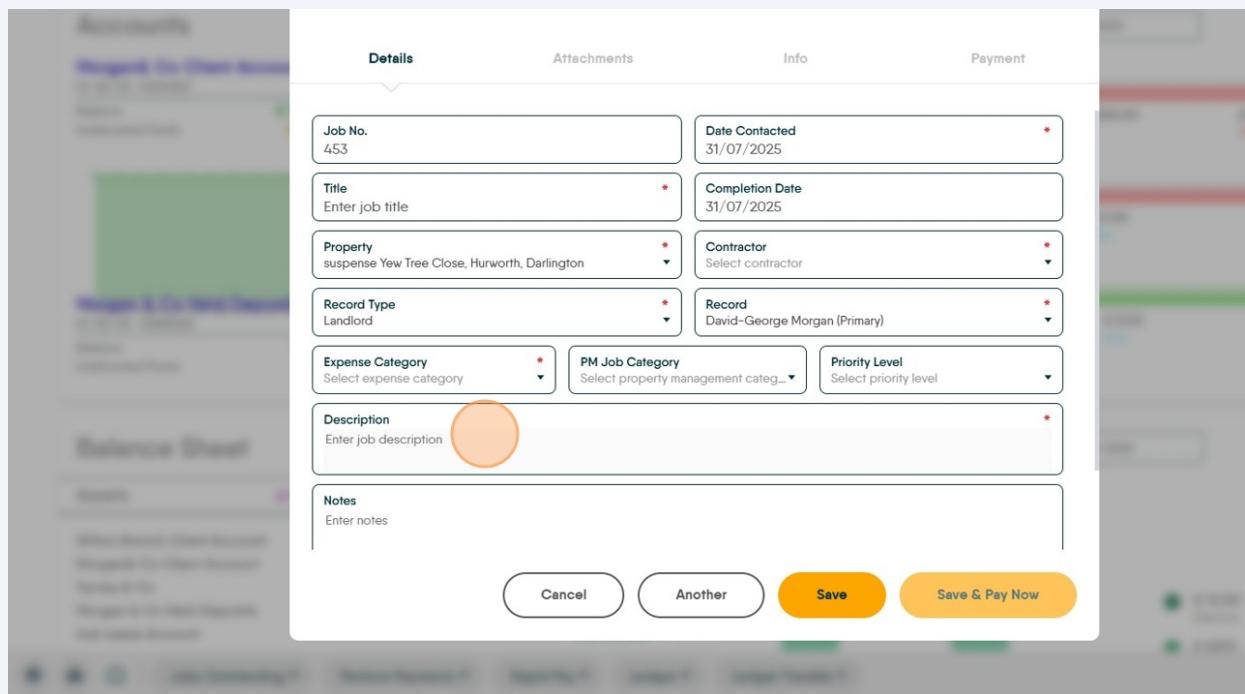
Description Enter job description

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



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 David-George Morgan (Primary)

Priority Level Select priority level

Description Enter job description

Notes Enter notes

Expense Category Select expense category

PM Job Category Select property management category

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**

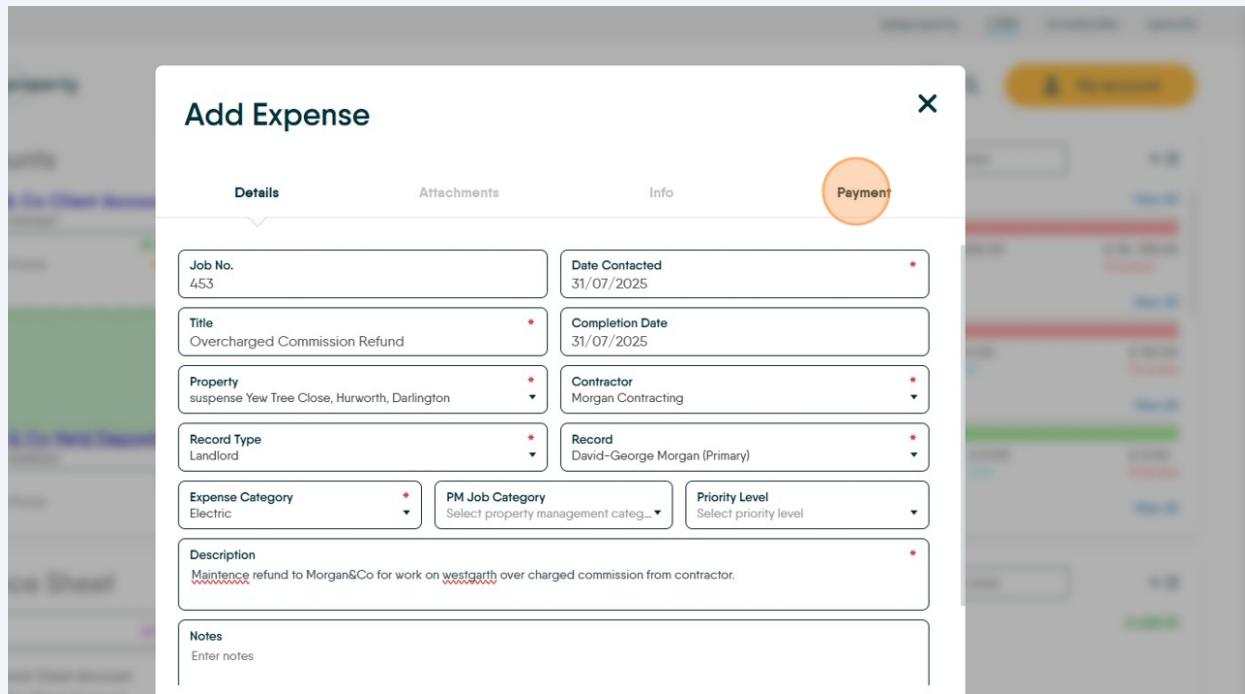
Job No. 453	Date Contacted 31/07/2025	
Title Enter job title	Completion Date 31/07/2025	
Property suspense Yew Tree Close, Hurworth, Darlington	Contractor Select contractor	
Record Type Landlord	Record David-George Morgan (Primary)	
Expense Category Select expense category	PM Job Category Select property 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**

