

Refunding Tenant Holding Payments in CRM



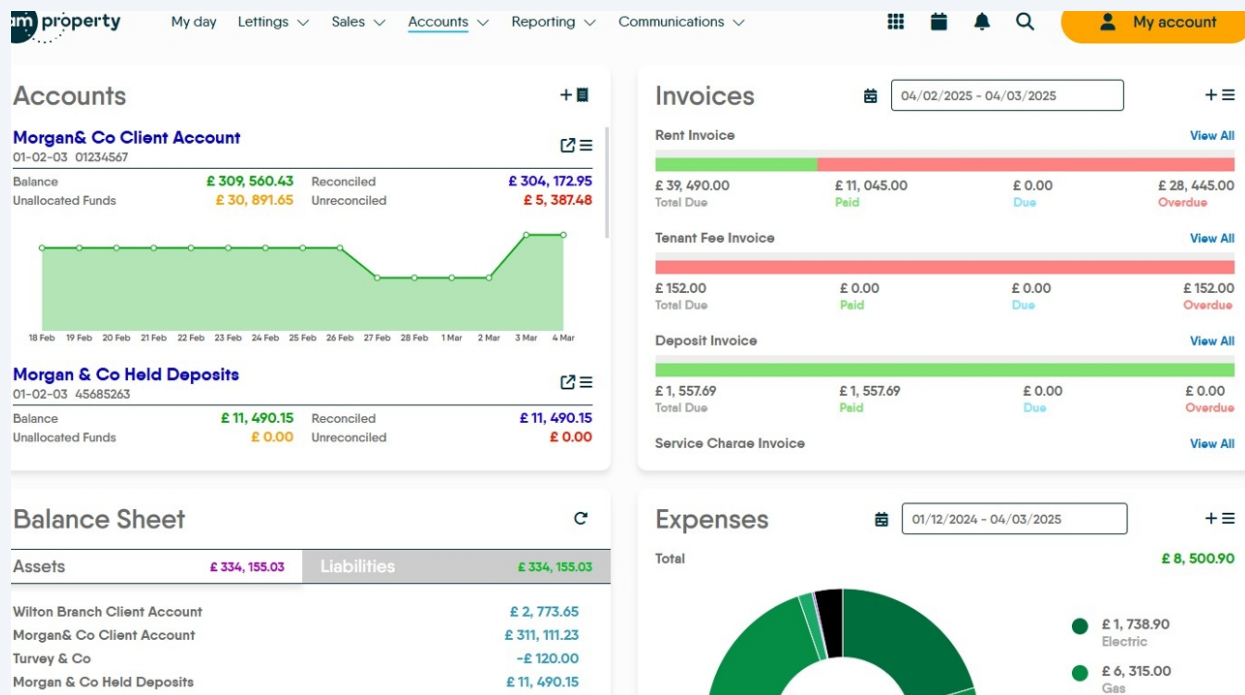
This guide provides a step-by-step process for refunding tenant holding payments in CRM and how to transfer the balance to the Agent ledger.

By following the detailed instructions, users can easily navigate the system to process refunds and associated fees, minimising errors and saving time.

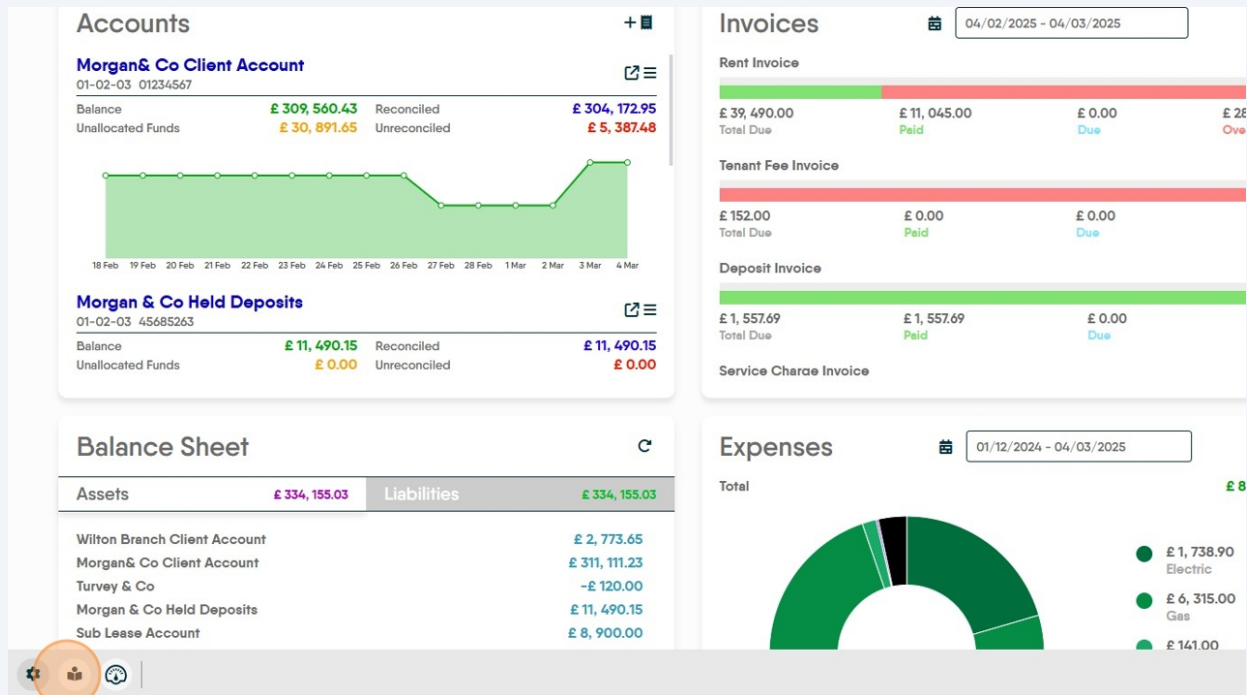
Whether you're new to the CRM or need a refresher, this guide is a valuable resource for maintaining financial integrity in tenant accounts.

