

Collecting a Deposit Payment for a Tenant



This guide provides a step-by-step process for collecting a deposit payment from a tenant through the CRM Accounts platform, ensuring a smooth and efficient transaction. It details the necessary actions and choices to make during the collection process, which can save time and reduce errors for property managers.

N.B. Deposit invoices are NOT automatically created.

- 1 Navigate to <https://crm.iamproperty.com/Dashboards/Accounts?showModal=modalCollectRent>

Creating the Deposit Invoice

- 2 On the Accounts Dashboard find the Invoices tile.

To create the deposit invoice. Click here.

The screenshot shows the 'Invoices' section of the CRM Accounts dashboard. It displays three types of invoices: 'Rent Invoice', 'Tenant Fee Invoice', and 'Deposit Invoice'. The 'Rent Invoice' is the most prominent, showing a large green bar for 'Paid', a blue bar for 'Due', and a red bar for 'Overdue'. The 'Tenant Fee Invoice' and 'Deposit Invoice' sections are smaller and show a red bar for 'Paid', a blue bar for 'Due', and a red bar for 'Overdue'. A tooltip 'Add New Invoice' is visible over the 'View All' button for the 'Rent Invoice'.

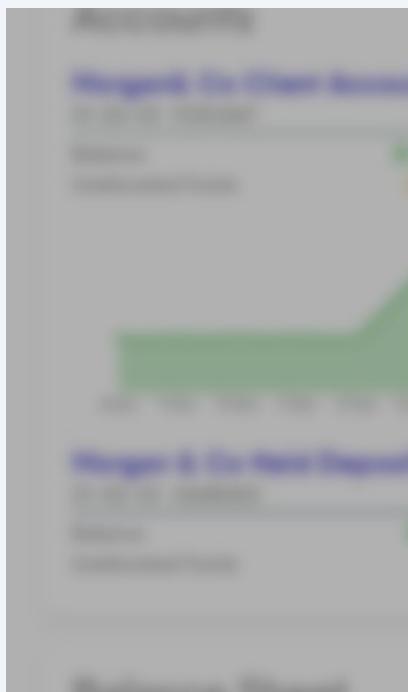
3

Click "Select tenant" and type the tenant name, then from the drop down list select the Tenant you are creating the Deposit Invoice for.
Click the name of the applicant you are creating the invoice for.



Add Invoice

Deposit Balance	£ 0.00	Pay with deposit
Unallocated Funds	£ 0.00	Pay with unalloc
Tenant Select tenant	Transaction type Select transaction type	
Invoice date 22/11/2024	Invoice no. CRM - 416	Vat type
Amount £	Net £ 0.00	Vat £ 0.00
Description Enter description		
Invoices		



Deposit Balance	£ 0.00	Pay with deposit
Unallocated Funds	£ 0.00	Pay with unalloc
Tenant Select tenant	Transaction type Select transaction type	
applicant101	Invoice no. - 416	Vat type
L lettings Applicant101 - 729...		Vat £ 0.00
Description Enter description		
Invoices		



4

Click "Select transaction type"
Click "Deposit Invoice" This will complete all the amount fields with the information set when the prebooked tenancy was created i.e. the current rent as shown on the Tenant record.

Add Invoice

Deposit Balance	£ 0.00	Pay with deposit	<input type="radio"/>
Unallocated Funds	£ 0.00	Pay with unallocated	<input type="radio"/>
Tenant lettings Applicant101 - 729 Pelaw Cres	*	Transaction type Select transaction type	*
Invoice date 22/11/2024	*	Invoice no. CRM - 416	Vat type
Amount £	*	Net £ 0.00	Exclude man. fee
Description Enter description		*	

Unallocated Funds	£ 0.00	Pay with unallocated	
Tenant lettings Applicant101 - 729 Pelaw Cres	*	Transaction type Select transaction type	*
Invoice date 22/11/2024	*	Invoice no. CRM - 4	Rent Invoice
Amount £	*	Net £ 0.00	Tenant Fee Invoice
Description Enter description		Deposit Invoice	
Invoices		Service Charge Invoice	
		Landlord Service Charge Invoice	
!			
No Invoices			

5 Click the "Description" field. Add the description for the Invoice you are creating

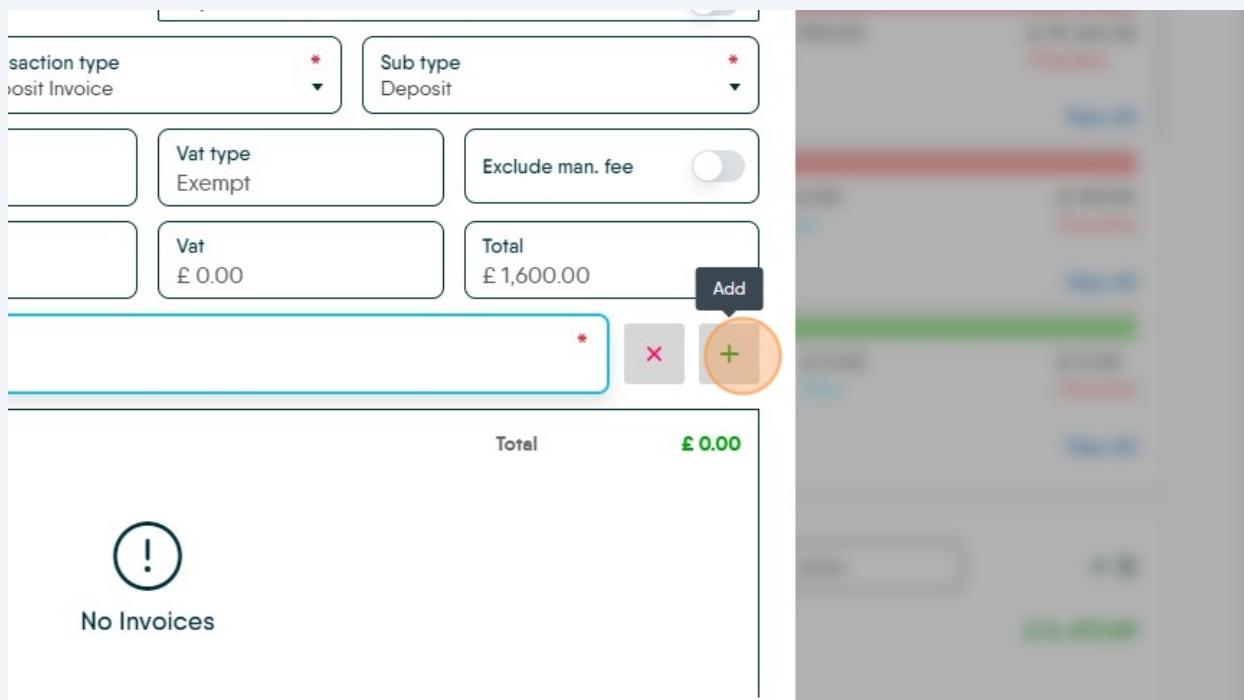


Tenant lettings Applicant101 - 729 Pelaw Cres*	Transaction type Deposit Invoice	
Invoice date 22/11/2024*	Invoice no. CRM - 416	Vat type Exempt
Amount £ 1,600.00*	Net £ 1,600.00	Vat £ 0.00
Description Enter description		
Invoices No Invoices		



Tip! Make the Invoice descriptions clear and complete, this helps when allocating payments later.