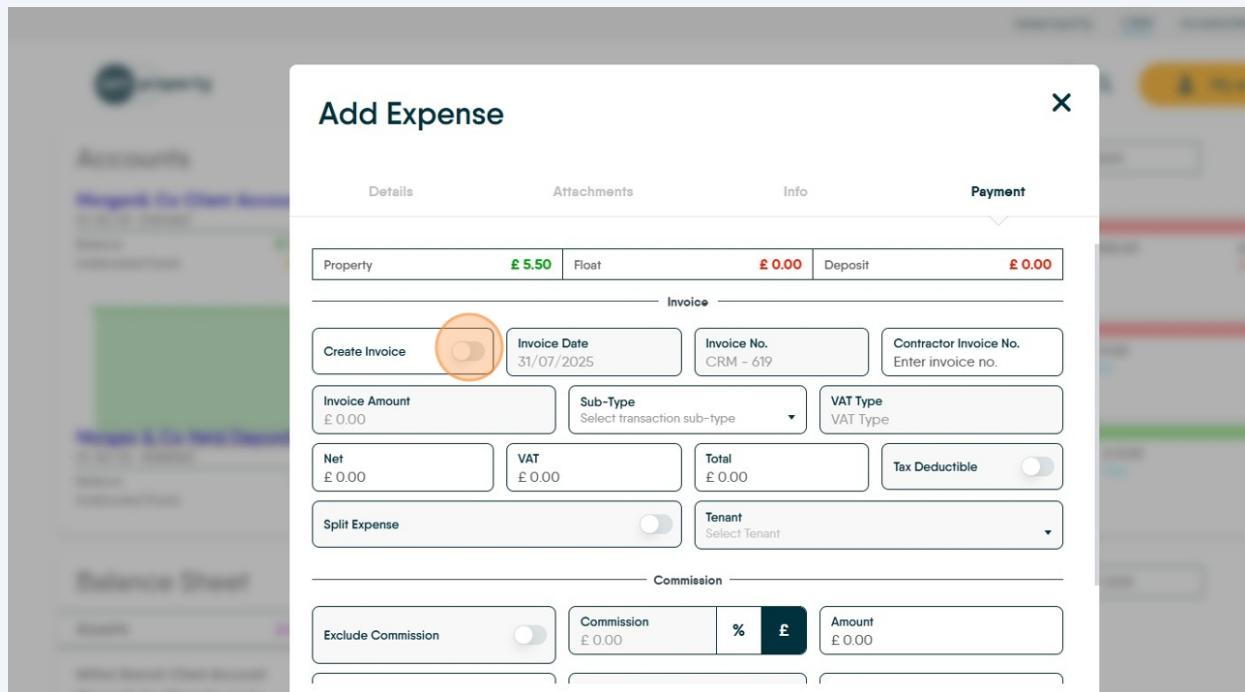
Job No. 453	Date Contacted 31/07/2025	
Title Enter job title	Completion Date 31/07/2025	
Property suspense Yew Tree Close, Hurworth, Darlington	Contractor Select contractor	
Record Type Landlord	Record David-George Morgan (Primary)	
Expense Category Select expense category	PM Job Category Select property 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. The 'Payment' tab is highlighted with an orange circle. The form contains fields for Job No. (453), Date Contacted (31/07/2025), Title (Overcharged Commission Refund), Completion Date (31/07/2025), Property (suspende 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 category), Priority Level (Select priority level), Description (Maintenance refund to Morgan&Co for work on westgarth over charged commission from contractor), and Notes (Enter notes).

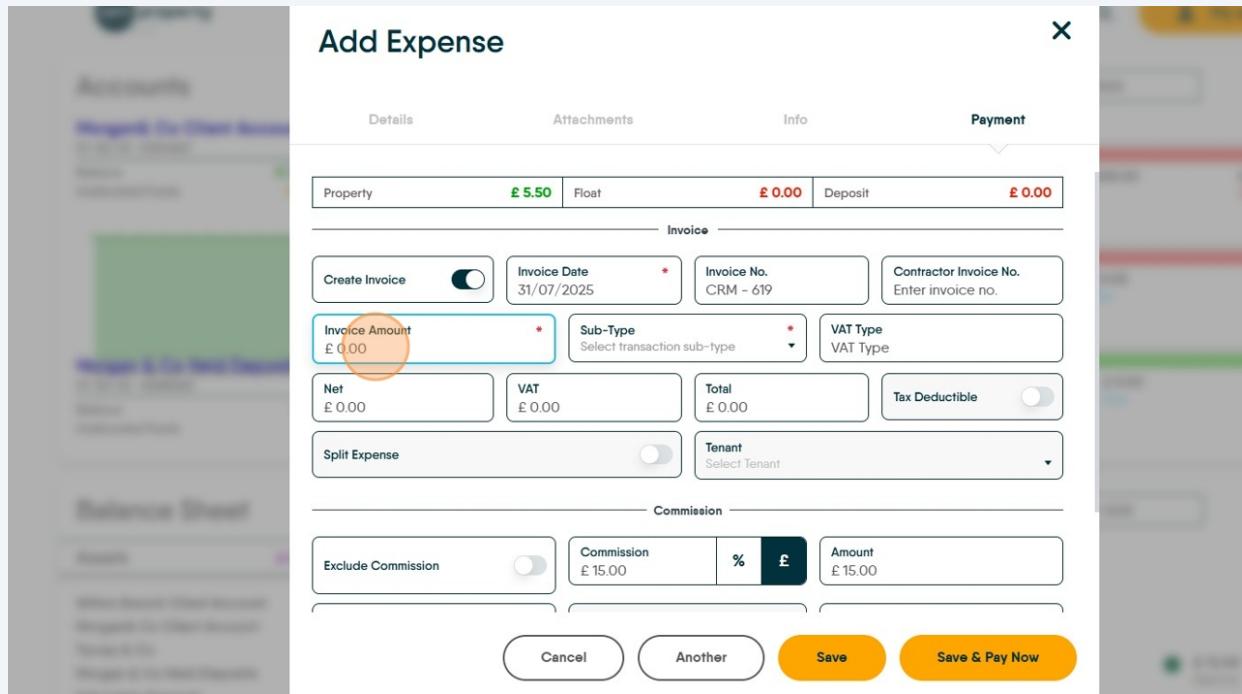
20 Click here to create the invoice.



The screenshot shows the 'Add Expense' form with the 'Payment' tab selected. The 'Invoice' section is highlighted with an orange circle. It includes fields for Property (£ 5.50), Float (£ 0.00), Deposit (£ 0.00), Create Invoice (button), 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 (switch), Split Expense (switch), Tenant (Select Tenant), and Commission (Exclude Commission switch, Commission (£ 0.00), %, £, Amount (£ 0.00)).

