

Using Bank Import Process in CRM Accounts



This guide provides a quick, step-by-step process for importing bank statements into the CRM Accounts system. It helps you match transactions accurately, reduce errors, and keep financial records up to date. Key setup steps and troubleshooting tips are included to ensure a smooth experience. Ideal for both new and experienced users, this guide supports efficient and reliable account management.



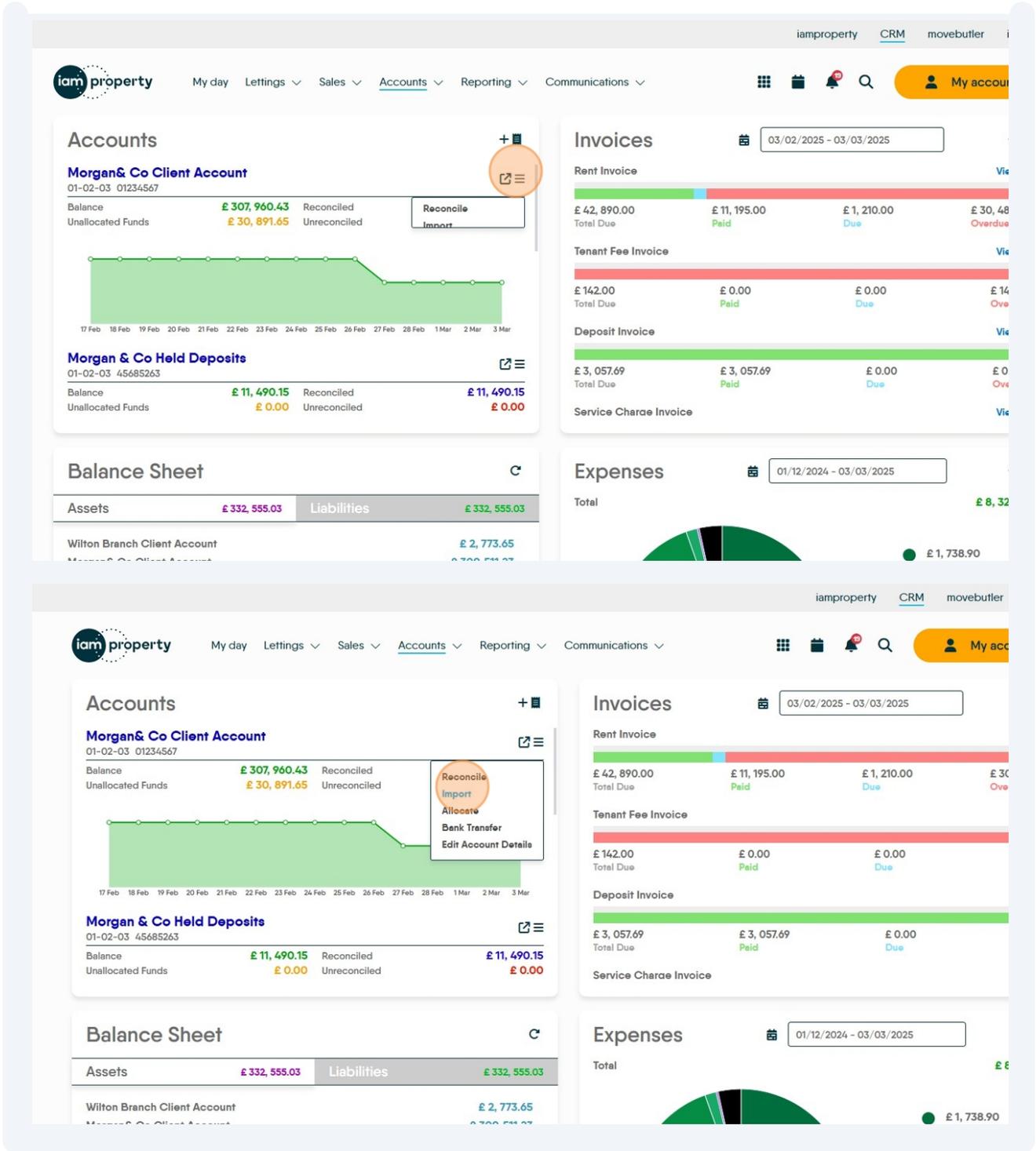
Alert! To use this feature you need to be able to download your Bank Statement from your banks website in a .csv file format.