6 Click here.



Action type *
Deposit Invoice

Sub type *
Deposit

Vat type
Exempt

Exclude man. fee

Vat £ 0.00

Total £ 1,600.00

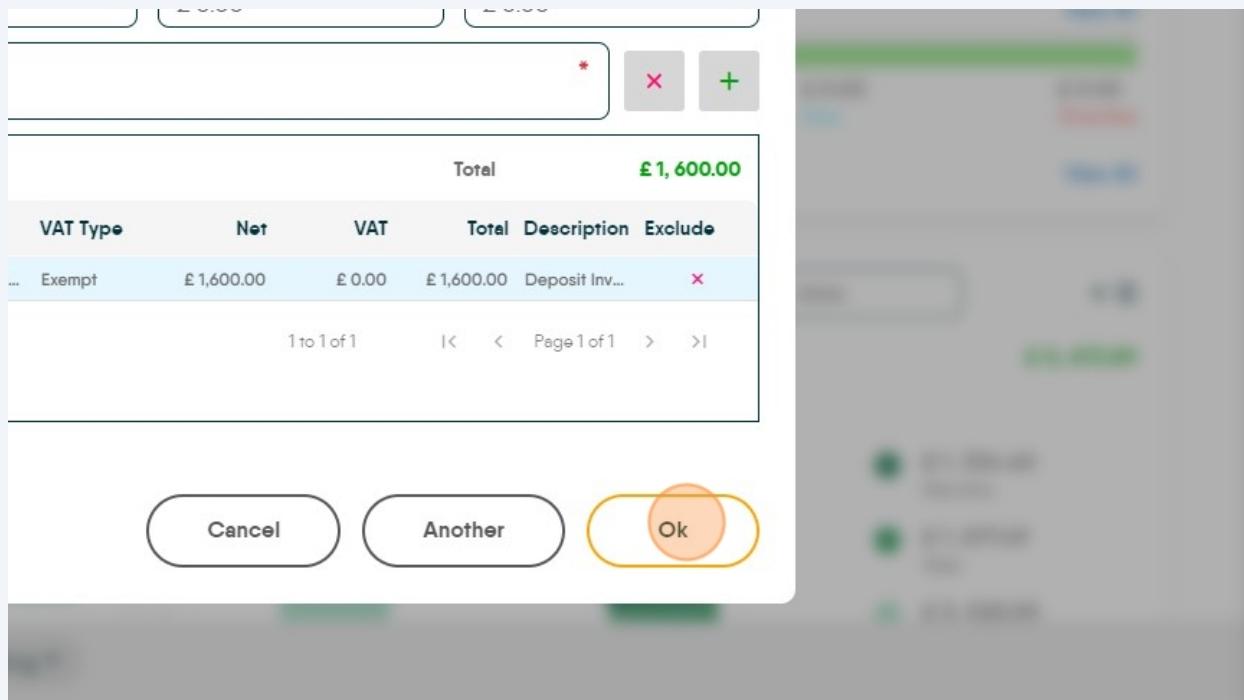
Add

Total £ 0.00

!

No Invoices

7 The Invoice will show on the screen. To create another invoice (for the same or different person) click 'Another' otherwise click "OK" to move on



*

Total £ 1,600.00

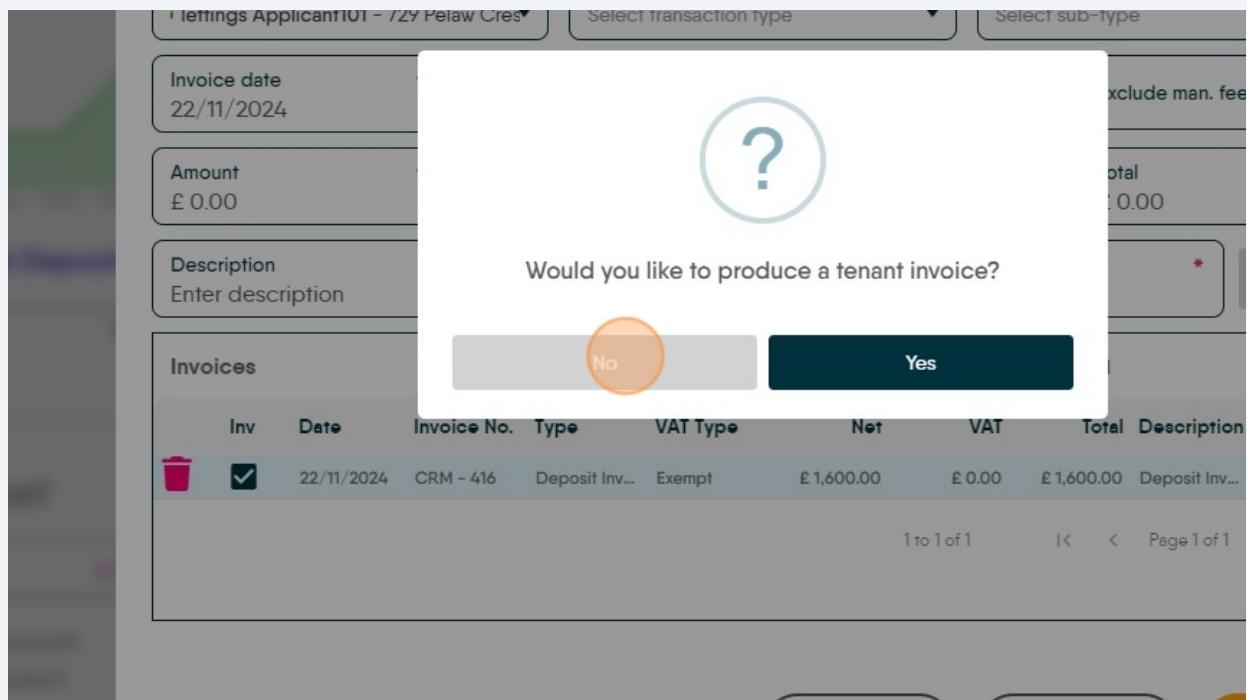
VAT Type	Net	VAT	Total	Description	Exclude
Exempt	£ 1,600.00	£ 0.00	£ 1,600.00	Deposit Inv...	<input type="checkbox"/>

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

Cancel Another Ok

8

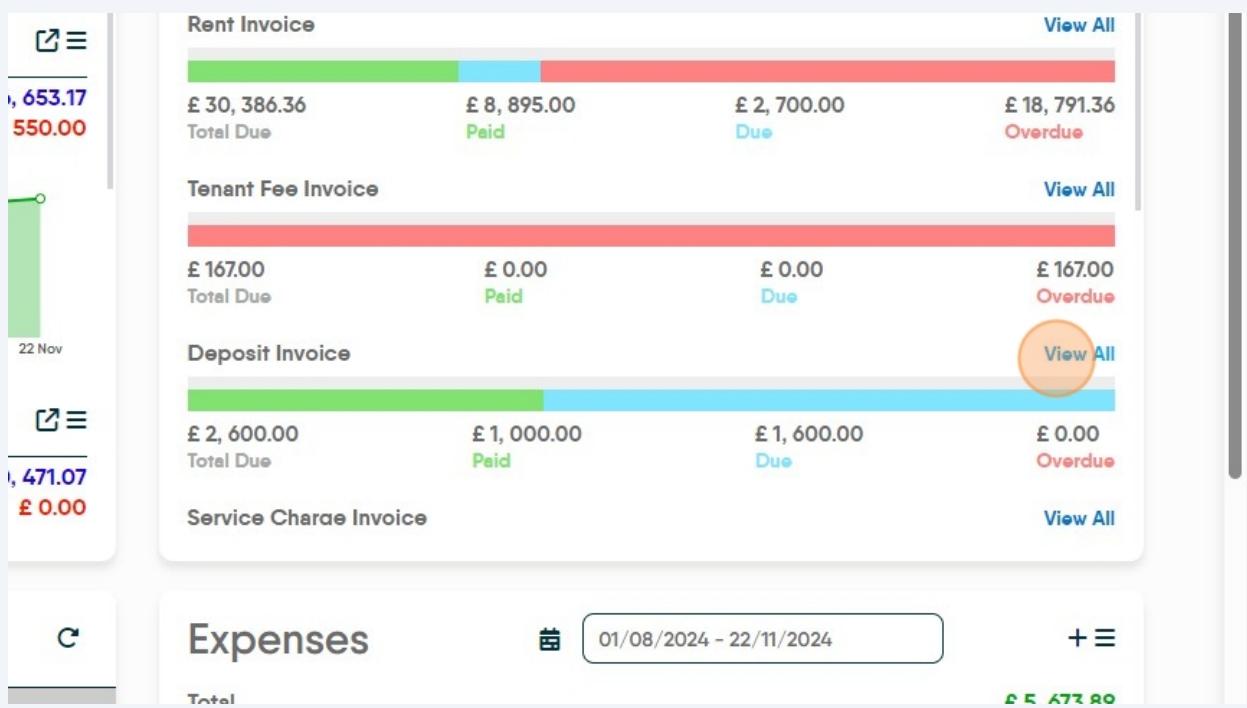
There will be an option to produce a tenant invoice. Click "No" or "Yes" to this, yes will take you to a screen to print or save a copy invoice.