21

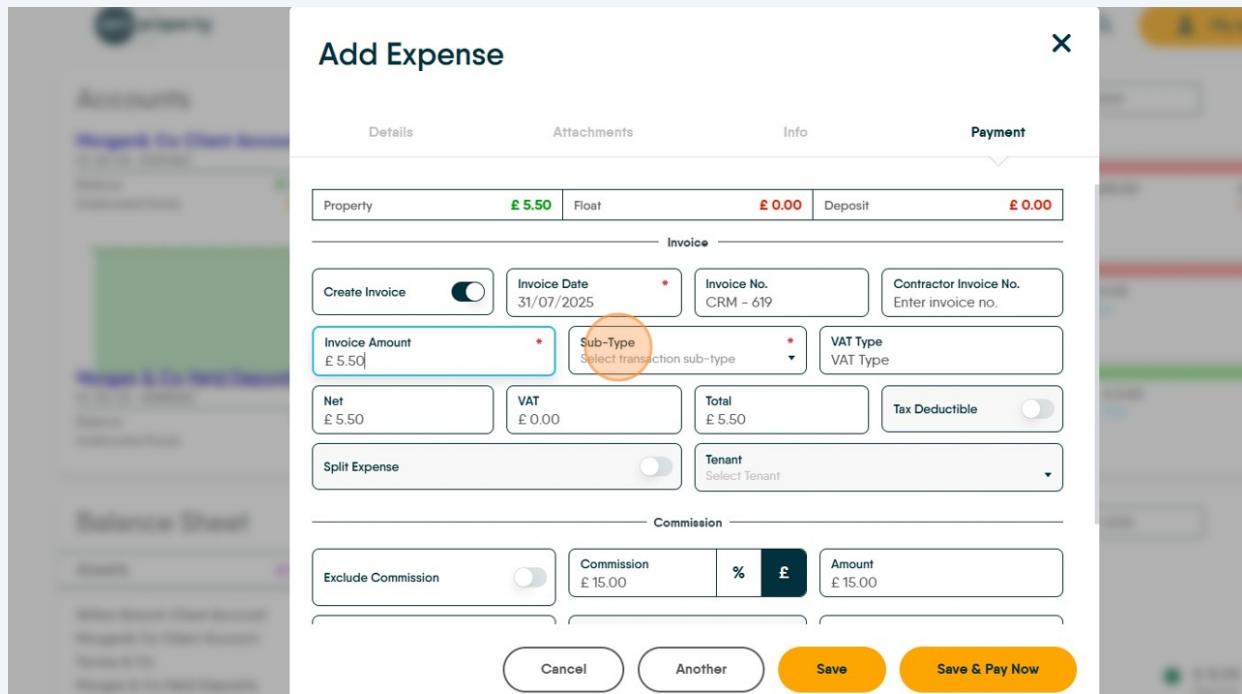
Click the "Invoice Amount" field and add the amount to be refunded to the Contractor. Then complete all the other mandatory fields.



The screenshot shows the 'Add Expense' form. The 'Invoice' section is active. The 'Invoice Amount' field is highlighted with a red circle. Other fields in the section include 'Invoice Date' (31/07/2025), 'Invoice No.' (CRM - 619), 'Contractor Invoice No.' (Enter invoice no.), 'Sub-Type' (Select transaction sub-type), 'VAT Type' (VAT Type), 'Net' (£ 0.00), 'VAT' (£ 0.00), 'Total' (£ 0.00), and 'Tax Deductible' (switch off). Below the invoice section is a 'Commission' section with fields for 'Exclude Commission' (switch off), 'Commission' (£ 15.00), 'Amount' (£ 15.00), and a percentage field (0%). At the bottom are 'Cancel', 'Another', 'Save', and 'Save & Pay Now' buttons.