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

The screenshot displays the CRM Accounts dashboard with the following sections:

- Accounts:** Morgan & Co Client Account (01-02-03 01234567) with a balance of £307,960.43. Morgan & Co Held Deposits (01-02-03 45685263) with a balance of £11,490.15. A 'Reconcile Import' button is visible.
- Invoices:** Rent Invoice, Tenant Fee Invoice, Deposit Invoice, and Service Charge Invoice, each with a 'View All' link.
- Balance Sheet:** Assets (£332,555.03) and Liabilities (£332,555.03).
- Expenses:** Total of £8,323.90, broken down into Electric (£1,738.90) and Gas (£6,135.00).

2 Click here then click "Import"



Importing Bank Statement to CRM

3

Click here and use the upload tool to find and upload your downloaded bank statement.

Bank Import - Upload

Upload No file selected...

Bank Account
Morgan& Co Client Account

Use 2 columns for amount?

Reference Matching **Equals** Contains

Does the uploaded file include a header line? X

Trim Leading Rows No of rows 0

Date Format DD/MM/YY... Column Select column

Preview of csv file uploaded

4

The statement will show on the screen.

The first time that this process is used, there is some setup to do. The columns in your statement download need to be linked to the options in CRM. Do these and click here to save.

Reference Matching **Equals** Contains

Does the uploaded file include a header line? X

Trim Leading Rows No of rows 0

Date Format DD/MM/YY... Column Date

Reference Column Reference

Credit Column Credit

Debit Column Debit

Debit Account No. Column Account#

Debit Account Sort Code Column Sort Code

06/02/2025	A Morgan	Morgan Westpoint	750
06/02/2025	L Martin	Martin Oakwood	1100
06/02/2025	A Martin		800

5 Click "Next"

iamproperty CRM movebutler iamsold

My day Lettings Sales Accounts Reporting Communications My account

Import - Upload Cancel Next

Date	Beneficiary	Reference	Description	Credit
06/02/2025	Ella Petch	PetchWestgarth	Rent	1000
06/02/2025	G Blyton	Blyton Verity		450
06/02/2025	D Blyton	Blyton16Yew		750
06/02/2025	A Morgan	Morgan Westpoint		750
06/02/2025	L Martin	Martin Oakwood		1100
06/02/2025	A Martin			800

Upload Bank Demo 2.csv

Account Co Client Account

Payments for amount?

Matching Equals Contains

Uploaded file include a header?

Importing Rows No of rows 0

Format DD/MM/YY... Column Date

6 There may be a screen that informs of some issues. These don't stop the import, however they may mean that some payments won't match/link. Click "Yes"

Import - Match

Potential Import Issues

The import file has the following issues:

- 1 row with an empty Reference
- 5 rows with an empty Description
- 1 row with an empty Account No.
- 1 row with an empty Sort Code

Do you wish to continue?

No Yes

Bank Import x

Matching Transactions

All transactions will match automatically if the key match criteria are met. These are, Bank Reference used by payee, unpaid invoice that matches the amount paid in. If the bank account details are also part of the statement upload and you have these as part of your tenant record these are also used to match transactions.

7 Any line in green is matched to a payment.

Bank Import - Match

Filter: All

Import Details							Matching Record			
<input type="checkbox"/>	Reference	Description	Date	Amount	Account No.	Sort Code	Record Type	Payee	Property	
<input checked="" type="checkbox"/>	PetchWestgarth	Rent	06/02/2025	£ 1,000.00	12345678	10203	Tenant	Ella Petch	24 Westgarth Te	
<input type="checkbox"/>	Blyton Verity		06/02/2025	£ 450.00	85469328	10203	Tenant	Georgina Blyton	1 Verity Rise, Da	
<input type="checkbox"/>	Blyton&Yew		06/02/2025	£ 750.00	35648255	10203	Tenant	Dick Blyton DM	17 Yew Tree Clo:	
<input checked="" type="checkbox"/>	Morgan Westpoint		06/02/2025	£ 750.00	65428900	20304	Tenant	Audrey Morgan	Flat 14 Westpoir	
<input checked="" type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv	
<input type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	17 Yew Tree Clo:	
<input type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	63 Woodland Rc	
<input checked="" type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv	

8

A white line shows that a tenant can be matched to a receipt, however there are either no invoices to pay (e.g. early payment of rent) or there are multiple invoices that could be matched. Click here to check and update.

