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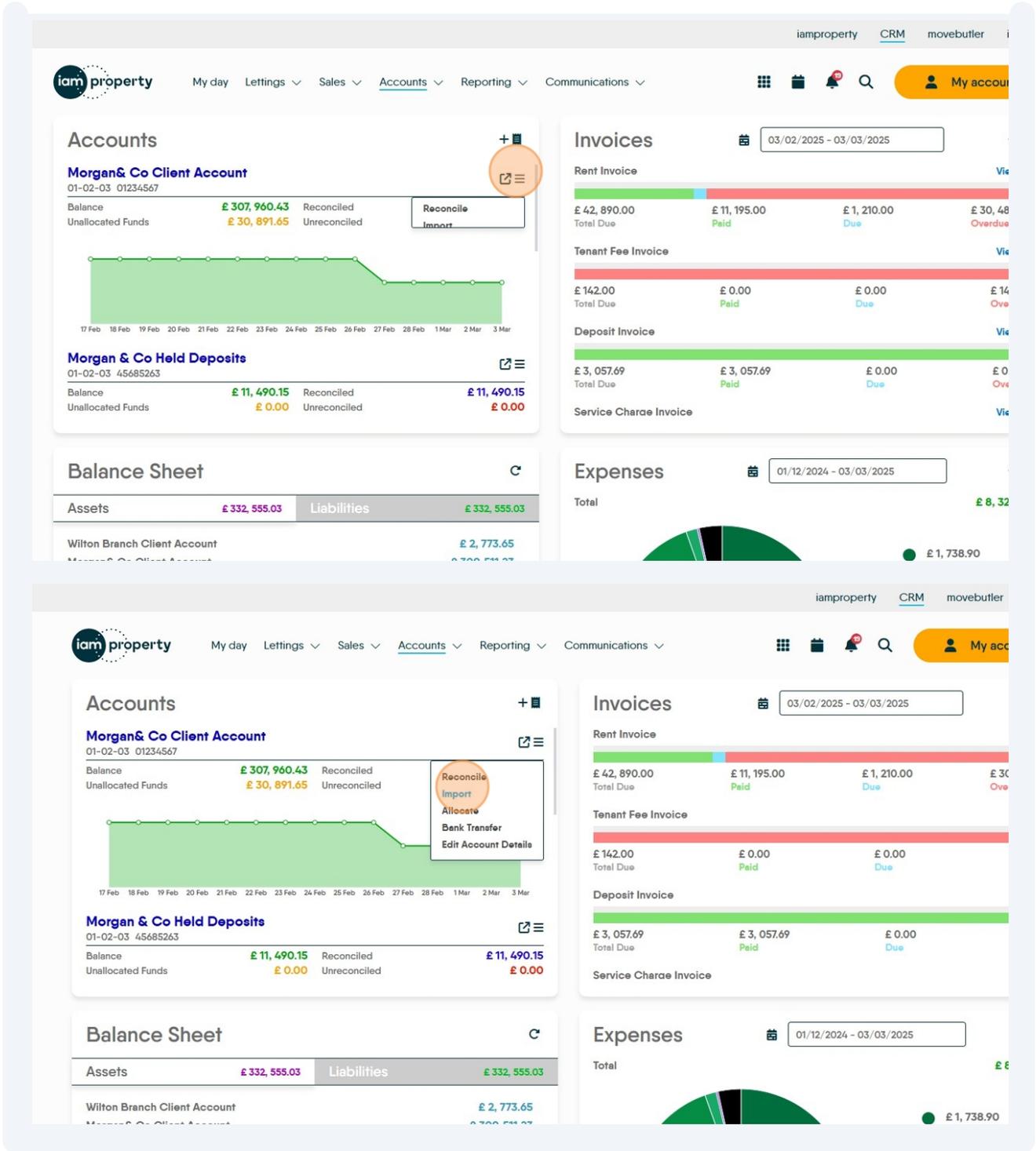
⚠️ Alert! To use this feature you need to be able to download your Bank Statement from your banks website in a .csv file format.