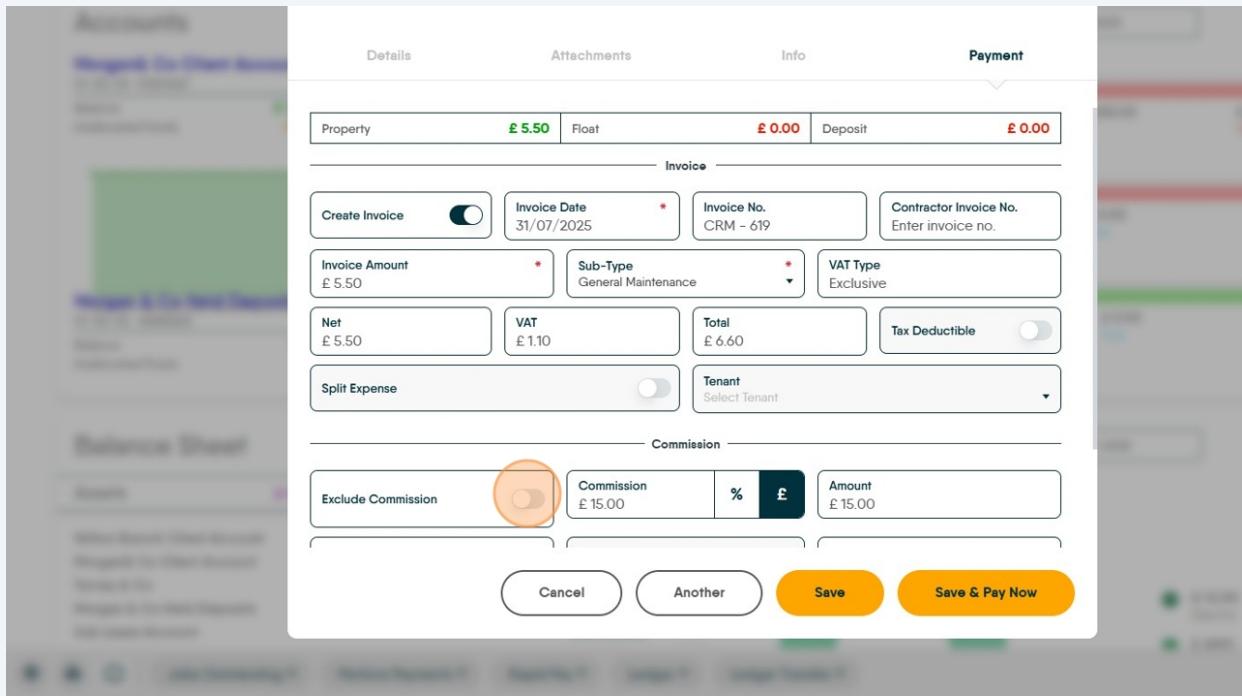
22

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

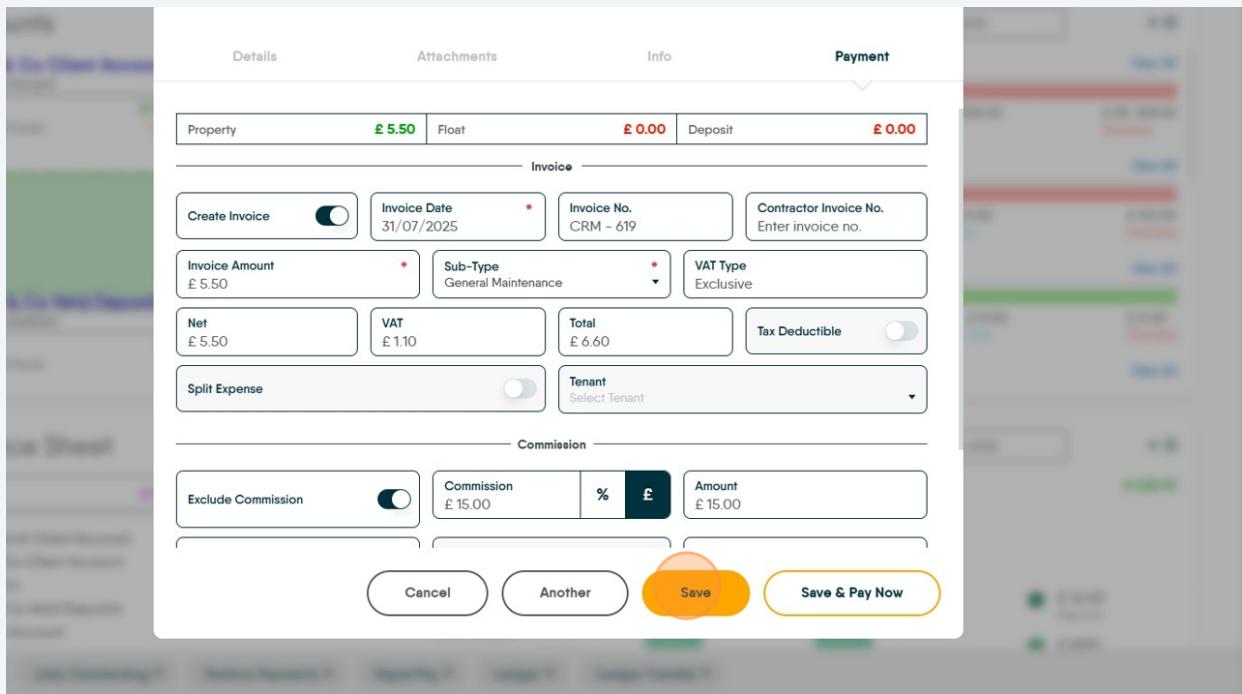


The screenshot shows the 'Add Expense' form. The 'Invoice' section is active. The 'Invoice Amount' field contains £ 5.50. The 'Sub-Type' field is highlighted with a red circle, showing 'Select transaction sub-type'. Other fields in the section include 'Invoice Date' (31/07/2025), 'Invoice No.' (CRM - 619), 'Contractor Invoice No.' (Enter invoice no.), 'Net' (£ 5.50), 'VAT' (£ 0.00), 'Total' (£ 5.50), and 'Tax Deductible' (switch off). Below the invoice section is a 'Commission' section with fields for 'Exclude Commission' (switch off), 'Commission' (£ 15.00), 'Amount' (£ 15.00), and a percentage field (0%). At the bottom are 'Cancel', 'Another', 'Save', and 'Save & Pay Now' buttons.

23 Click here to exclude contractor commission on this refund payment



24 Click "Save"



25 Click "Accounts"

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Accounts

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

Invoices 03/07/2025 - 31/07/2025

£ 25.00	£ 0.00	£ 0.00
Total Due	Paid	Due

Agent Fee Invoice

£ 3,286.14	£ 3,286.14	£ 0.00
Total Due	Paid	Due

Landlord Expense Invoice

£ 196.58	£ 196.58	£ 0.00
Total Due	Paid	Due

Landlord Fee Invoice

£ 0.00	£ 0.00	£ 0.00
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Balance Sheet

Assets	£ 309,684.92	Liabilities	£ 309,684.92
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Expenses 01/04/2025 - 31/07/2025

Total

26 Click "General"

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Accounts dashboard General

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

Invoices 01/04/2025 - 31/07/2025

£ 25.00	£ 0.00	£ 0.00
Total Due	Paid	Due

Agent Fee Invoice

£ 3,286.14	£ 3,286.14	£ 0.00
Total Due	Paid	Due

Landlord Expense Invoice

£ 196.58	£ 196.58	£ 0.00
Total Due	Paid	Due

Landlord Fee Invoice

£ 0.00	£ 0.00	£ 0.00
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Balance Sheet

Assets	£ 309,684.92	Liabilities	£ 309,684.92
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Expenses 01/04/2025 - 31/07/2025

Total

27

Click "Unallocated"

The screenshot shows a software interface with a navigation bar at the top. The navigation bar includes 'Dashboard' (underlined), 'General' (with a dropdown arrow), 'Landlord' (with a dropdown arrow), and 'Tenant' (with a dropdown arrow). Below the navigation bar is a dark blue header bar with the word 'Unallocated' partially visible. The main content area contains a grid of items:

Credit Note	Regular Charges	Contractor Statement Merge
Jobs Outstanding	Regular Expenses	
Ledger Transfer	Unallocated	
Opening Balances	View Ledgers	

Below the grid is a summary table:

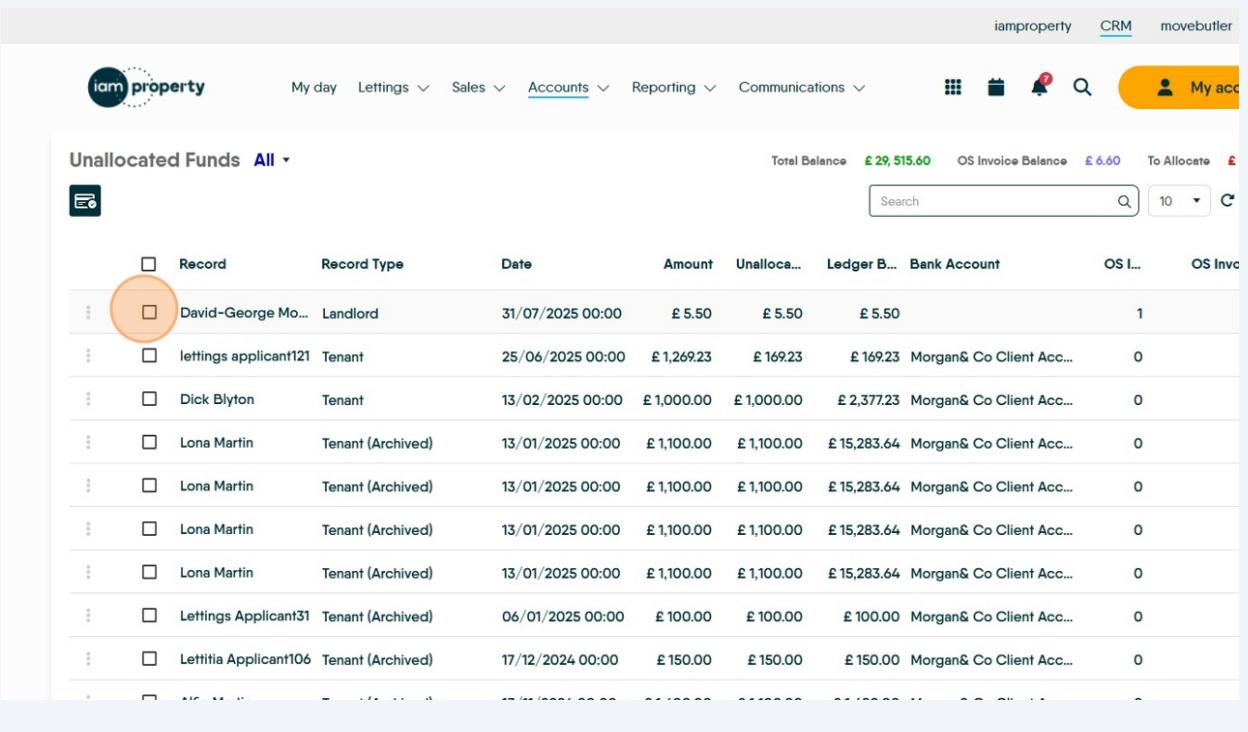
Debit Client Account	Credit Client Account
£ 12,483.45	
£ 276,631.12	
-£ 130.00	
£ 9,890.15	
£ 8,900.00	