Bank Import - Match

Filter: All

Import Details							Matching Record			
	Reference	Description	Date	Amount	Account No.	Sort Code	Record Type	Payee	Property	
<input checked="" type="checkbox"/>	PetchWestgarth	Rent	06/02/2025	£ 1,000.00	12345678	10203	Tenant	Ella Petch	24 Westgarth Te	
<input type="checkbox"/>	Blyton Verity		06/02/2025	£ 450.00	85469328	10203	Tenant	Georgina Blyton	1 Verity Rise, Da	
<input type="checkbox"/>	Blyton16Yew		06/02/2025	£ 750.00	35648255	10203	Tenant	Dick Blyton DM	17 Yew Tree Clo:	
<input type="checkbox"/>	Morgan Westpoint		06/02/2025	£ 750.00	65428900	20304	Tenant	Audrey Morgan	Flat 14 Westpoir	
<input type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv	
<input type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	17 Yew Tree Clo:	
<input type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	63 Woodland Rc	
<input type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv	

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9

You will see this screen. You can see the payee details have matched

Edit Bank Import

Import

Date: 06/02/2025

Reference: Blyton Verity

Amount: £ 450.00

Account No.: 85469328

Sort Code: 10203

Description:

Payee

Record Type: Tenant

Record: Georgina Blyton

Bank Reference: Blyton Verity

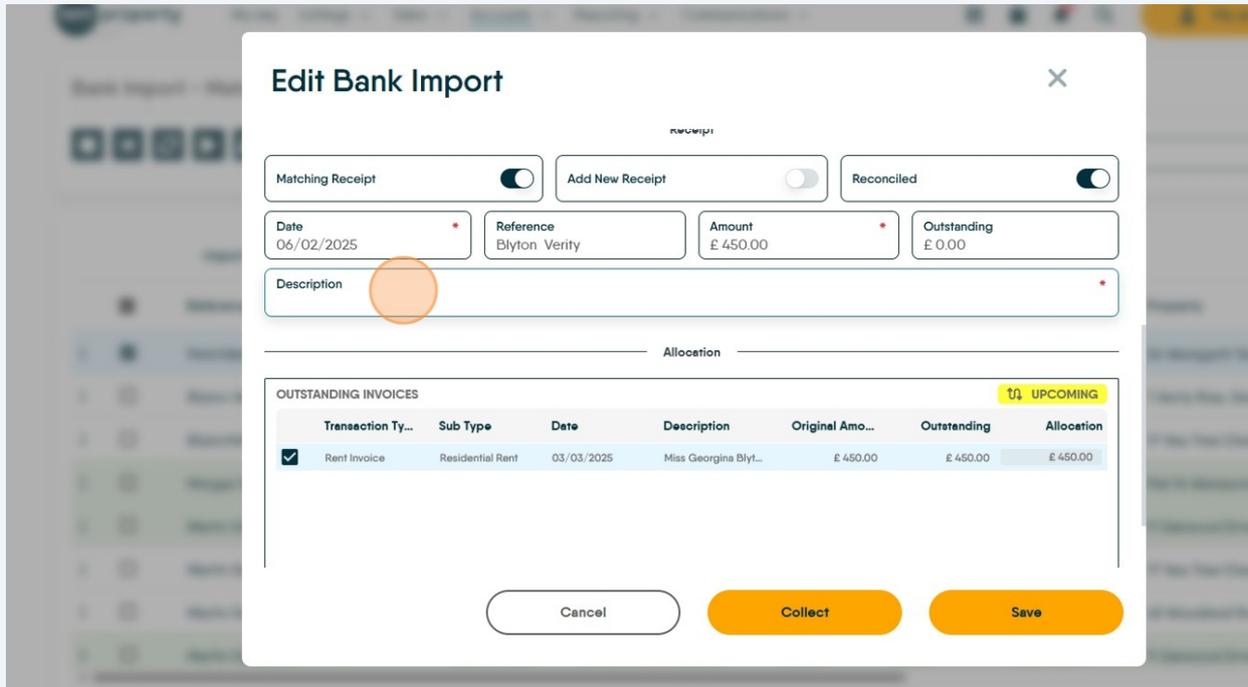
Property: 1 Verity Rise, Darlington

Receipt

Cancel Collect Save

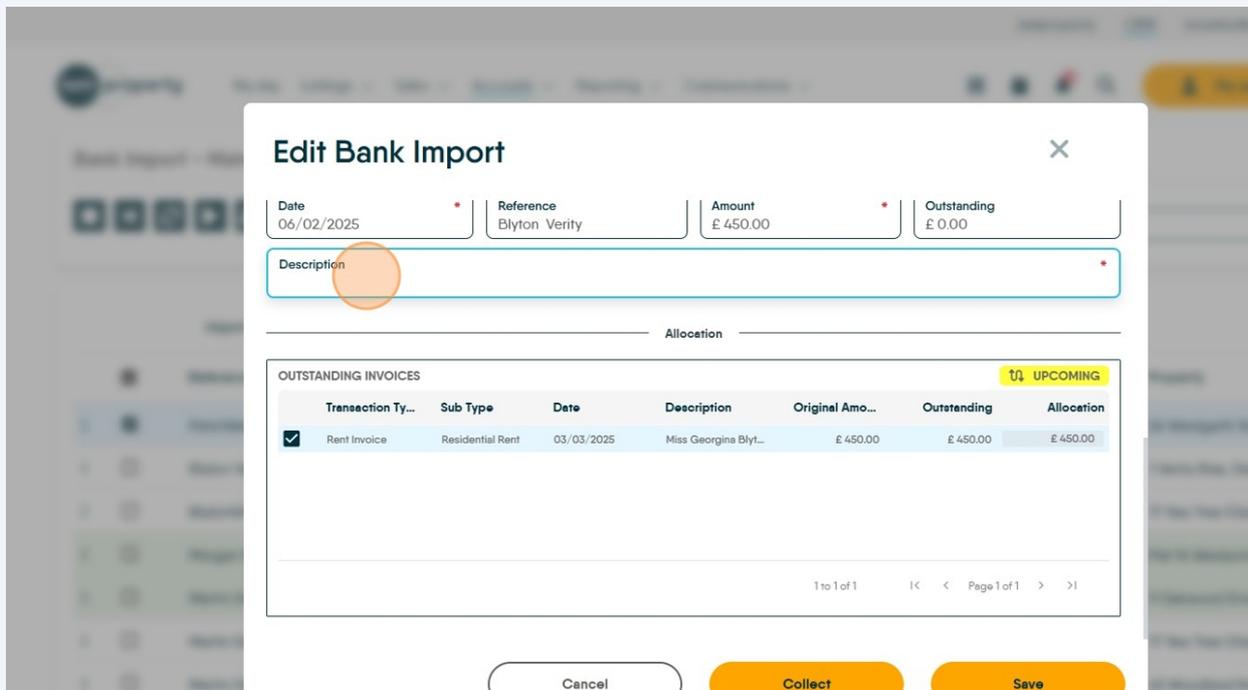
10

Scroll down to see the invoices that can be matched and select, or if no invoices show there is the option to select upcoming and select an upcoming (rent) invoices.