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



**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.



**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.

**5** Click "Next"



**6** There may be a screen that informs of some issues. These dont stop the import, however they may mean that some payments wont match/link. Click "Yes"

# 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

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

Search

| | Import Details | | | | | | | Matching Record | |
|---|---|---|---|---|---|---|---|---|---|
| | Reference | Description | Date | Amount | Account No. | Sort Code | Record Type | Payee | Property |
| ☑ | PetchWestgarth | Rent | 06/02/2025 | £ 1,000.00 | 12345678 | 10203 | Tenant | Ella Petch | 24 Westgarth Te |
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| ☐ | Morgan Westpoint | | 06/02/2025 | £ 750.00 | 65428900 | 20304 | Tenant | Audrey Morgan | Flat 14 Westpoin |
| ☐ | Martin Oakwood | | 06/02/2025 | £ 1,100.00 | 65428902 | 20304 | Tenant | Lona Martin | 9 Oakwood Drive |
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| ☐ | Martin Oakwood | | 06/02/2025 | £ 1,100.00 | 65428902 | 20304 | Tenant | Lona Martin | 9 Oakwood Driv |

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Bank Import X

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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
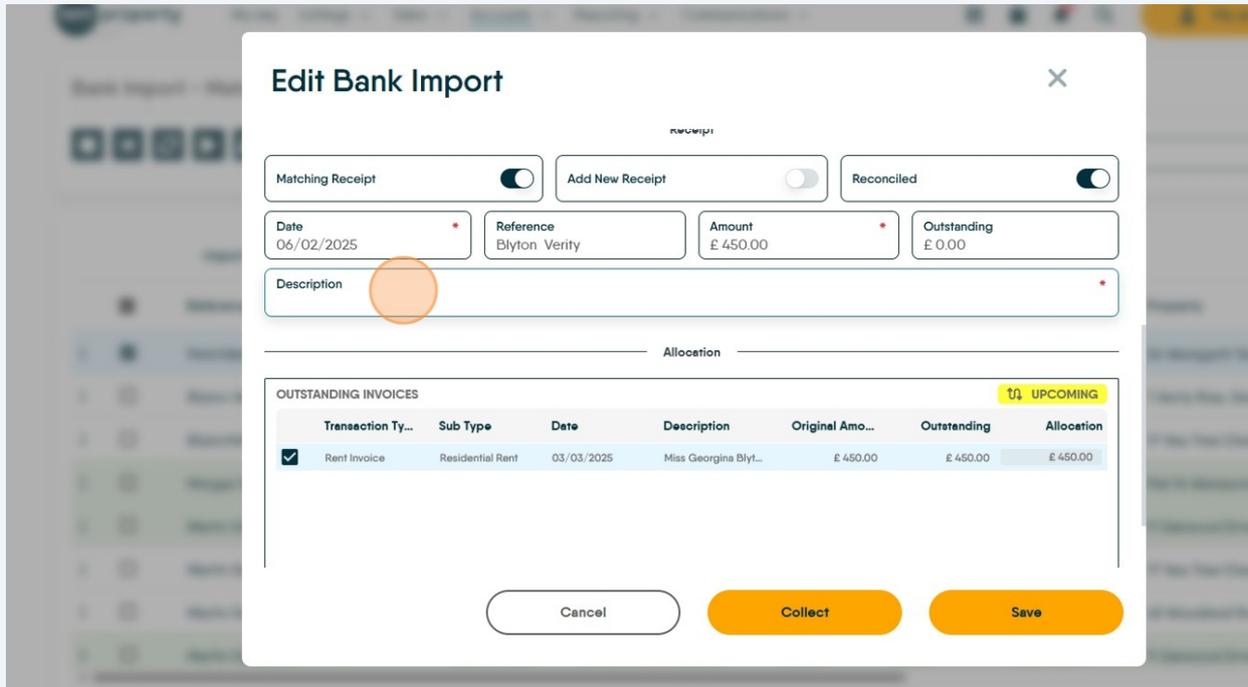
Bank Reference: Blyton Verity