At the bottom of the interface is a grey footer bar with several buttons: 'Jobs Outstanding X', 'Perform Payments X', 'Record Pay X', 'Ledger X', and 'Ledger Transfer X'. To the right of the footer is a circular gauge chart with a green arc and a small white segment. A legend indicates two categories: '£ 12.00 Electric' (green dot) and '£ 8991' (green dot).



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

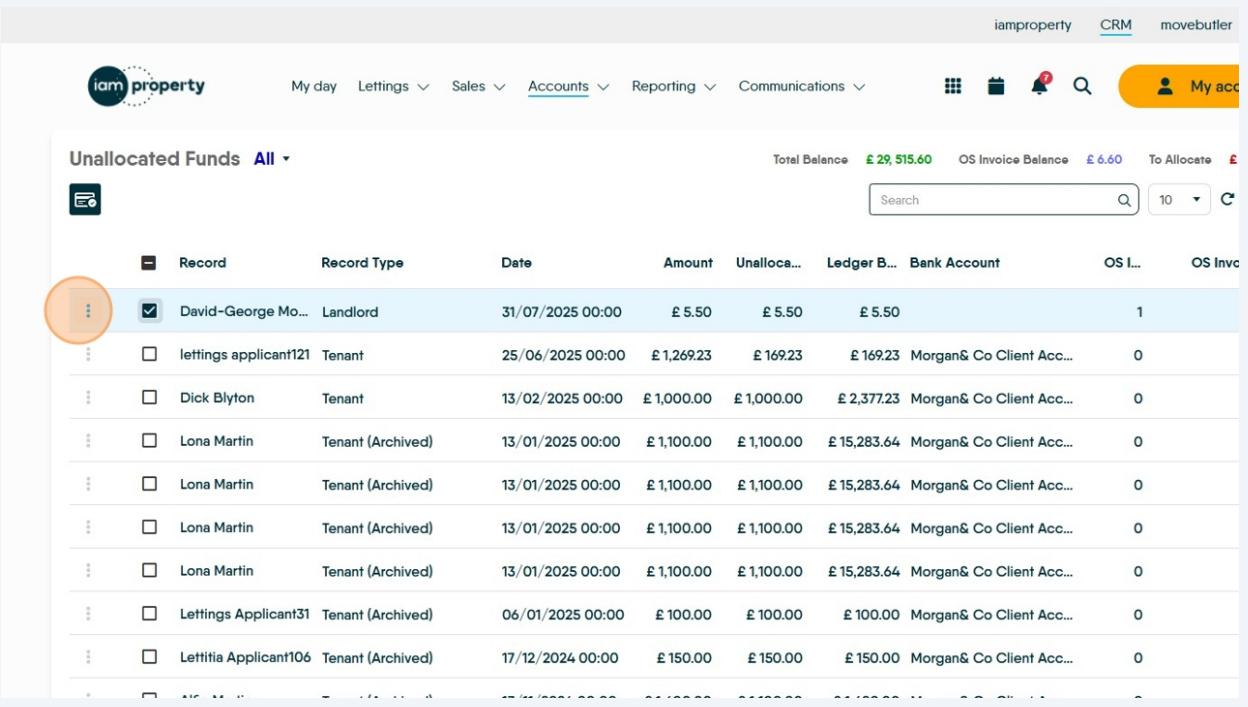
28 Click this checkbox.



The screenshot shows the 'Unallocated Funds' section of the software. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts' (underlined in blue), 'Reporting', 'Communications', and a search bar. The main table has columns: Record, Record Type, Date, Amount, Unalloc..., Ledger B..., Bank Account, OS I..., and OS Inv. The first row, which contains a checkbox, is circled in orange. The data in the table is as follows:

Record	Record Type	Date	Amount	Unalloc...	Ledger B...	Bank Account	OS I...	OS Inv
David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
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	
Lettitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

29 Click here.



The screenshot shows the 'Unallocated Funds' section of the software. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts' (underlined in blue), 'Reporting', 'Communications', and a search bar. The main table has columns: Record, Record Type, Date, Amount, Unalloc..., Ledger B..., Bank Account, OS I..., and OS Inv. The first row, which contains a checked checkbox, is circled in orange. The data in the table is as follows:

Record	Record Type	Date	Amount	Unalloc...	Ledger B...	Bank Account	OS I...	OS Inv
David-George Mo...	Landlord	31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50		1	
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	
Lettitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	

30 Click "Allocate"

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 ▾

Record	Record Type	Date	Amount	Unalloc...	Ledger B...	Bank Account	OS I...	OS Inv...
<input checked="" type="checkbox"/> David-George Mo... Landlord		31/07/2025 00:00	£ 5.50	£ 5.50	£ 5.50			1
<input checked="" type="checkbox"/> Allocate View Ledger	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"/> 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"/> Alice Martin		17/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...		0

31 Click this checkbox.

Allocate
X

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 suspende 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		Maintence 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 suspend 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		Maintence refund to Morgan&Co ...	£ 6.60	£ 6.60	<input type="button" value="Allocate"/>