In this example we will refund £100 to a tenant and then £80 to the Agent ledger as withheld funds. We will make the assumption that the holding fee has been brought into CRM as 'Unallocated Funds' i.e. not applied to a rent (or other) invoice'.

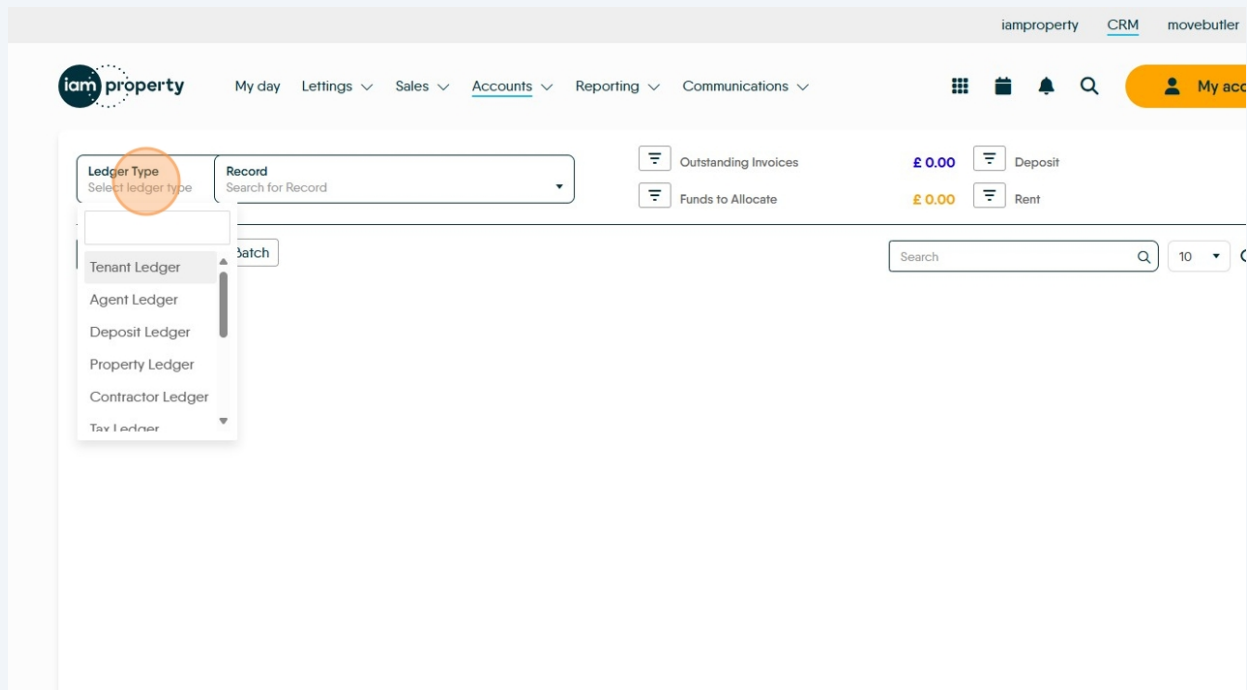
1 Navigate to <https://crm.iamproperty.com/Dashboards/Accounts>