Property: 1 Verity Rise, Darlington
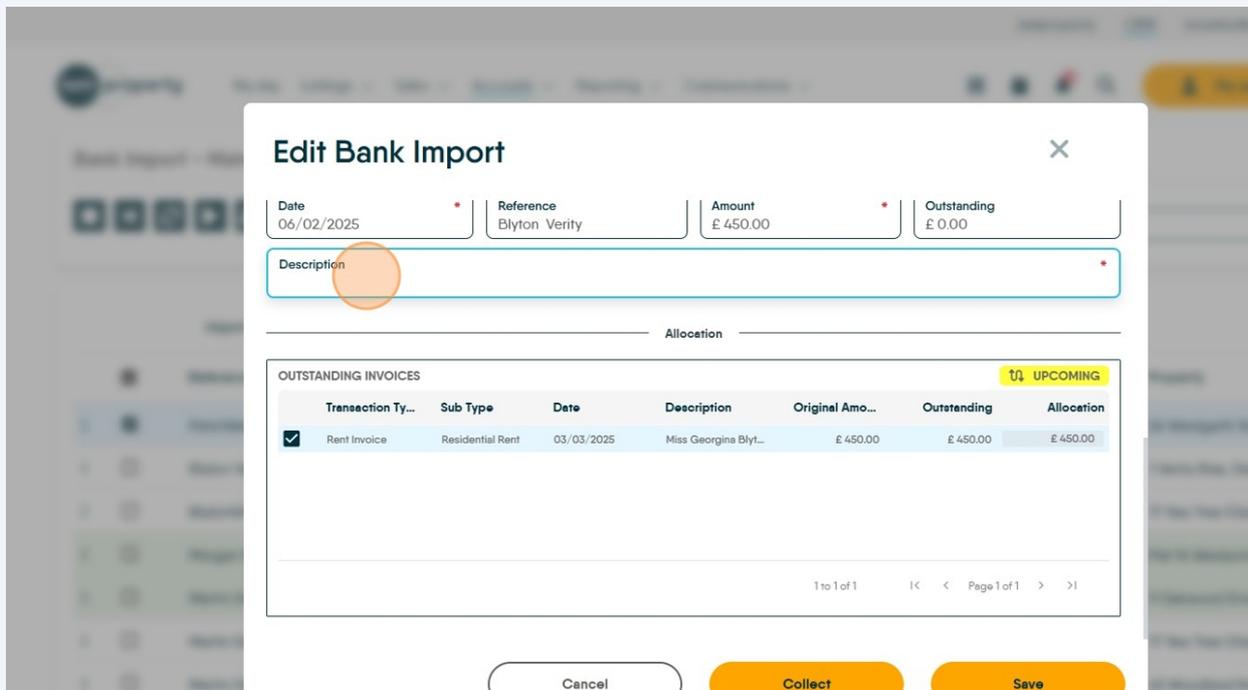
**Receipt**