33

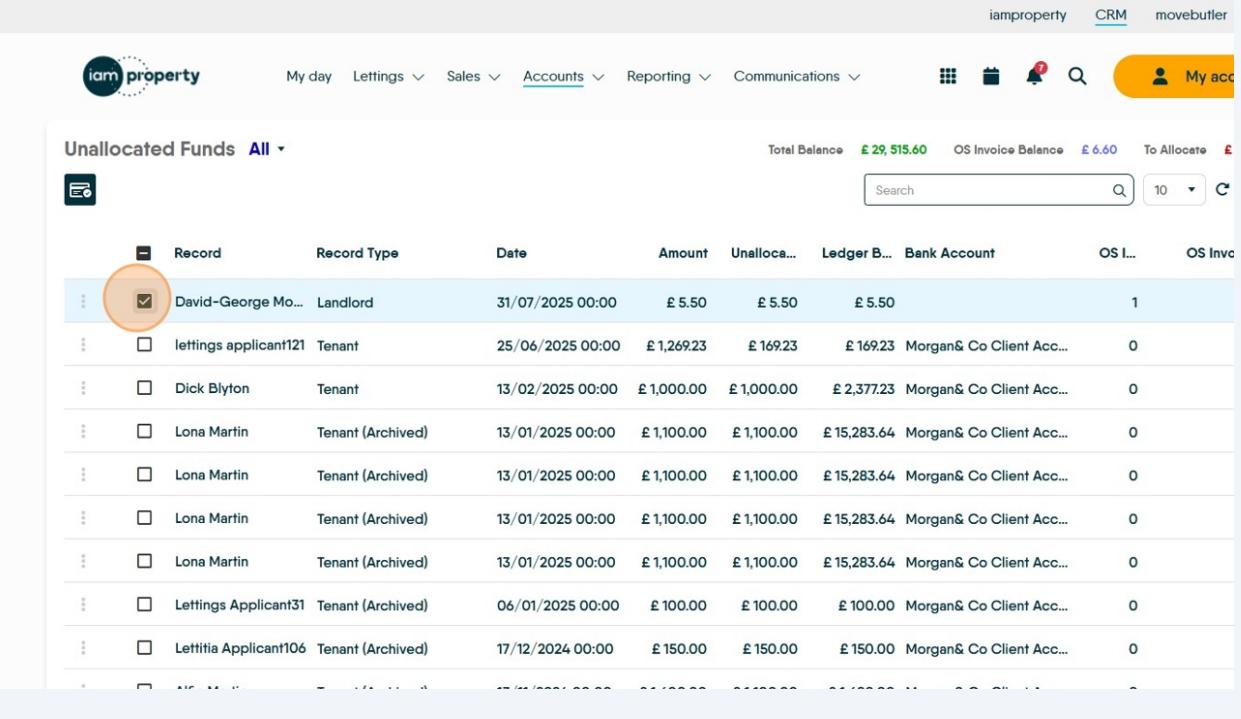
Click "Allocate"

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 suspend Yew Tree Close, Hurworth, Darlington, Durham, DL2 2HX, UK (Property Ledger)

Type	Description	Amount	Amount OS	Allocate
/2025	Maintence refund to Morgan&Co ...	£ 6.60	£ 6.60	<input type="button" value="5.50"/>

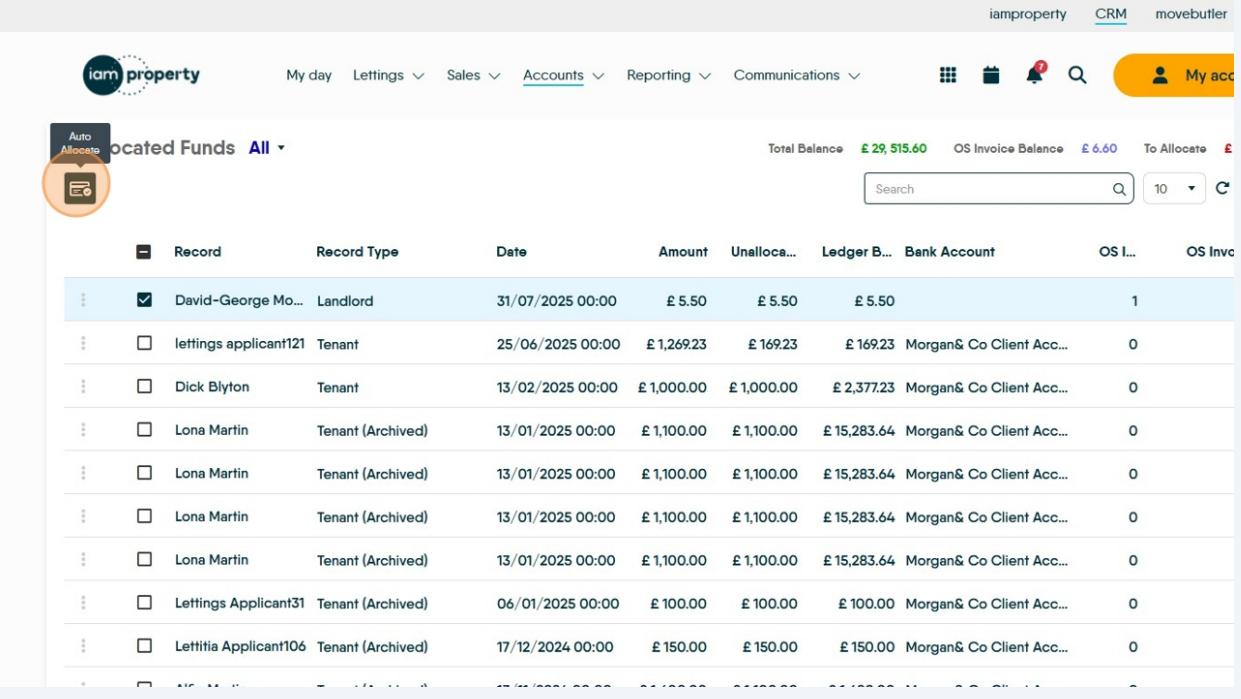
34 Click this checkbox.



Unallocated Funds All ▾

Record	Record Type	Date	Amount	Unallocat...	Ledger B...	Bank Account	OS I...	OS Inv...
<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..



Allocated Funds All ▾

Record	Record Type	Date	Amount	Unallocat...	Ledger B...	Bank Account	OS I...	OS Inv...
<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.