9

The deposit invoice will now show as "Due" in the Deposit Invoices section of the Invoices tile. Click "View All" to see all the currently Due and Overdue (uncollected) deposit invoices.

Click this checkbox.

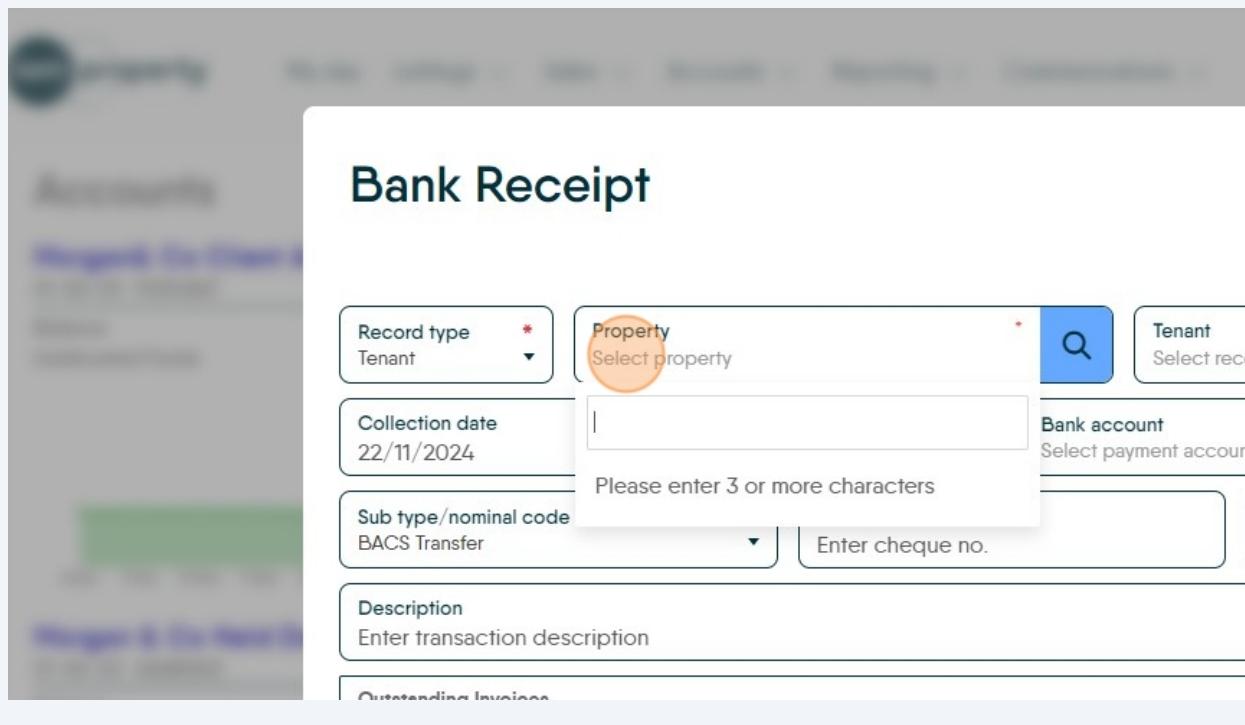


Collecting the Deposit Payment

10

To collect the deposit payment (show that the Deposit Invoice has been paid) a Bank Transfer is used. Click here.