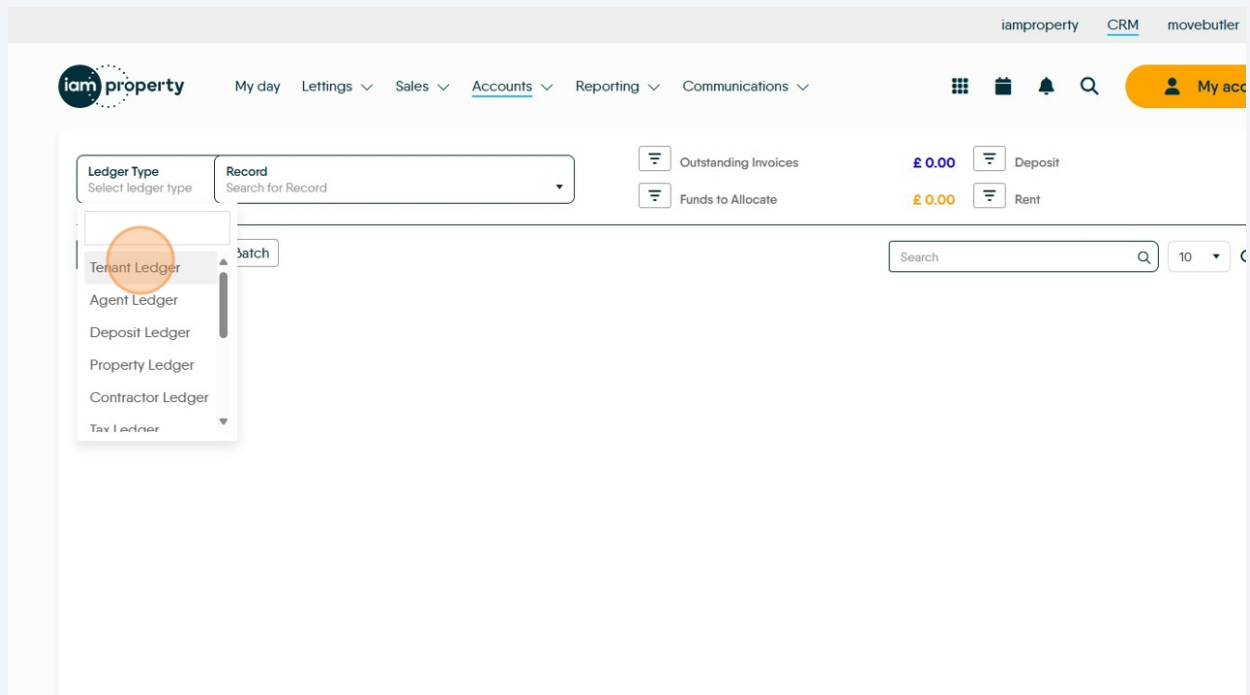
2 Click here to access the Ledger screen.



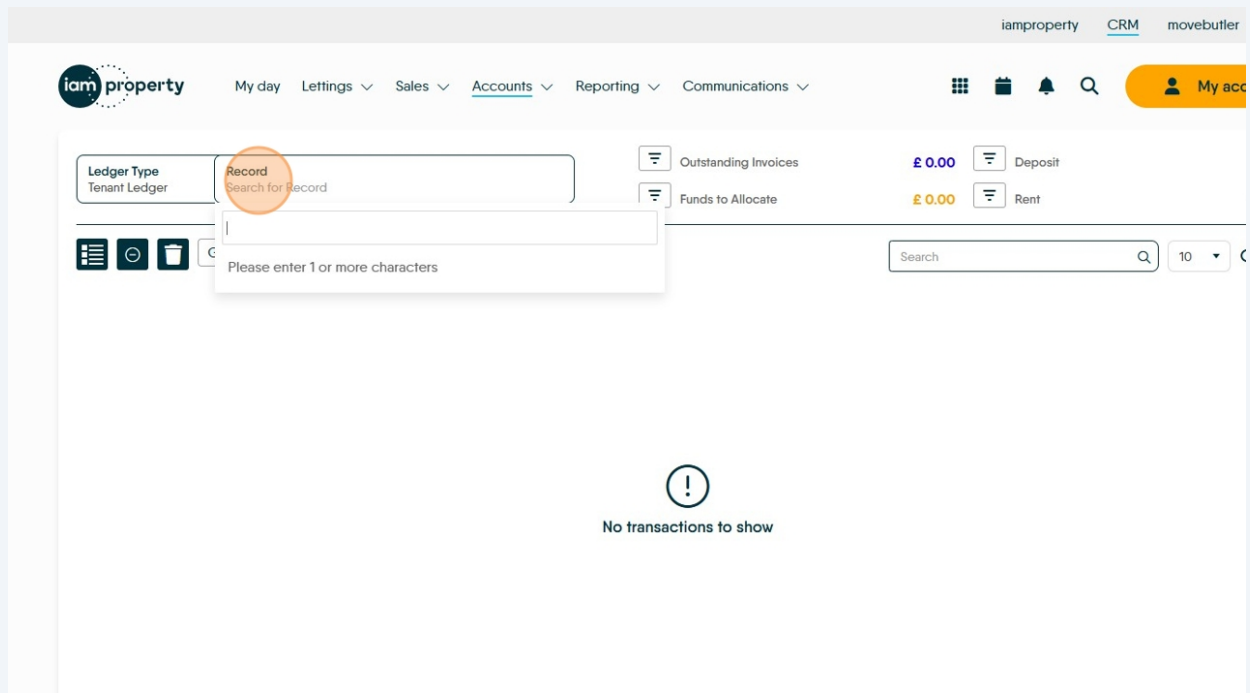
3 Click "Select ledger type"