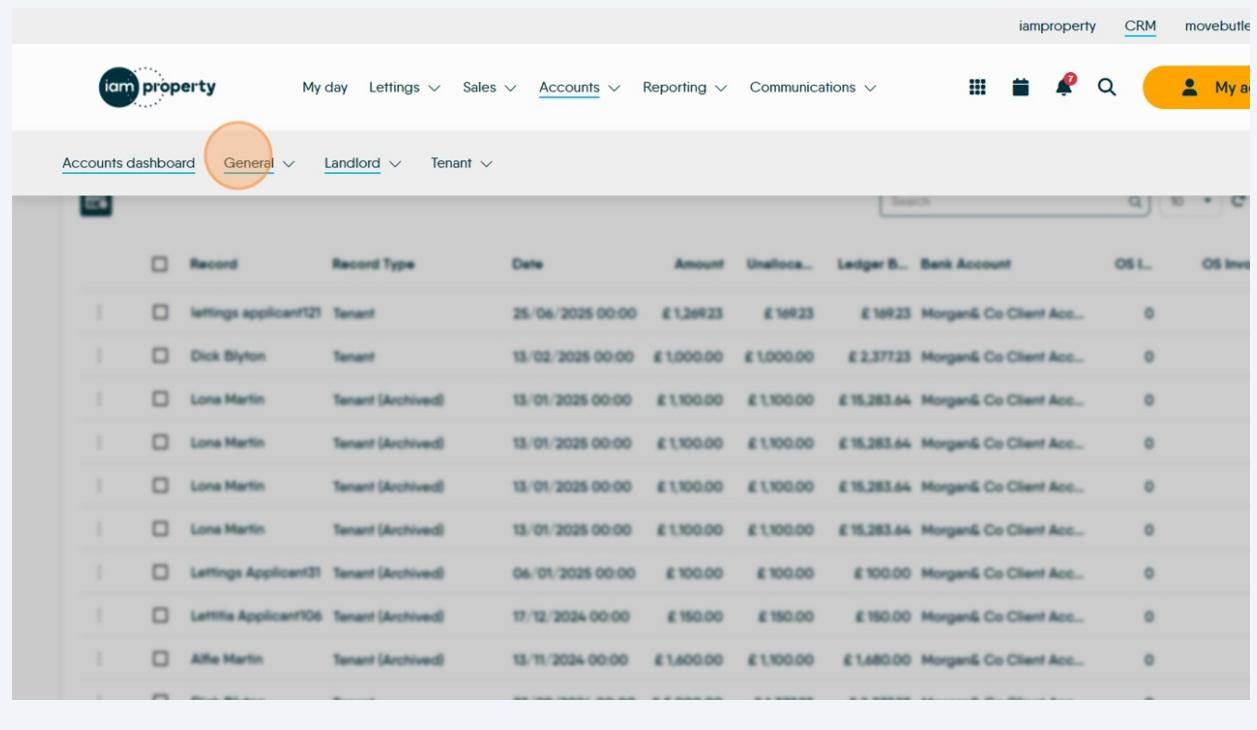
36

Click "Accounts"

The screenshot shows the iamproperty CRM interface with the 'Accounts' tab selected. The page title is 'Unallocated Funds' with a dropdown menu 'All'. At the top, there are summary figures: 'Total Balance £ 29,510.10', 'OS Invoice Balance £ 0.00', and 'To Allocate £ 0.00'. Below this is a search bar and a dropdown for '10' items. The main table lists ten entries, each with a checkbox, record details, date, amount, unallocated amount, ledger balance, bank account, and OS invoice balance. The entries are as follows:

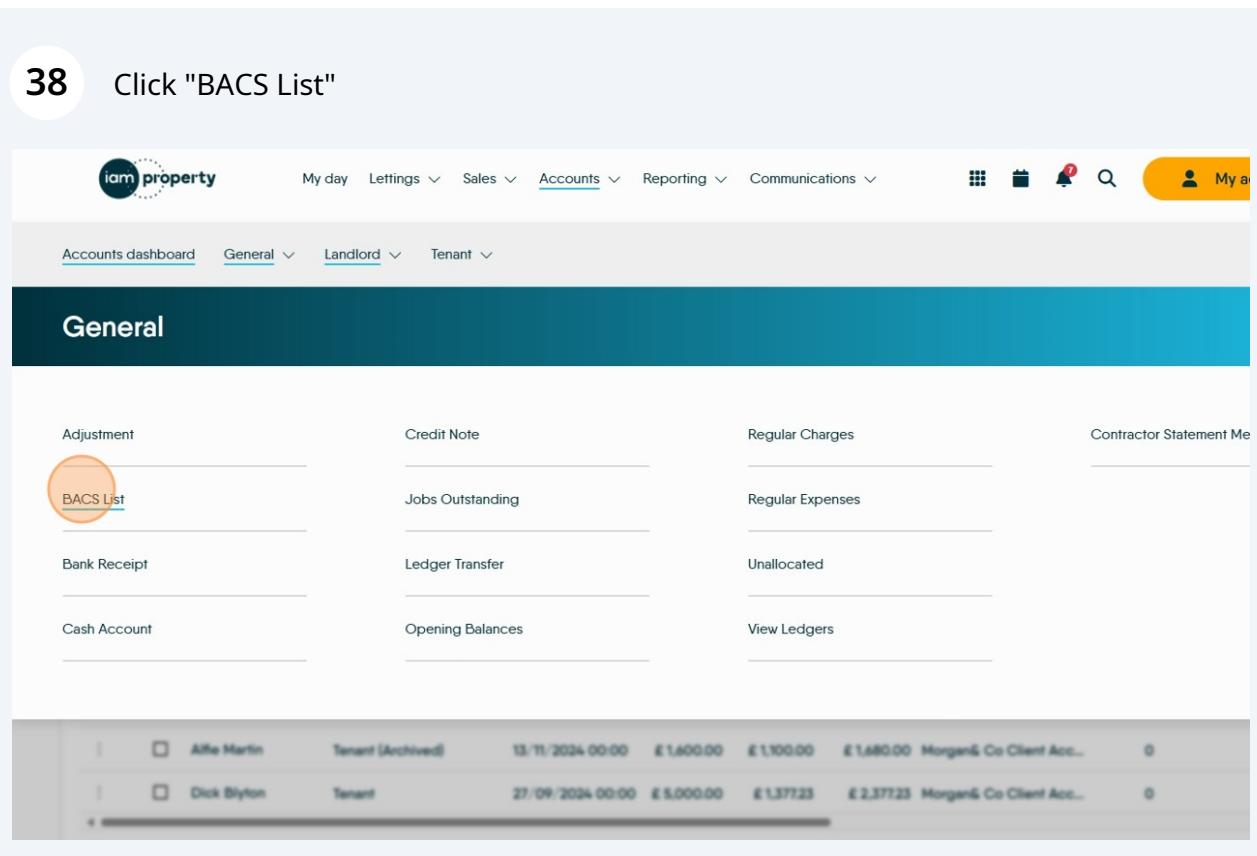
	Record	Record Type	Date	Amount	Unallocata...	Ledger B...	Bank Account	OS I...	OS Inv...
	lettings applicant121	Tenant	25/06/2025 00:00	£ 1,269.23	£ 169.23	£ 169.23	Morgan& Co Client Acc...	0	
	Dick Blyton	Tenant	13/02/2025 00:00	£ 1,000.00	£ 1,000.00	£ 2,377.23	Morgan& Co Client Acc...	0	
	Lona Martin	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	
	Lettings Applicant31	Tenant (Archived)	06/01/2025 00:00	£ 100.00	£ 100.00	£ 100.00	Morgan& Co Client Acc...	0	
	Letitia Applicant106	Tenant (Archived)	17/12/2024 00:00	£ 150.00	£ 150.00	£ 150.00	Morgan& Co Client Acc...	0	
	Alfie Martin	Tenant (Archived)	13/11/2024 00:00	£ 1,600.00	£ 1,100.00	£ 1,680.00	Morgan& Co Client Acc...	0	
	Alfie Martin	Tenant (Archived)	07/09/2024 00:00	£ 500.00	£ 500.00	£ 500.00	Morgan& Co Client Acc...	0	