11 Click "Select property" and search for the property.



Bank Receipt

Record type * Tenant

Property Select property

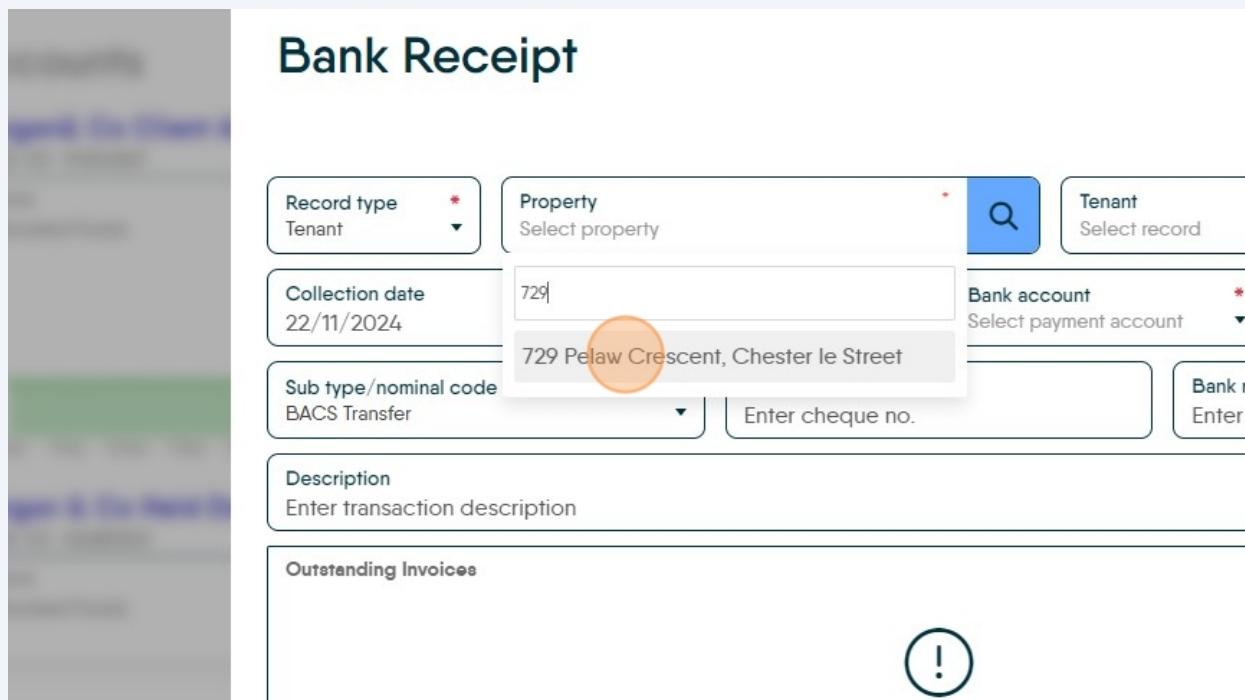
Collection date 22/11/2024

Sub type/nominal code BACS Transfer

Description Enter transaction description

Outstanding Invoices

12 Click to select it from the drop down menu.



Bank Receipt

Record type * Tenant

Property Select property

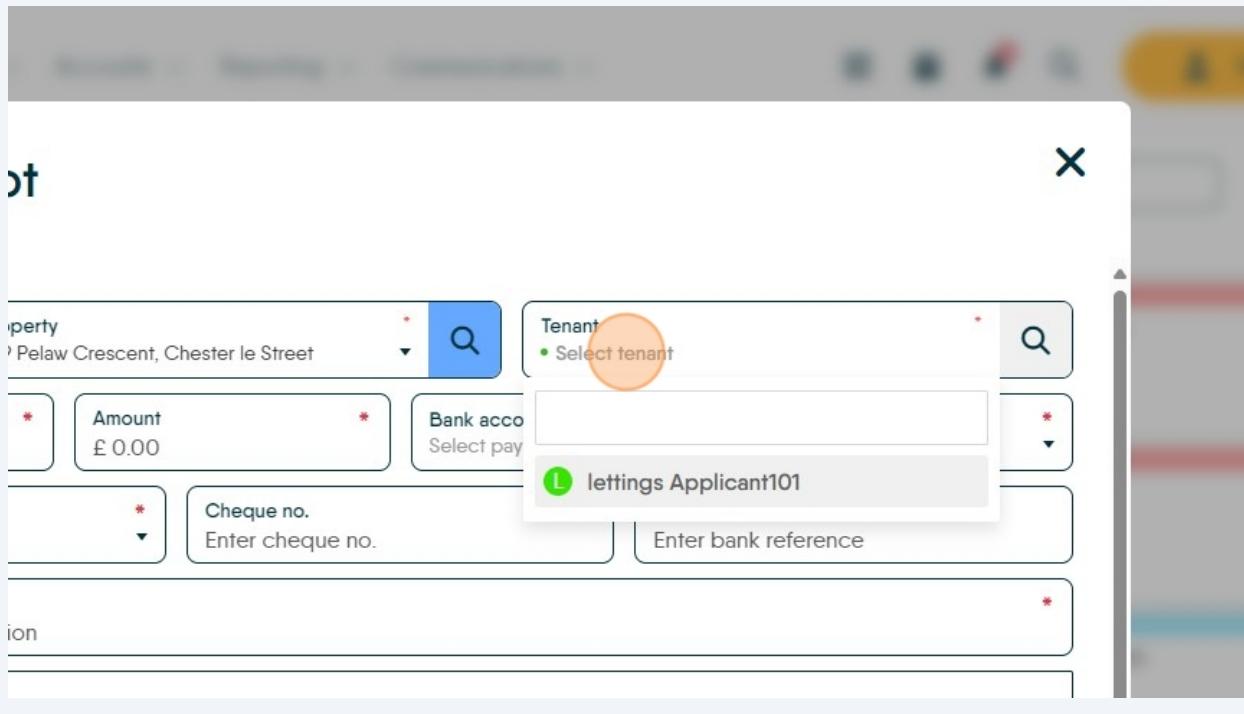
Collection date 22/11/2024

Sub type/nominal code BACS Transfer

Description Enter transaction description

Outstanding Invoices

13 Click to "Select tenant"



Property
729 Pelaw Crescent, Chester le Street

Tenant
Select tenant

Amount
£ 0.00

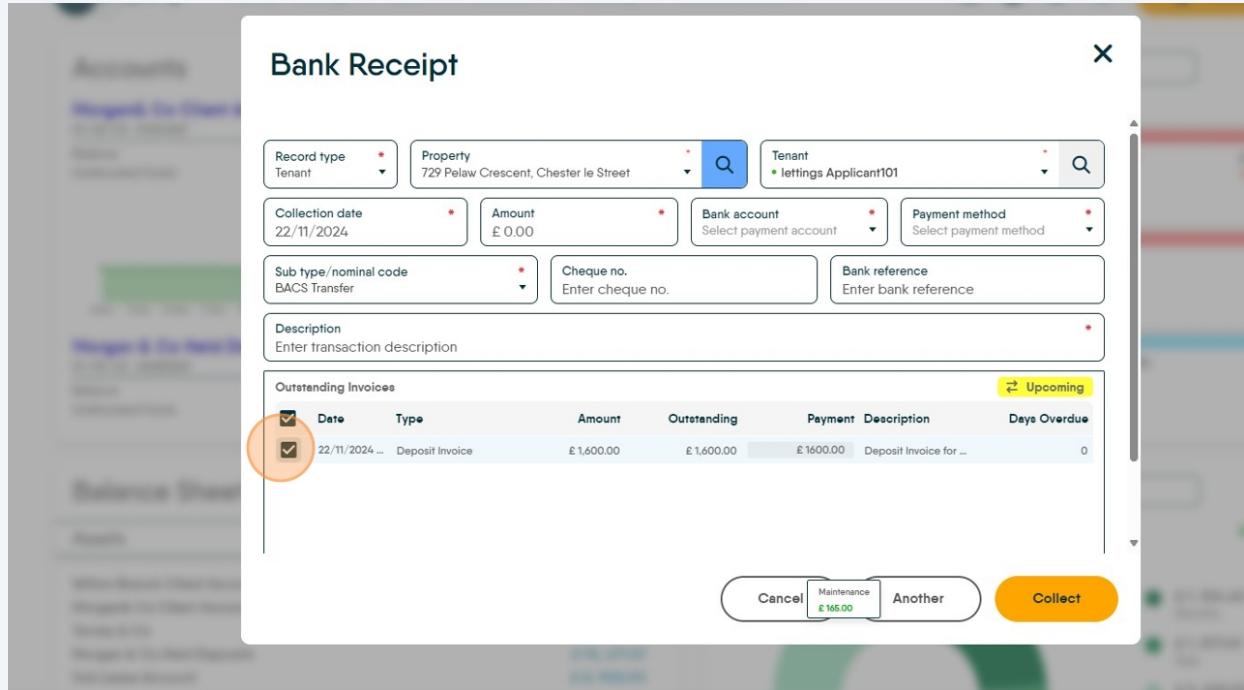
Bank account
Select pay

Cheque no.
Enter cheque no.

Bank reference
Enter bank reference

14 This will show the outstanding invoice at the bottom of the screen. Click this checkbox to select the invoice you are paying.

N.B. It is possible there will be more than 1 invoice showing so be sure to select the correct invoice at this point.



Bank Receipt

Record type
Tenant

Property
729 Pelaw Crescent, Chester le Street

Tenant
lettings Applicant101

Collection date
22/11/2024

Amount
£ 0.00

Bank account
Select payment account

Payment method
Select payment method

Sub type/ nominal code
BACS Transfer

Cheque no.
Enter cheque no.

Bank reference
Enter bank reference

Description
Enter transaction description

Outstanding Invoices						
Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
22/11/2024 ...	Deposit Invoice	£ 1,600.00	£ 1,600.00	£ 1600.00	Deposit Invoice for ...	0

Upcoming

Cancel Maintenance £ 160.00 Another Collect

15

Click "Select payment account" (the account the payment came into) and "Select payment method" (how the payment was made) set as appropriate

Receipt

Property: 729 Pelaw Crescent, Chester le Street

Tenant: lettings Applicant101

Amount: £ 1,600.00

Bank account: Select payment account

Payment method: Select payment method

cheque no.: Enter cheque no.

Bank reference: Enter bank reference

Description: Morgan & Co Client Account

Description: Morgan & Co Held Deposits

Description: Sub Lease Account

Type: Amount: Outstanding: Payment: Description: Days Overdue:

Upcoming

Receipt

Property: 729 Pelaw Crescent, Chester le Street

Tenant: lettings Applicant101

Bank account: Morgan & Co Client Account

Payment method: Select payment method

cheque no.: Enter cheque no.

Bank reference: Enter bank reference

Description: Morgan & Co Client Account

Description: Morgan & Co Held Deposits

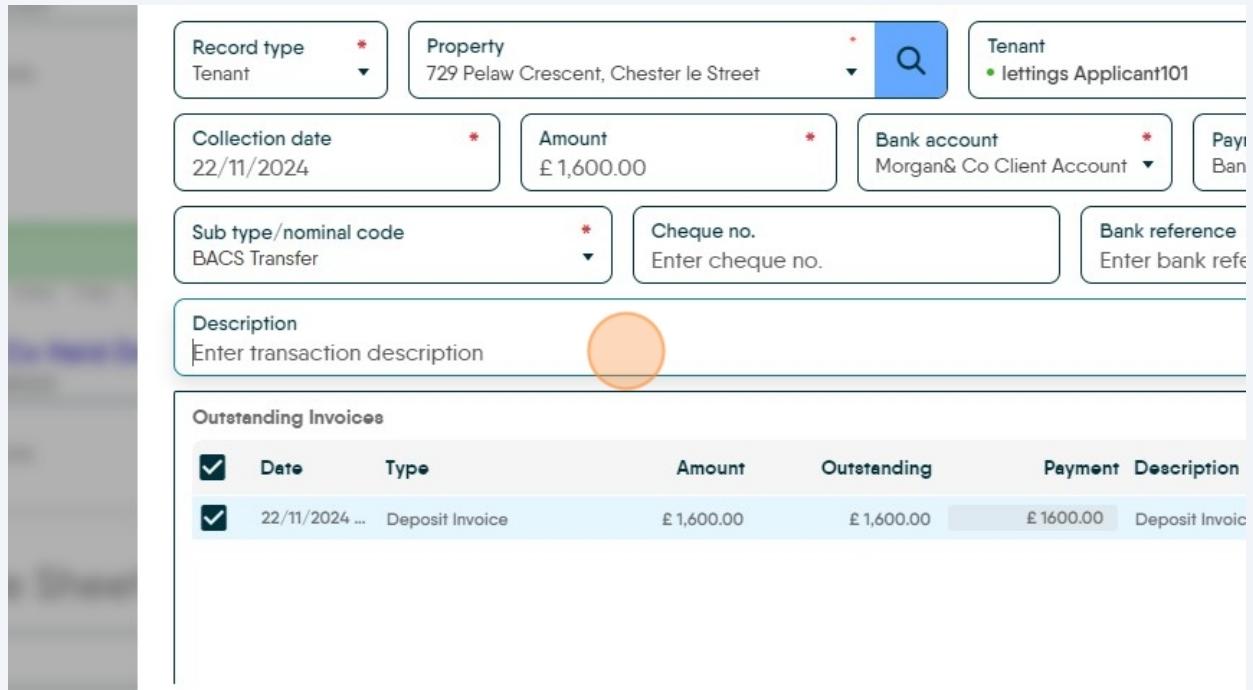
Description: Sub Lease Account

Amount: Outstanding: Payment: Description: Days Overdue:

Upcoming

16 Click the "Description" field

Make the description as clear as possible, to aid in future use/reference



Record type * Tenant Property 729 Pelaw Crescent, Chester le Street Tenant lettings Applicant101

Collection date * 22/11/2024 Amount * £ 1,600.00 Bank account * Morgan& Co Client Account Pay Ban

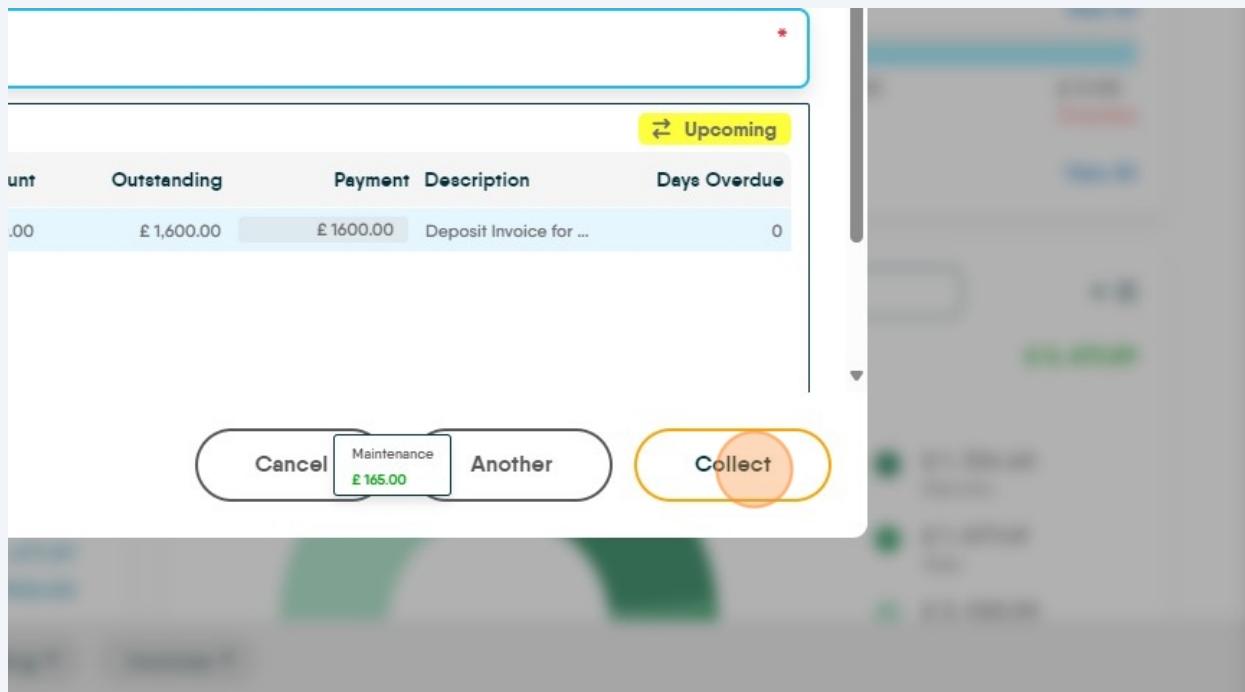
Sub type/nominal code * BACS Transfer Cheque no. Enter cheque no. Bank reference Enter bank refe

Description
Enter transaction description

Outstanding Invoices

<input checked="" type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description
<input checked="" type="checkbox"/>	22/11/2024 ...	Deposit Invoice	£ 1,600.00	£ 1,600.00	£ 1600.00	Deposit Invoic

17 Click "Collect" to pay the invoice and show this in the Deposit record as well as the Client Account.

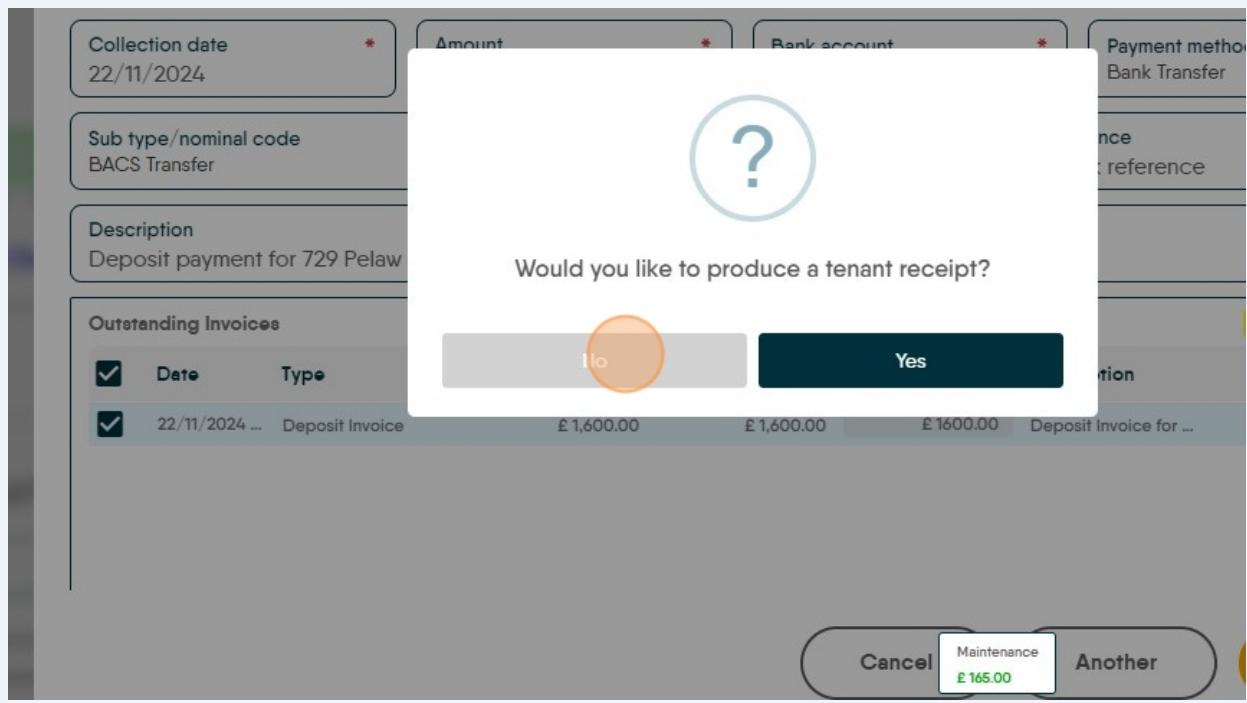


Upcoming

unt	Outstanding	Payment	Description	Days Overdue
.00	£ 1,600.00	£ 1600.00	Deposit Invoice for ...	0