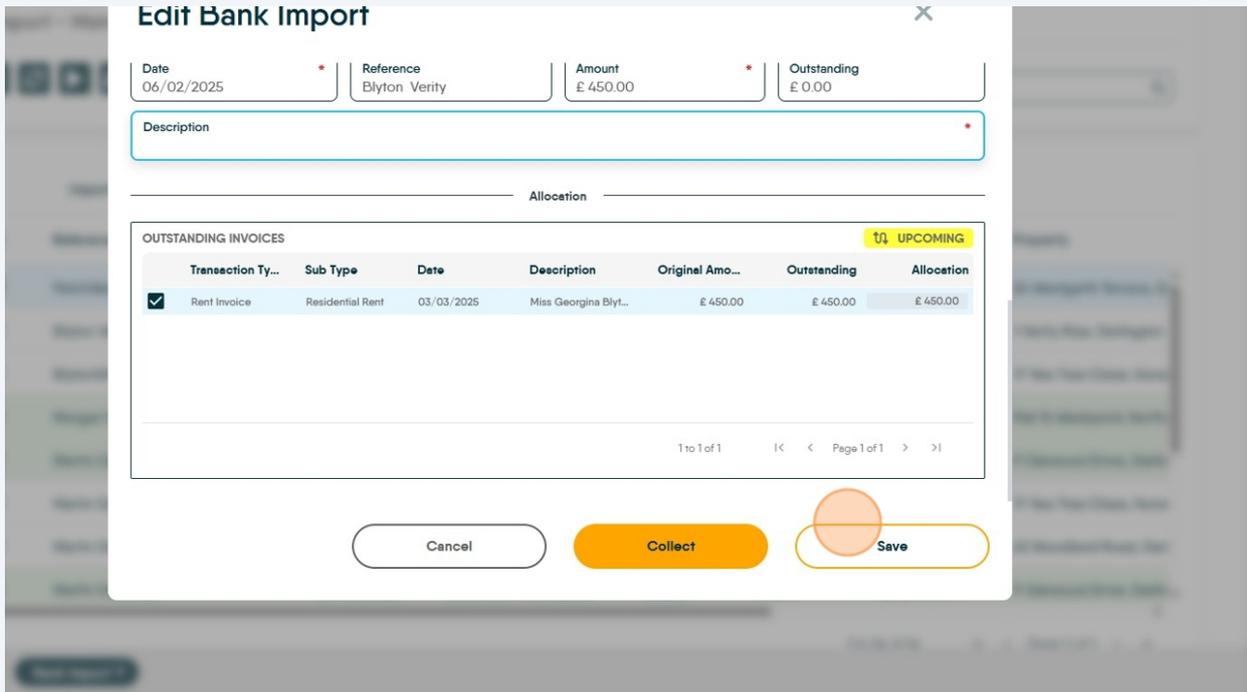


11

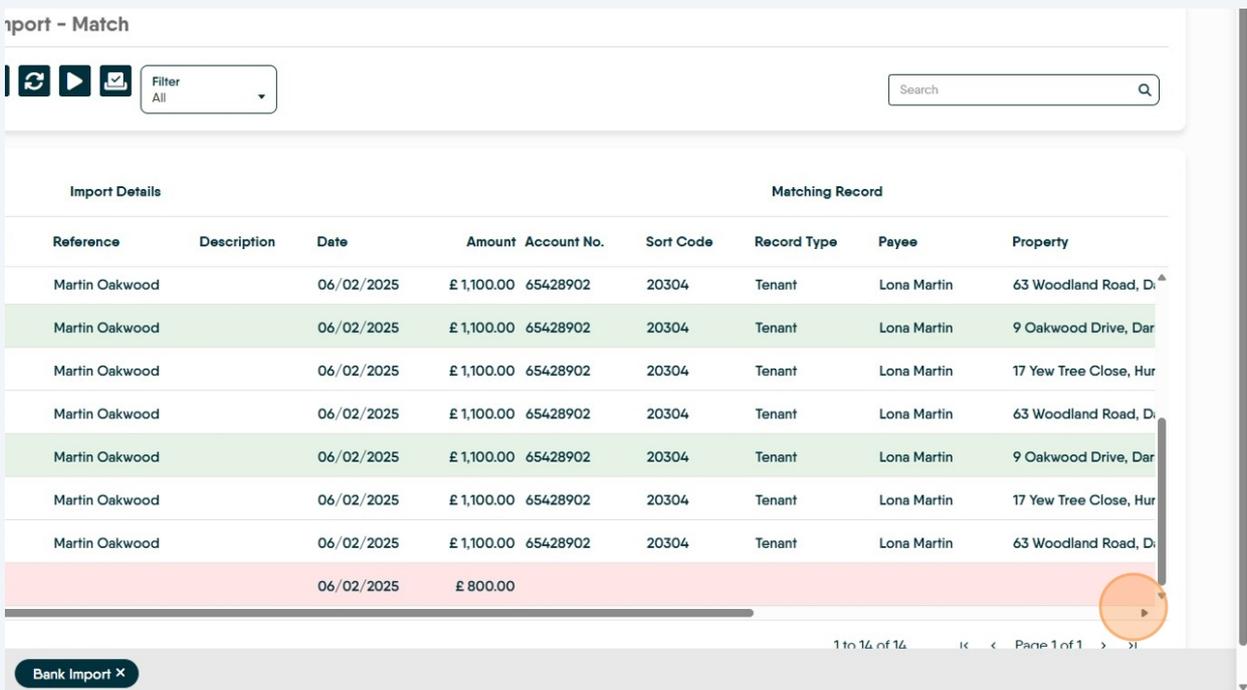
Click the "Description" field.



12 Click "Save"



13 Any line marked red, shows that there is insufficient information to match the bank receipt to any Tenant or transactions in the CRM. As shown previously, click the 3-dot menu and using the information available try and search for and find the tenant or landlord and property.