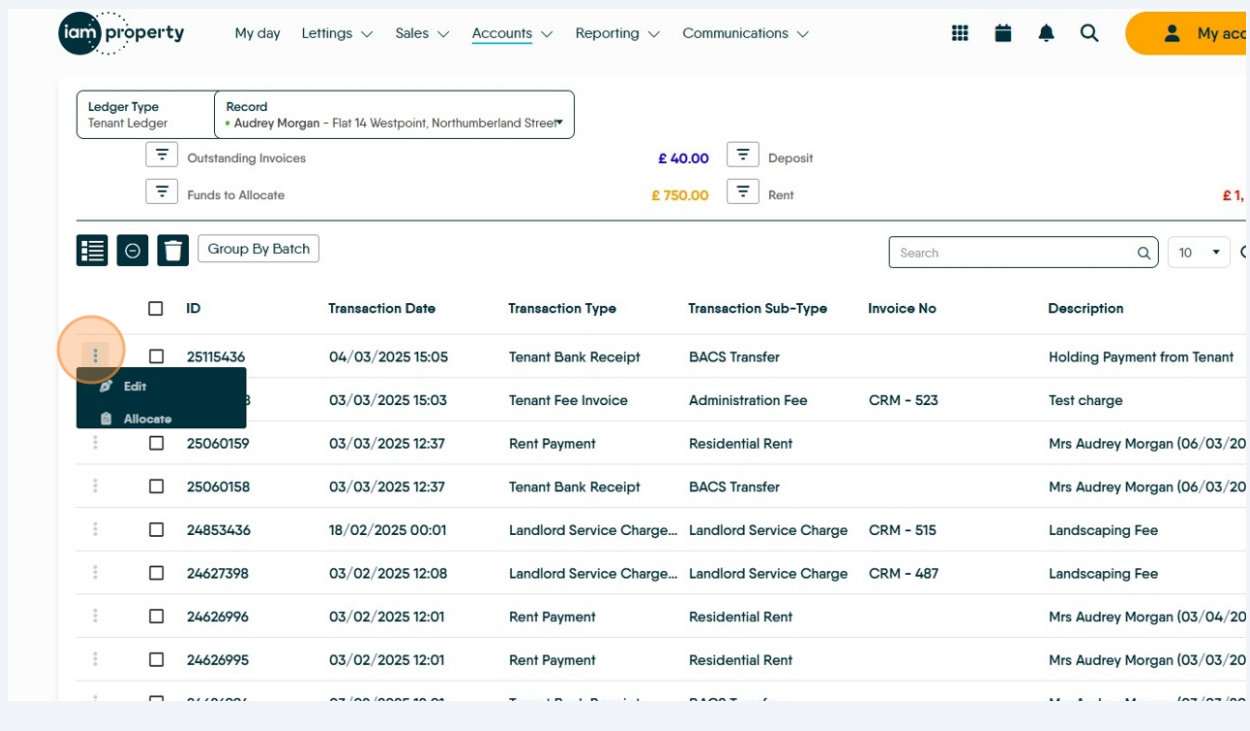
4 Click "Tenant Ledger"



5 Click "Search for Record" Search for the Tenant record and select from the list here.



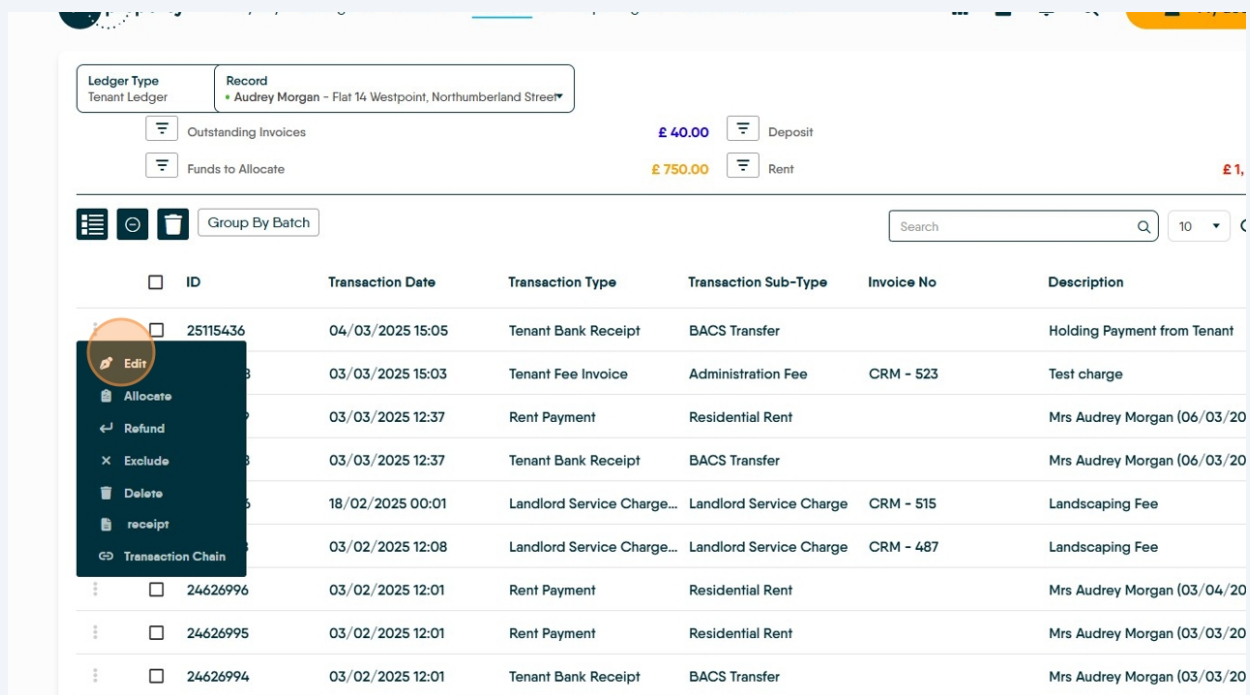
6 Click the 3 dot menu



The screenshot shows the 'Accounts' section of the 'iam property' system. At the top, there's a navigation bar with 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below this, a 'Ledger Type' dropdown is set to 'Tenant Ledger', and a 'Record' dropdown is set to 'Audrey Morgan - Flat 14 Westpoint, Northumberland Street'. Summary statistics show 'Outstanding Invoices' at £40.00, 'Funds to Allocate' at £750.00, and 'Deposit' at £1,000.00. A table of transactions is displayed with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. A 3-dot menu is highlighted next to the first transaction row (ID 25115436).