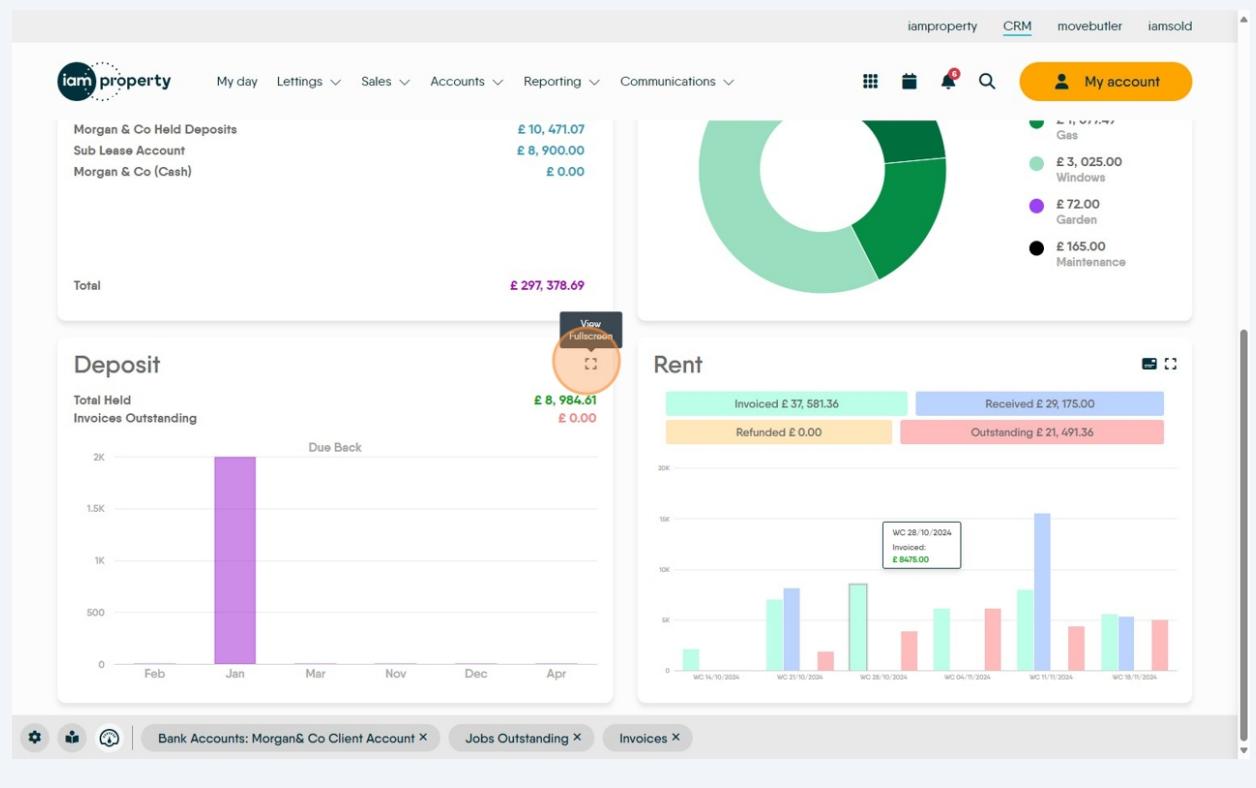
Cancel Maintenance £ 165.00 Another Collect

18 Click "No" or "Yes" to this.



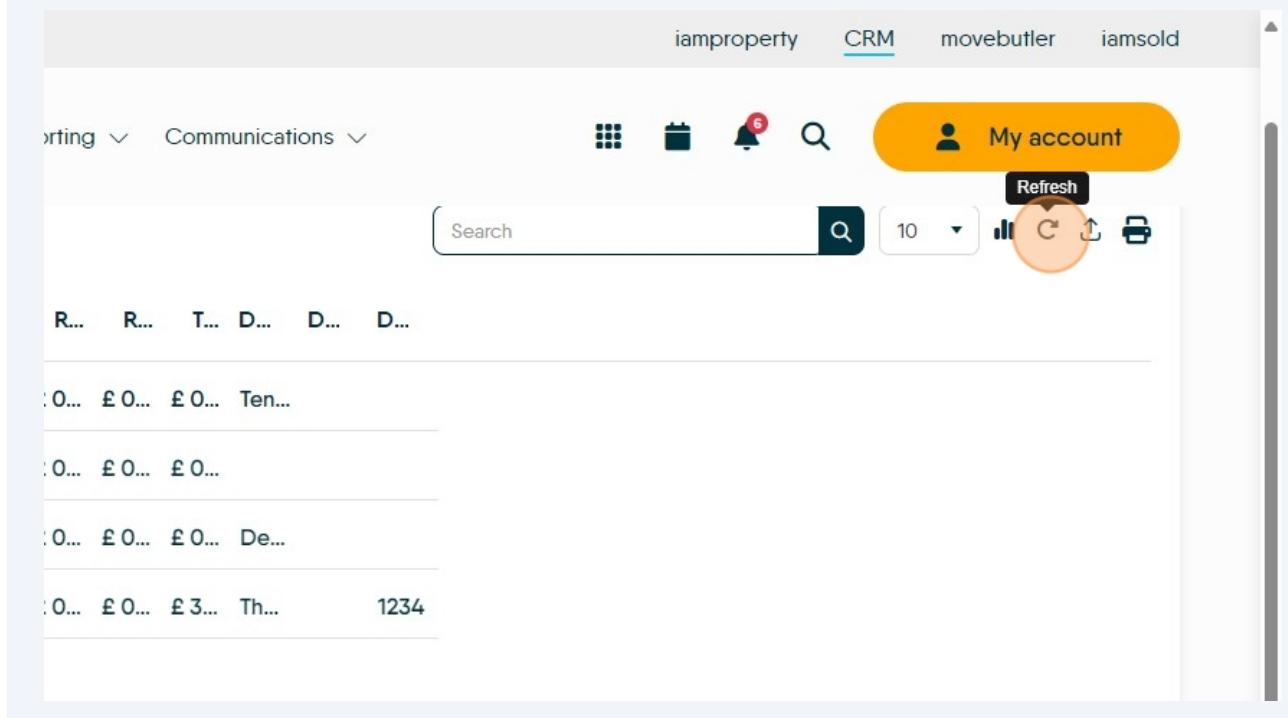
Transferring the Deposit Payment to the Landlord, Scheme or Bank Account

19 On the Deposit tile, click here.



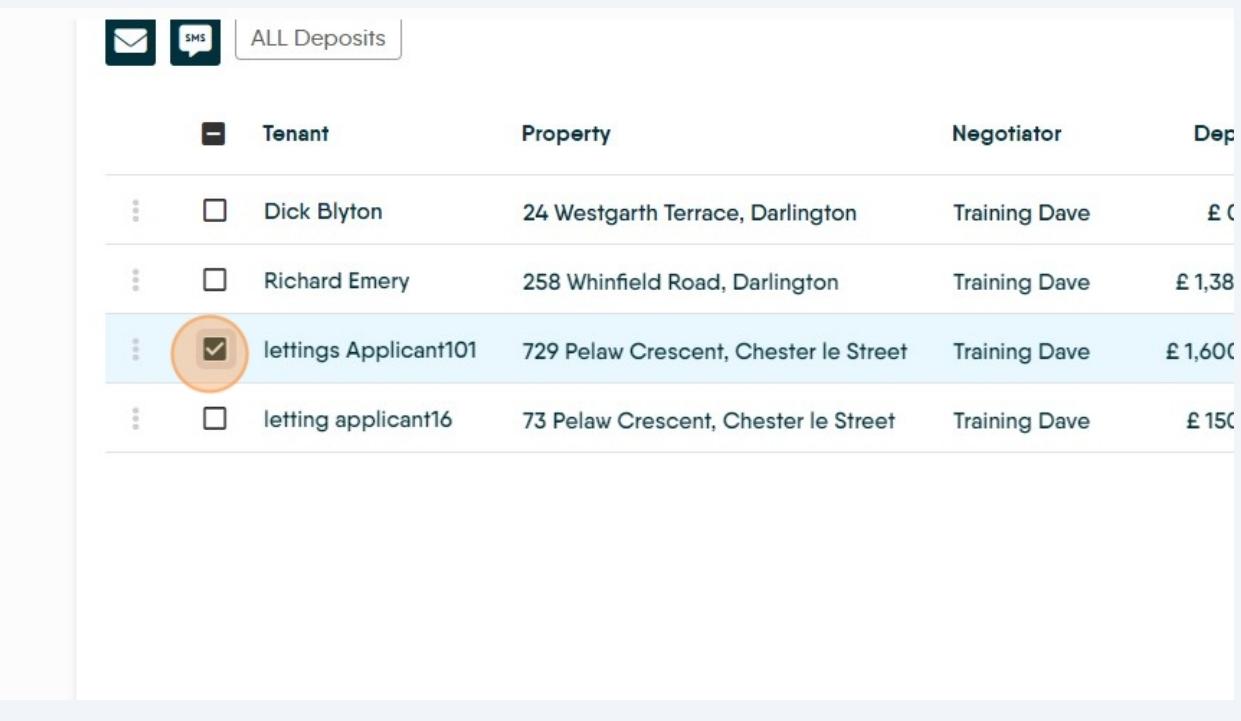
The screenshot shows the iam property software interface. At the top, there are navigation links: My day, Lettings, Sales, Accounts, Reporting, Communications, and a My account button. Below the navigation is a dashboard with several sections: 'Morgan & Co Held Deposits' (Total: £ 297,378.69), a donut chart for 'Gas' (£ 10,471.07), a 'Deposit' chart for 'Total Held Invoices Outstanding' (Due Back: £ 8,984.61), and a 'Rent' section with a bar chart showing 'Invoiced' and 'Received' amounts. At the bottom, there are filter buttons for 'Bank Accounts: Morgan & Co Client Account', 'Jobs Outstanding', and 'Invoices'.