37 Click "General"



The screenshot shows the 'Accounts dashboard' with the 'General' tab highlighted by a yellow circle. The navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts' (underlined), 'Reporting', 'Communications', and 'movebutle'. The main content area displays a table of tenant records with columns for Record, Record Type, Date, Amount, Unalloc., Ledger B..., Bank Account, OS L..., and OS Inv. The table lists various tenants including 'Lettings applicant121', 'Dick Blyton', 'Lona Martin', and 'Alife Martin'.

38 Click "BACS List"



The screenshot shows the 'General' tab selected in the navigation bar. The main content area features a 'General' header. Below it, there are four sections: 'Adjustment' (with a 'BACS List' link highlighted by a yellow circle), 'Credit Note' (with 'Jobs Outstanding'), 'Regular Charges' (with 'Regular Expenses'), and 'Contractor Statement Me' (with 'Unallocated'). At the bottom, there is a table with columns for Adjustment, Credit Note, Regular Charges, and Contractor Statement Me, showing entries for 'Alife Martin' and 'Dick Blyton'.



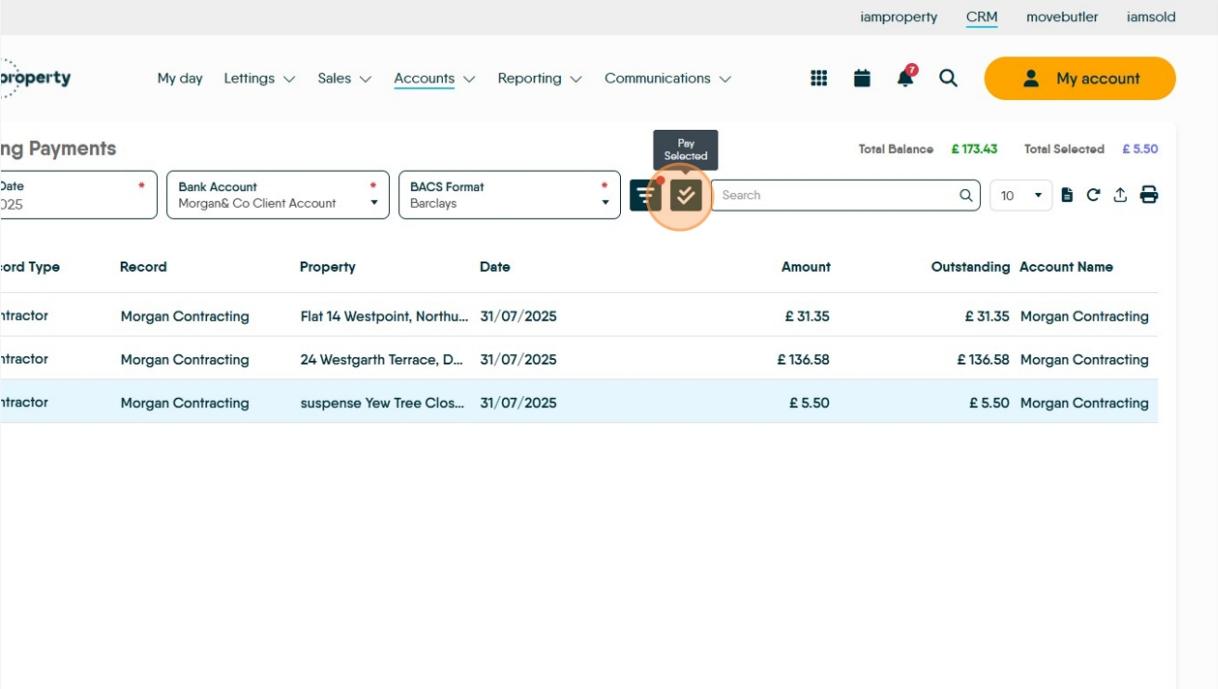
Tip! In this example we have edited the screen using the filter (highlighted below) to only show Contractors.

39 Select the payment or payments to make

The screenshot shows the 'Outgoing Payments' screen in the iam property software. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts' (underlined in blue), 'Reporting', 'Communications', and user icons. The 'Accounts' section shows a 'Total Balance' of £173.43 and a 'Total Selected' section. The main area is titled 'Outgoing Payments' and displays a table of payments. The table has columns: 'Record Type', 'Record', 'Property', 'Date', 'Amount', 'Outstanding', and 'Account Name'. There are three rows of data, and the first row, which is a 'Contractor' payment, has its first column (checkbox) circled in orange. The table is paginated with a '10' dropdown and a 'Next' button.

Record Type	Record	Property	Date	Amount	Outstanding	Account Name
Contractor	Morgan Contracting	Flat 14 Westpoint, Northu...	31/07/2025	£ 31.35	£ 31.35	Morgan Cont
Contractor	Morgan Contracting	24 Westgarth Terrace, D...	31/07/2025	£ 136.58	£ 136.58	Morgan Cont
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 'Pending Payments' screen in the iampay software. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined, indicating it's the active tab), 'Reporting', 'Communications'. On the right, there are links for 'iamproperty', 'CRM', 'movebutler', and 'iamsold'. Below the navigation, there are search and filter fields: 'Date' (025), 'Bank Account' (Morgan& Co Client Account), 'BACS Format' (Barclays). A 'Pay Selected' button is highlighted with a red circle. The main table lists pending payments with columns: 'Record Type', 'Record', 'Property', 'Date', 'Amount', 'Outstanding', and 'Account Name'. The table shows three entries: one for Morgan Contracting (Flat 14 Westpoint, North...), one for Morgan Contracting (24 Westgarth Terrace, D...), and one for Morgan Contracting (suspense Yew Tree Clos...). The total balance is £173.43 and the total selected amount is £5.50.

Record Type	Record	Property	Date	Amount	Outstanding	Account Name
Contractor	Morgan Contracting	Flat 14 Westpoint, North...	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

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.