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060157	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20)

7 Click "Edit"



This screenshot is similar to the previous one, but the 3-dot menu for the first transaction row (ID 25115436) is open, and the 'Edit' option is highlighted. The menu also includes 'Allocate', 'Refund', 'Exclude', 'Delete', 'receipt', and 'Transaction Chain'.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25060157	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20)
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20)
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20)
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20)
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20)

- 8 From the 'Edit Transaction' screen. Click the "Amount" field.

The screenshot shows the 'Edit Transaction #25115436' form. The 'Amount' field, which currently displays '£ 180.00', is highlighted with an orange circle. The form includes fields for Property, Transaction Type, Sub Type, Date, Invoice No, Cheque No, Bank Reference, and Excluded. A description field at the bottom contains 'Holding Payment from Tenant'. Below the form is a table with transaction details.

ID	Ledger Type	Property	Debit	Credit	Net
25115436	Tenant Ledger	Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK	£ 0.00	£ 180.00	£ 180.00

- 9 Edit the amount to value you are returning to the Tenant. Click "Save"

The screenshot shows the 'Edit Transaction #25115436' form with the 'Amount' field updated to '£ 100.00'. The 'Save' button at the bottom right is highlighted with an orange circle. The form structure and other fields remain the same as in the previous screenshot.

ID	Ledger Type	Property	Debit	Credit	Net
25115436	Tenant Ledger	Flat 14 Westpoint, Northumberland Street, Darlington, County Durham, DL3 7HB, UK	£ 0.00	£ 180.00	£ 180.00

10 Click this checkbox.

Ledger Type

Tenant Ledger

Record

Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices

£ 40.00

Deposit

Funds to Allocate

£ 670.00

Rent

£ 1,

Group By Batch

Search

10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/> 25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/> 25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input type="checkbox"/> 25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/> 24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/> 24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20
<input type="checkbox"/> 24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20
<input type="checkbox"/> 24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20

Ledger X

11 Click here.

Ledger Type

Tenant Ledger

Record

Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices

£ 40.00

Deposit

Funds to Allocate

£ 670.00

Rent

£ 1,

Group By Batch

Search

10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
<input type="checkbox"/> 25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
<input type="checkbox"/> 25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
<input checked="" type="checkbox"/> 25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
<input type="checkbox"/> 24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
<input type="checkbox"/> 24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
<input type="checkbox"/> 24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20
<input type="checkbox"/> 24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20
<input type="checkbox"/> 24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20

Edit

Exclude

Ledger X

12 Click "Refund"

Ledger Type
Tenant Ledger

Record
Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices £ 40.00 Deposit

Funds to Allocate £ 670.00 Rent £ 1,

Group By Batch Search 10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20
24626995	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/03/20
24626994	03/02/2025 12:01	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (03/03/20

Refund

13 Click the "Amount" field and edit to the amount you are refunding.

Refund Rent

Tenant
Audrey Morgan

Bank Account
Morgan & Co Client Account

Date
04/03/2025

Available
£ 200

Amount
£ 200

Description
Enter note

Cheque No.
Enter cheque no.

Bank Reference
Enter bank reference

Cancel Refund

- 14 Click the "Description" field. Type a clear description for the transaction e.g. "Repayment of holding payment"

The screenshot shows a 'Refund Rent' modal form. The fields are: Tenant (Audrey Morgan), Bank Account (Morgan& Co Client Account), Date (04/03/2025), Available (£200), Amount (£100.00), Description (Enter note), Cheque No. (Enter cheque no.), and Bank Reference (Enter bank reference). An orange circle highlights the 'Description' field.

- 15 Click "Refund" this will create the refund transaction in the Client Account.

The screenshot shows the same 'Refund Rent' modal form, but now the 'Description' field contains the text 'Repayment of holding payment'. An orange circle highlights the 'Refund' button at the bottom right.