20 You may need to refresh the screen to show the new deposit receipt. Click here.



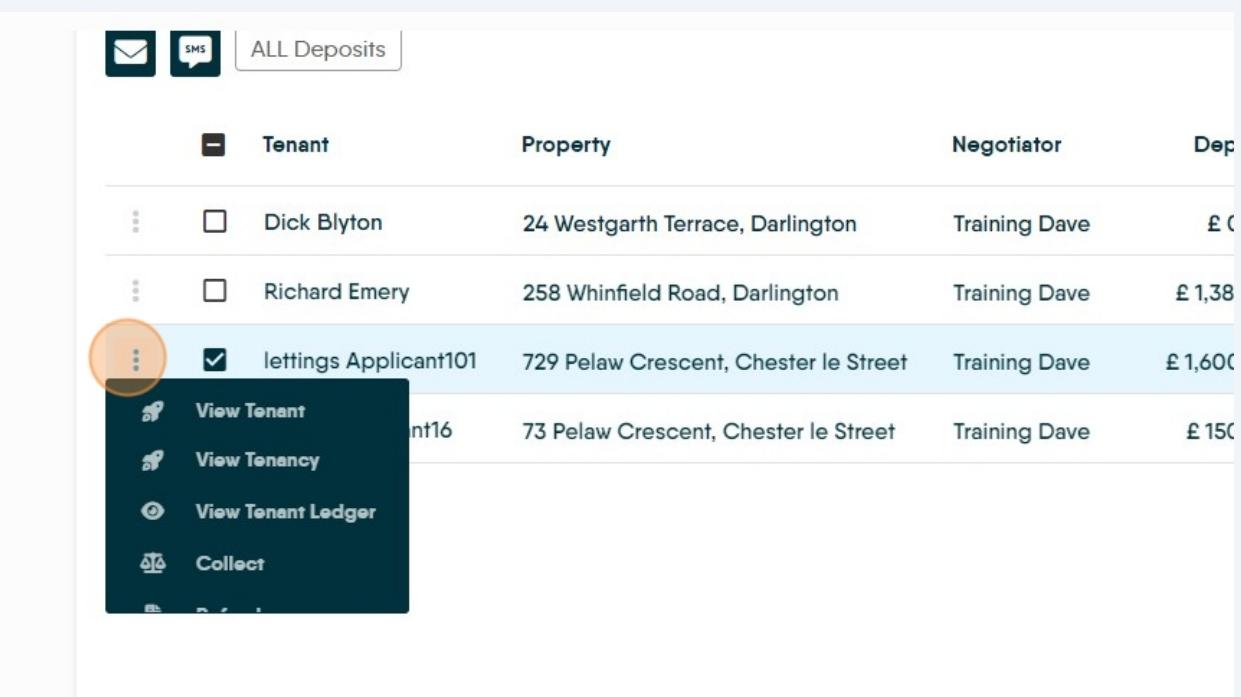
The screenshot shows the Communications section of the iam property software. The top navigation bar includes 'Reporting', 'Communications', 'My account' (with a 'Refresh' button highlighted with a circle), and a search bar. Below the navigation is a table with several rows of communication details, including columns for 'R...', 'R...', 'T...', 'D...', 'D...', 'D...', 'O...', '£ 0...', '£ 0...', 'Ten...', 'O...', '£ 0...', '£ 0...', 'O...', '£ 0...', '£ 0...', 'De...', 'O...', '£ 0...', '£ 3...', 'Th...', and '1234'.

21 Click this checkbox, to select the payment you are managing.

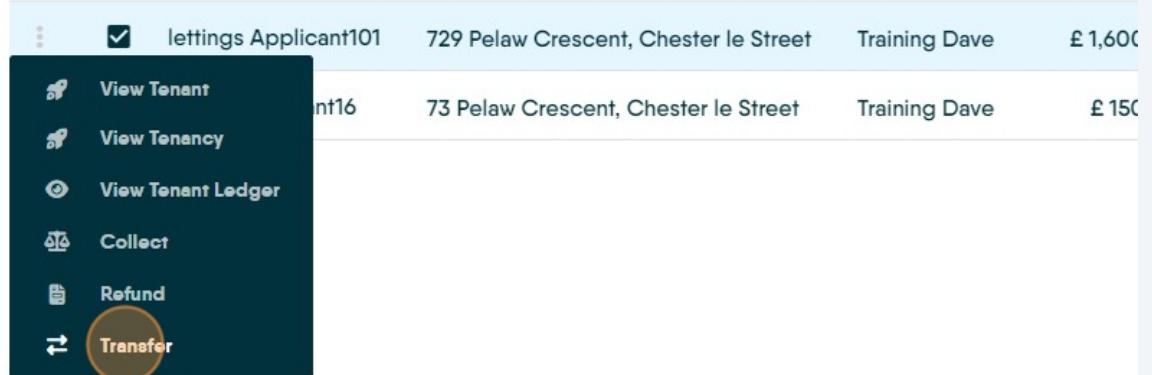


	Tenant	Property	Negotiator	Dep
...	<input type="checkbox"/> Dick Blyton	24 Westgarth Terrace, Darlington	Training Dave	£ 0.00
...	<input type="checkbox"/> Richard Emery	258 Whinfield Road, Darlington	Training Dave	£ 1,38
...	<input checked="" type="checkbox"/> lettings Applicant101	729 Pelaw Crescent, Chester le Street	Training Dave	£ 1,600.00
...	<input type="checkbox"/> letting applicant16	73 Pelaw Crescent, Chester le Street	Training Dave	£ 150.00

22 Click here and click "Transfer"



	Tenant	Property	Negotiator	Dep
...	<input type="checkbox"/> Dick Blyton	24 Westgarth Terrace, Darlington	Training Dave	£ 0.00
...	<input type="checkbox"/> Richard Emery	258 Whinfield Road, Darlington	Training Dave	£ 1,38
...	<input checked="" type="checkbox"/> lettings Applicant101	729 Pelaw Crescent, Chester le Street	Training Dave	£ 1,600.00
<ul style="list-style-type: none">View TenantView TenancyView Tenant LedgerCollect				
...	<input type="checkbox"/> letting applicant16	73 Pelaw Crescent, Chester le Street	Training Dave	£ 150.00