14

The transactions can be sorted to only view a specific option e.g. Matched Click "Matched" to select the matched transactions

The screenshot shows the 'Bank Import - Match' interface. At the top, there are navigation tabs: 'iamproperty', 'CRM', and 'movebutler'. Below that, a main navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A search bar is on the right. The main content area has a 'Filter: All' dropdown menu open, showing options: 'All', 'Matched', 'No Record', 'No Invoice/Paymen', and 'Matched'. The table below has columns for 'Import Details' and 'Matching Record'. The 'Import Details' table has columns: Reference, Description, Date, Amount, Account No., Sort Code, Record Type, Payee, and Property. The 'Matching Record' table has columns: Date, Amount, Account No., Sort Code, Record Type, Payee, and Property. The table contains several rows of data, with some rows highlighted in green.

15

Click this checkbox.

The screenshot shows the 'Bank Import - Match' interface with the filter set to 'Matched'. The 'Filter: Matched' dropdown is visible. The table below has columns for 'Import Details' and 'Matching Record'. The 'Import Details' table has columns: Reference, Description, Date, Amount, Account No., Sort Code, Record Type, Payee, and Property. The 'Matching Record' table has columns: Date, Amount, Account No., Sort Code, Record Type, Payee, and Property. The table contains several rows of data, with some rows highlighted in green. A checkbox in the first row of the 'Import Details' table is circled in orange.

16 Click here to import the transactions.

The screenshot shows the 'Bank Import - Match' interface. At the top, there are navigation menus for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A search bar and a 'My account' button are on the right. The main area features a 'Process' button (highlighted with an orange circle) and a 'Filter Matched' dropdown. Below this is a table with two main sections: 'Import Details' and 'Matching Record'.

	Reference	Description	Date	Amount	Account No.	Sort Code	Record Type	Payee	Property
<input checked="" type="checkbox"/>	PetchWestgarth	Rent	06/02/2025	£ 1,000.00	12345678	10203	Tenant	Ella Petch	24 Westgarth Te
<input type="checkbox"/>	Blyton Verity		06/02/2025	£ 450.00	85469328	10203	Tenant	Georgina Blyton	1 Verity Rise, Da
<input type="checkbox"/>	Blyton16Yew		06/02/2025	£ 750.00	35648255	10203	Tenant	Dick Blyton DM	17 Yew Tree Clo:
<input checked="" type="checkbox"/>	Morgan Westpoint		06/02/2025	£ 750.00	65428900	20304	Tenant	Audrey Morgan	Flat 14 Westpoir
<input checked="" type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv
<input checked="" type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv
<input checked="" type="checkbox"/>	Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant	Lona Martin	9 Oakwood Driv

17 The next screen will show how much the transactions are for and how much is due to be paid out to the Landlords.

The screenshot shows the same 'Bank Import - Match' interface, but with a modal dialog box overlaid. The dialog is titled 'Import Selected Rows' and contains the following text:

You are about to import 5 rows that will add:

- 5 bank receipts, totaling **£ 5,050.00**
- 5 payments, totaling **£ 3,340.00**

At the bottom of the dialog are two buttons: 'Cancel' and 'Import' (highlighted with an orange circle). The background table is dimmed.

18 Click "Import"

Import - Match

Filter Matched

Search

Import Details

Reference	Description	Date	Amount	Account	Account	Account
PetchWestgarth	Rent	06/02/2025	£ 1,100.00	65428902	20304	Tenant
Blyton Verity		06/02/2025	£ 1,100.00	65428902	20304	Tenant
Blyton16Yew		06/02/2025	£ 1,100.00	65428902	20304	Tenant
Morgan Westpoint		06/02/2025	£ 1,100.00	65428902	20304	Tenant
Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant
Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant
Martin Oakwood		06/02/2025	£ 1,100.00	65428902	20304	Tenant

Matching Record

Record Type	Payee	Property
Tenant	Ella Petch	24 Westgarth Terrace, Darl
Tenant	Georgina Blyton	1 Verity Rise, Darlington
Tenant	Dick Blyton DM	17 Yew Tree Close, Hurwort
Tenant	Audrey Morgan	Flat 14 Westpoint, Northum
Tenant	Lona Martin	9 Oakwood Drive, Darlingt
Tenant	Lona Martin	9 Oakwood Drive, Darlingt
Tenant	Lona Martin	9 Oakwood Drive, Darlingt

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Bank Import ✕

Import Selected Rows

You are about to import 5 rows that will add:

- 5 bank receipts, totaling **£ 5,050.00**
- 5 payments, totaling **£ 3,340.00**

Cancel Import