16 Click this icon to move to the Accounts Dashboard.

Ledger Type
Tenant Ledger

Record
Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices £ 40.00 Deposit

Funds to Allocate £ 670.00 Rent £ 1,

Group By Batch

Search 10

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/20
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/20
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/20

Ledger X

17 Click here to view the Client Account transactions

iamproperty CRM movebutler

My day Lettings Sales Accounts Reporting Communications

Accounts

Morgan & Co Client Account
01-02-03 01234567

Balance £ 309,660.43 Reconciled £ 304,172.95
Unallocated Funds £ 30,991.65 Unreconciled £ 5,487.48

Morgan & Co Held Deposits
01-02-03 45685263

Balance £ 11,490.15 Reconciled £ 11,490.15
Unallocated Funds £ 0.00 Unreconciled £ 0.00

Balance Sheet

Assets	Liabilities
£ 334,335.03	£ 334,335.03
Wilton Branch Client Account	£ 2,773.65

Invoices

Rent Invoice
04/02/2025 - 04/03/2025

Total Due	£ 39,490.00	£ 11,045.00	£ 0.00	£ 28
		Paid	Due	Over

Tenant Fee Invoice

Total Due	£ 152.00	£ 0.00	£ 0.00
		Paid	Due

Deposit Invoice

Total Due	£ 1,557.69	£ 1,557.69	£ 0.00
		Paid	Due

Service Charge Invoice

Expenses

01/12/2024 - 04/03/2025

Total £ 8, £ 1,738.90

18 In the Client Account you can see the refunded amount as a debit.

im property My day Lettings Sales Accounts Reporting Communications My account

Morgan& Co Client A... 01-02-03 01234567

Balance £ 309,660.43 Reconciled £ 304,172.95
Unallocated £ 30,991.65 Unreconciled £ 5,487.48

Group By Batch Search 10

Date	Description	Bank Reference	Credit	Debit	Balance
04/03/2025 15:09	Repayment of holding payment		£ 0.00	£ 100.00	£ 309,560.4
04/03/2025 15:05	Holding Payment from Tenant		£ 100.00	£ 0.00	£ 309,660.4
03/03/2025 12:40	Mr lettings Applicant101 (15/02/2025 ...		£ 400.00	£ 0.00	£ 309,560.4
03/03/2025 12:39	Mr lettings Applicant101 (15/02/2025 ...		£ 1,000.00	£ 0.00	£ 309,160.4
03/03/2025 12:37	Mrs Audrey Morgan (06/03/2025 - 05...		£ 200.00	£ 0.00	£ 308,160.4
27/02/2025 11:58	Landlord Payment - 63 Woodland Roa...		£ 0.00	£ 1,116.00	£ 307,960.4
13/02/2025 14:30	Prepaid rent		£ 1,000.00	£ 0.00	£ 309,076.4
11/02/2025 12:52	Landlord Payment - 749 Pelaw Crescen...		£ 0.00	£ 120.00	£ 308,076.4
11/02/2025 12:52	Landlord Payment - 355 Yew Tree Clos...		£ 0.00	£ 172.80	£ 308,196.4
11/02/2025 12:52	Landlord Payment - 10 Kingsway, Darlin...		£ 0.00	£ 1.20	£ 308,369.2

19 The payment will also be visible in the Tenant Ledger.

Ledger Type Tenant Ledger **Record** Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices £ 40.00 Deposit
Funds to Allocate £ 670.00 Rent £ 1,

Group By Batch Search 10

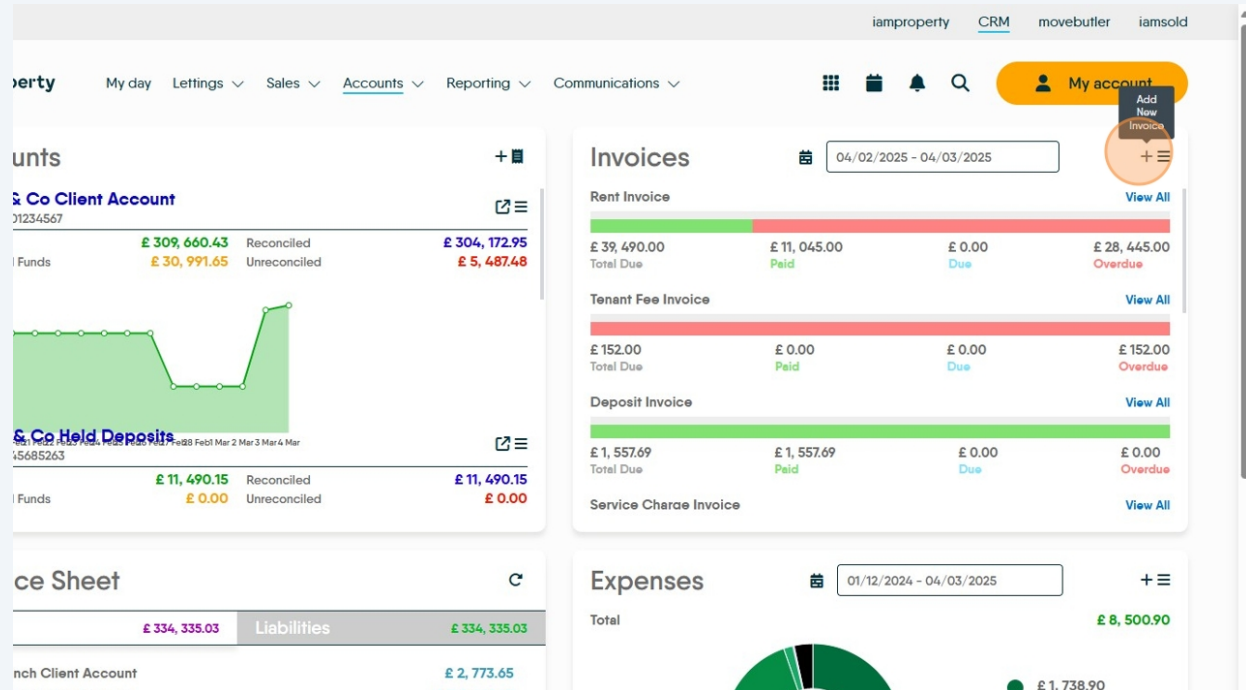
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025 - 05...
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025 - 05...
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee
24627398	03/02/2025 12:08	Landlord Service Charge...	Landlord Service Charge	CRM - 487	Landscaping Fee
24626996	03/02/2025 12:01	Rent Payment	Residential Rent		Mrs Audrey Morgan (03/04/2025 - 03/04/2025)