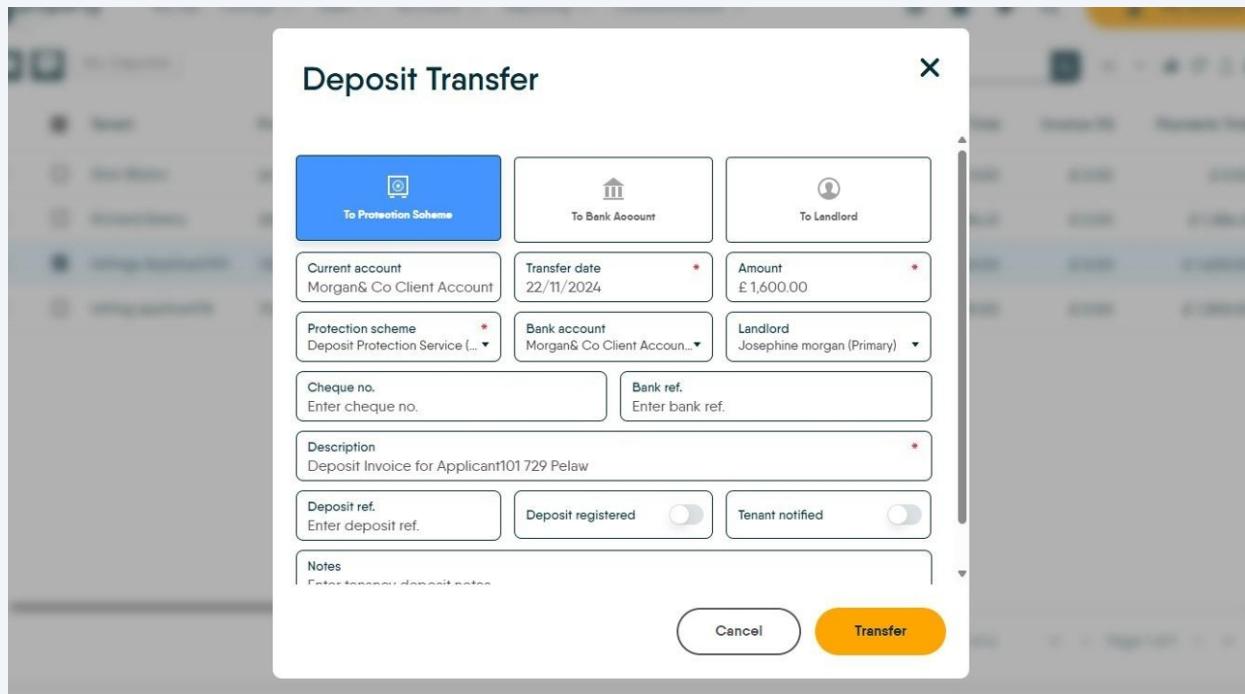


23

This will take you to the Deposit Transfer screen.

The first option is to transfer to a Protection Scheme. If this is being used, the scheme that was set up when the tenancy was created will show or can be added in the 'Protection scheme' drop down menu. Complete all the relevant fields and add any notes. If the deposit has already been transferred to the scheme update the 'Deposit Ref' 'Deposit Registered' 'Tenant notified' fields, these will update the tenant records.

Click Transfer to show the movement, this transaction will show on the Client Account as a Bank Transfer.



The image shows a 'Deposit Transfer' dialog box. At the top, there are three buttons: 'To Protection Scheme' (blue), 'To Bank Account' (grey), and 'To Landlord' (grey). The 'To Protection Scheme' button is highlighted. Below these are several input fields: 'Current account' (Morgan& Co Client Account), 'Transfer date' (22/11/2024), 'Amount' (£1,600.00), 'Protection scheme' (Deposit Protection Service), 'Bank account' (Morgan & Co Client Accoun...), 'Landlord' (Josephine morgan (Primary)), 'Cheque no.' (Enter cheque no.), 'Bank ref.' (Enter bank ref.), 'Description' (Deposit Invoice for Applicant101 729 Pelaw), 'Deposit ref.' (Enter deposit ref.), 'Deposit registered' (a toggle switch), and 'Tenant notified' (a toggle switch). At the bottom are 'Cancel' and 'Transfer' buttons, with 'Transfer' being yellow.

24

Second option is "To Bank Account". Click "To Bank Account" and set the bank account that holds your deposits in the bank account (highlighted) field.

Best Practice is to have a separate Deposit Account in the CRM accounts module, this helps manage withheld deposits.

Deposit Transfer

To Protection Scheme To Bank Account To Landlord

Current account Morgan& Co Client Account	Transfer date 22/11/2024	Amount £ 1,600.00
Protection scheme Deposit Protection Service (...	Bank account Morgan& Co Client Accoun...	Landlord Josephine morgan (Primary)
Cheque no. Enter cheque no.	Bank ref. Enter bank ref.	
Description Deposit Invoice for Applicant101 729 Pelaw		
Deposit ref. Enter deposit ref.	Deposit registered <input checked="" type="checkbox"/>	Tenant notified <input checked="" type="checkbox"/>
Notes Enter tenancy deposit notes		

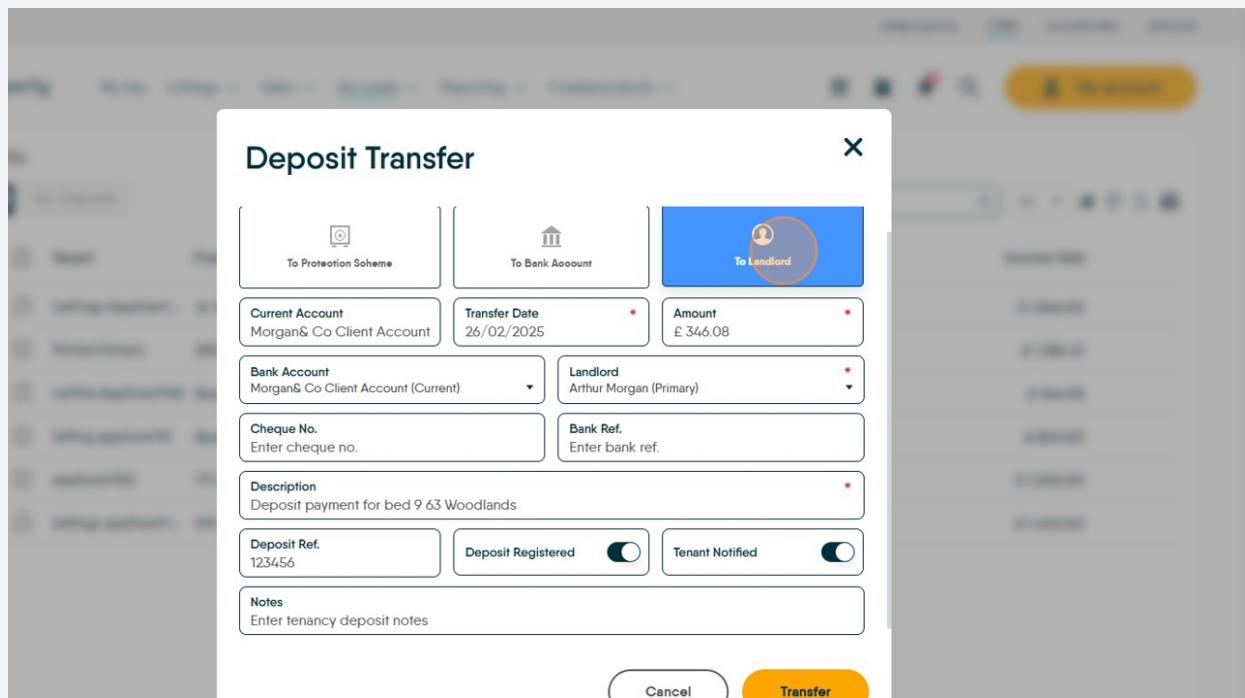
To Protection Scheme To Bank Account To Landlord

Current Account Morgan& Co Client Account	Transfer Date 26/02/2025	Amount £ 346.08
Protection Scheme N/A (Tenancy)	Bank Account Morgan& Co Client Account...	Landlord Arthur Morgan (Primary)
Cheque No. Enter cheque no.	Bank Ref. Enter bank ref.	
Description Deposit payment for bed 9 63 Woodlands		
Deposit Ref. 123456	Deposit Registered <input checked="" type="checkbox"/>	Tenant Notified <input checked="" type="checkbox"/>
Notes		

25

Click "To Landlord" if you are transferring the Deposit to a Landlord. Ensure the Landlord details are correct, the description is accurate.

If the Landlord is set up to be paid via BACS the deposit will be transferred to them via the next BACs upload. If not the payment will show in the Client Account.



26

Once any of the previous processes are completed, Click "Transfer"