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.
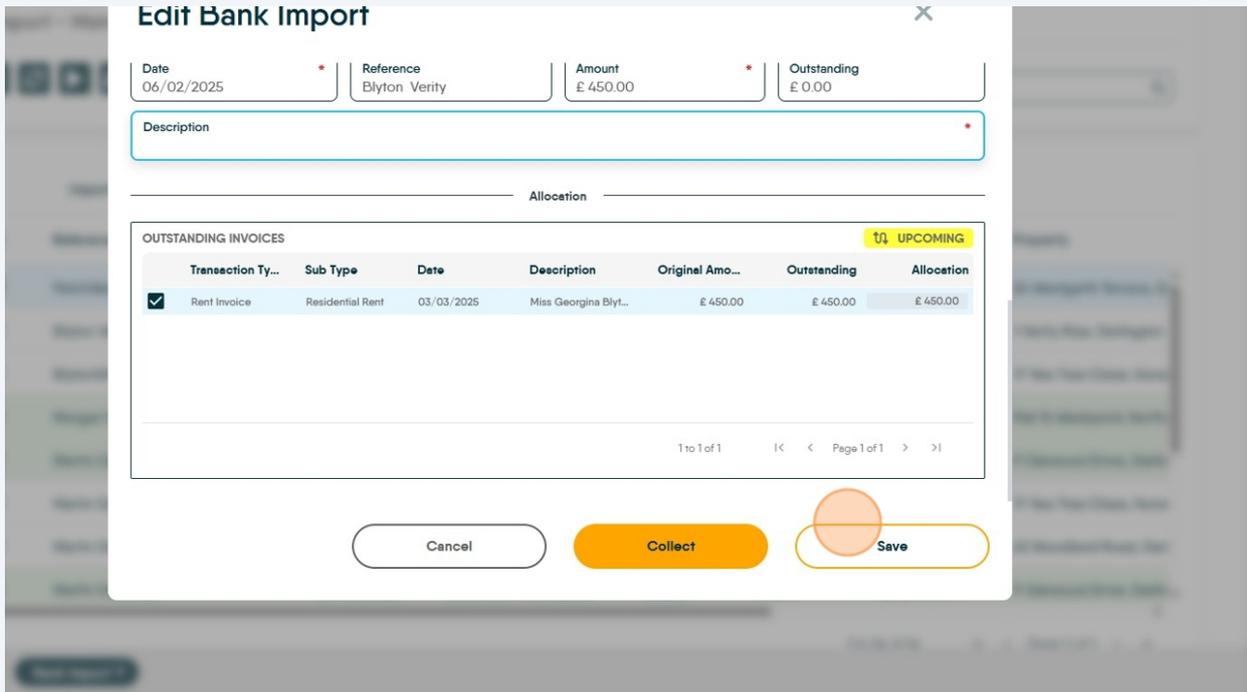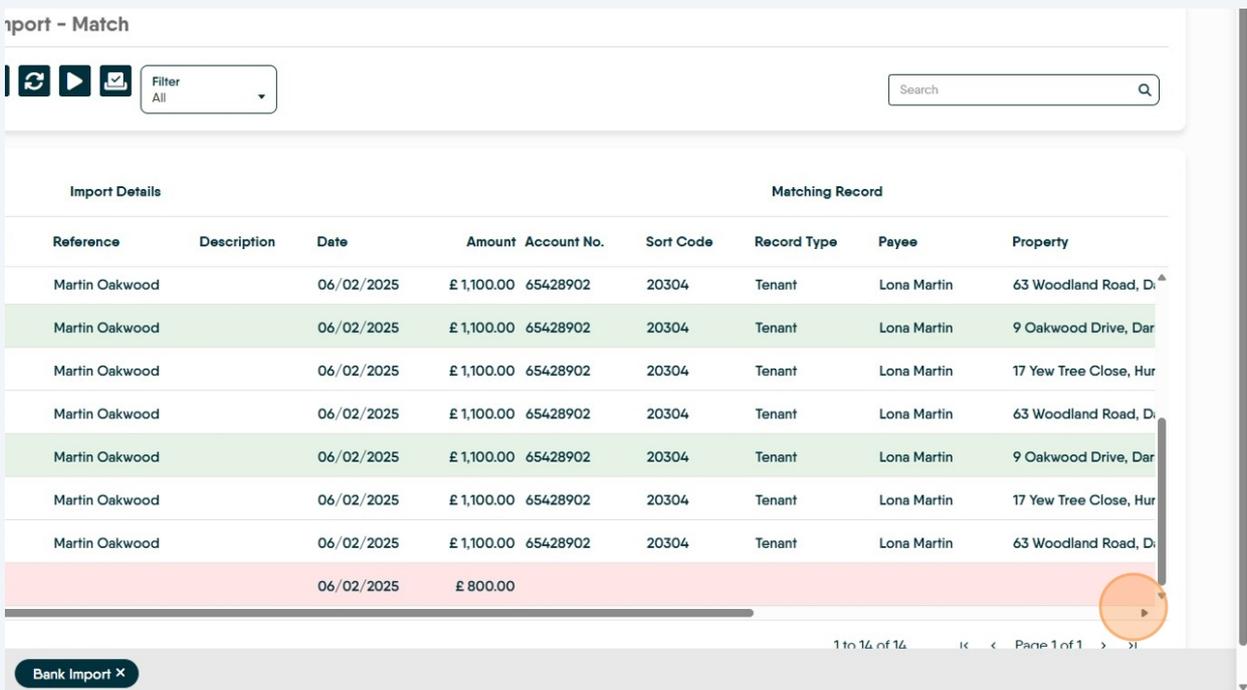


**11** Click the "Description" field.

**12** Click "Save"



**13** Any line marked red, shows that there is insufficient information to match the ban 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



**15** Click this checkbox.

**16** Click here to import the transactions.



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

**18**   Click "Import"

| | Filter<br>Matched ▾ | | | Search 🔍 |
|---|---|---|---|---|

| Import Details | | | | | | Matching Record | | |
|---|---|---|---|---|---|---|---|---|
| Reference | Description | Date | | | | cord Type | Payee | Property |
| PetchWestgarth | Rent | 06/ | | | | ant | Ella Petch | 24 Westgarth Terrace, Darl |
| Blyton Verity | | 06/ | | | | ant | Georgina Blyton | 1 Verity Rise, Darlington |
| Blyton16Yew | | 06/ | | | | ant | Dick Blyton DM | 17 Yew Tree Close, Hurwort |
| Morgan Westpoint | | 06/02/2025 | | | | Tenant | Audrey Morgan | Flat 14 Westpoint, Northum |
| Martin Oakwood | | 06/02/2025 | £ 1,100.00 | 65428902 | 20304 | Tenant | Lona Martin | 9 Oakwood Drive, Darlingt |
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| Martin Oakwood | | 06/02/2025 | £ 1,100.00 | 65428902 | 20304 | Tenant | Lona Martin | 9 Oakwood Drive, Darlingt |

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

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Bank Import ✕

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