Ledger Bank Accounts: Morgan& Co Client Account

Creating the Tenant Fee Invoice

20

To take your portion of the fee and add it to your Agent Ledger an Invoice needs to be created.



21

Click "Select tenant" and type your tenant name, select from the drop down list.

The screenshot shows the 'Add Invoice' form. The form includes the following fields and options:

- Deposit Balance:** £0.00
- Unallocated Funds:** £0.00
- Pay with deposit:** ☐
- Pay with unallocated:** ☐
- Tenant:** Select tenant (highlighted with an orange circle)
- Transaction Type:** Select transaction type
- Sub Type:** Select sub-type
- Invoice Date:** 04/03/2025
- Invoice No.:** CRM - 526
- VAT Type:**
- Exclude Man. Fee:** ☐
- Amount:** £
- Net:** £0.00
- Vat:** £0.00
- Total:** £0.00
- Description:** Enter description
- Invoices:** A list of invoices (currently empty).
- Total:** £0.00

A warning icon and the text 'No Invoices' are displayed at the bottom of the form.

22 Click "Select transaction type"

The screenshot shows the 'Add Invoice' form. At the top, there are fields for 'Deposit Balance' (£ 0.00) and 'Unallocated Funds' (£ 670.00). Below these are toggle switches for 'Pay with deposit' and 'Pay with unallocated'. The 'Transaction Type' dropdown menu is highlighted with an orange circle, showing the text 'Select transaction type'. Other fields include 'Tenant' (Audrey Morgan - Flat 14 Westpoint, No...), 'Invoice Date' (04/03/2025), 'Invoice No.' (CRM - 526), 'VAT Type', 'Exclude Man. Fee' toggle, 'Amount' (£), 'Net' (£ 0.00), 'Vat' (£ 0.00), and 'Total' (£ 0.00). A 'Description' field with a placeholder 'Enter description' is also present. At the bottom, there is a section for 'Invoices' with a 'Total' of £ 0.00 and a message 'No Invoices' with an exclamation mark icon.

23 Click "Tenant Fee Invoice" (in this case) or the appropriate option.

The screenshot shows the 'Add Invoice' form with the 'Transaction Type' dropdown menu open. The menu options are: 'Rent Invoice', 'Tenant Fee Invoice' (highlighted with an orange circle), 'Deposit Invoice', 'Service Charge Invoice', and 'Landlord Service Charge Invoice'. The 'Total' field at the bottom right shows £ 0.00. At the bottom of the form, there are three buttons: 'Cancel', 'Another', and 'OK'.

24 Click "Administration Fee"

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No	Transaction Type	Tenant Fee Invoice
		Sub Type	Administration Fee
Invoice Date	04/03/2025	Invoice No.	CRM - 526
		VAT Type	Inclusive
		Exclude Man. Fee	<input type="checkbox"/>
Amount	£	Net	£ 0.00
		Vat	£ 0.00
		Total	£ 0.00

Description: Enter description

Invoices: No Invoices

Total: £ 0.00

The 'Administration Fee' option under 'Sub Type' is highlighted with an orange circle.

25 If you want to "Exclude the Mangement fee" Click here

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No	Transaction Type	Tenant Fee Invoice
		Sub Type	Administration Fee
Invoice Date	04/03/2025	Invoice No.	CRM - 526
		VAT Type	Inclusive
		Exclude Man. Fee	<input type="checkbox"/>
Amount	£	Net	£ 0.00
		Vat	£ 0.00
		Total	£ 0.00

Description: Enter description

Invoices: No Invoices

Total: £ 0.00

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

- 26 Click the "Amount" field. Add the amount of the fee/charge

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No	Transaction Type	Tenant Fee Invoice
Sub Type	Administration Fee	Invoice Date	04/03/2025
Invoice No.	CRM - 526	VAT Type	Inclusive
Exclude Man. Fee	<input type="checkbox"/>	Amount	£
Net	£ 0.00	Vat	£ 0.00
Total	£ 0.00	Description	Enter description

The 'Amount' field is highlighted with an orange circle. Below the form, there is a section for 'Invoices' with a 'Total' of £ 0.00 and a message 'No Invoices'.

- 27 Click the "Description" field. Type a clear accurate description e.g. "Retained Holding Payment for A Morgan"

The screenshot shows the 'Add Invoice' form with the following fields and values:

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 670.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Audrey Morgan - Flat 14 Westpoint, No	Transaction Type	Tenant Fee Invoice
Sub Type	Administration Fee	Invoice Date	04/03/2025
Invoice No.	CRM - 526	VAT Type	Inclusive
Exclude Man. Fee	<input type="checkbox"/>	Amount	£ 70.00
Net	£ 58.33	Vat	£ 11.67
Total	£ 70.00	Description	Enter description

The 'Description' field is highlighted with an orange circle. Below the form, there is a section for 'Invoices' with a 'Total' of £ 0.00 and a message 'No Invoices'.

28 Click here. This will create the invoice.

Add Invoice

Deposit Balance
Unallocated Funds

£ 0.00
£ 670.00

Pay with deposit
Pay with unallocated

☐
☒

Tenant
Audrey Morgan - Flat 14 Westpoint, No

Transaction Type
Tenant Fee Invoice

Sub Type
Administration Fee

Invoice Date
04/03/2025

Invoice No.
CRM - 526

VAT Type
Inclusive

Exclude Man. Fee
☐

Amount
£ 70.00

Net
£ 58.33

Vat
£ 11.67

Total
£ 70.00

Description
Retained Holding Payment for A Morgan

Invoices

Total
£ 0.00

No Invoices

Cancel

Another

OK

29 If paying with Unallocated funds. Click here make sure the option is selected.

Add Invoice

Deposit Balance
Unallocated Funds

£ 0.00
£ 670.00

Pay with deposit
Pay with unallocated

☐
☒

Tenant
Audrey Morgan - Flat 14 Westpoint, No

Transaction Type
Select transaction type

Sub Type
Select sub-type

Invoice Date
04/03/2025

Invoice No.
CRM - 526

VAT Type

Exclude Man. Fee
☐

Amount
£ 0.00

Net
£ 0.00

Vat
£ 0.00

Total
£ 0.00

Description
Enter description

Invoices

Total
£ 70.00

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude	
	<input checked="" type="checkbox"/>	04/03/2025	CRM - 526	Tenant Fee L...	Inclusive	£ 58.33	£ 11.67	£ 70.00	Withheld H.L.	<input checked="" type="checkbox"/>

1 to 1 of 1

< >

Page 1 of 1

30

Click "OK" This will use the Unallocated Funds to pay the invoice that you have just created.

Deposit Balance £ 0.00
Unallocated Funds £ 670.00

Tenant Audrey Morgan - Flat 14 Westpoint, No
Transaction Type Select transaction type
Sub Type Select sub-type

Invoice Date 04/03/2025
Invoice No. CRM - 526
VAT Type
Exclude Man. Fee

Amount £ 0.00
Net £ 0.00
Vat £ 0.00
Total £ 0.00

Description Enter description

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude
<input checked="" type="checkbox"/>	04/03/2025	CRM - 526	Tenant Fee L...	Inclusive	£ 58.33	£ 11.67	£ 70.00	Withheld H...	<input checked="" type="checkbox"/>

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

Cancel Another OK

31

If you dont want to create an invoice for your tenant, click "No" otherwise click "Yes"

Deposit Balance £ 0.00
Unallocated Funds £ 670.00

Tenant Audrey Morgan - Flat 14 Westpoint, No
Transaction Type Select transaction type
Sub Type Select sub-type

Invoice Date 04/03/2025
Invoice No. CRM - 526
VAT Type
Exclude Man. Fee

Amount £ 0.00
Net £ 0.00
Vat £ 0.00
Total £ 0.00

Description Enter description

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude
<input checked="" type="checkbox"/>	04/03/2025	CRM - 526	Tenant Fee L...	Inclusive	£ 58.33	£ 11.67	£ 70.00	Withheld H...	<input checked="" type="checkbox"/>

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






Cancel Another OK

Would you like to produce a tenant invoice?

No Yes

32

In the Tenant Ledger you will see the transactions the invoice and then the payment of the invoice. The payment will also show in the Agent Ledger.




um property My day Lettings Sales Accounts Reporting Communications      My account

Ledger Type
Tenant Ledger

Record
Audrey Morgan - Flat 14 Westpoint, Northumberland Street

Outstanding Invoices £ 40.00 Deposit £ 0.00

Funds to Allocate £ 600.00 Rent £ 1,133.62

Group By Batch Search 10   

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25115660	04/03/2025 15:14	Tenant Fee Payment	Administration Fee	CRM - 526	Withheld Holding Fee
25115659	04/03/2025 15:14	Tenant Fee Invoice	Administration Fee	CRM - 526	Withheld Holding Fee
25115577	04/03/2025 15:09	Tenant Payment	Residential Rent		Repayment of holding payment
25115576	04/03/2025 15:09	Rent Refund	Residential Rent		Repayment of holding payment
25115436	04/03/2025 15:05	Tenant Bank Receipt	BACS Transfer		Holding Payment from Tenant
25069998	03/03/2025 15:03	Tenant Fee Invoice	Administration Fee	CRM - 523	Test charge
25060159	03/03/2025 12:37	Rent Payment	Residential Rent		Mrs Audrey Morgan (06/03/2025 - 05..
25060158	03/03/2025 12:37	Tenant Bank Receipt	BACS Transfer		Mrs Audrey Morgan (06/03/2025 - 05..
24853436	18/02/2025 00:01	Landlord Service Charge...	Landlord Service Charge	CRM - 515	Landscaping Fee