

# 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

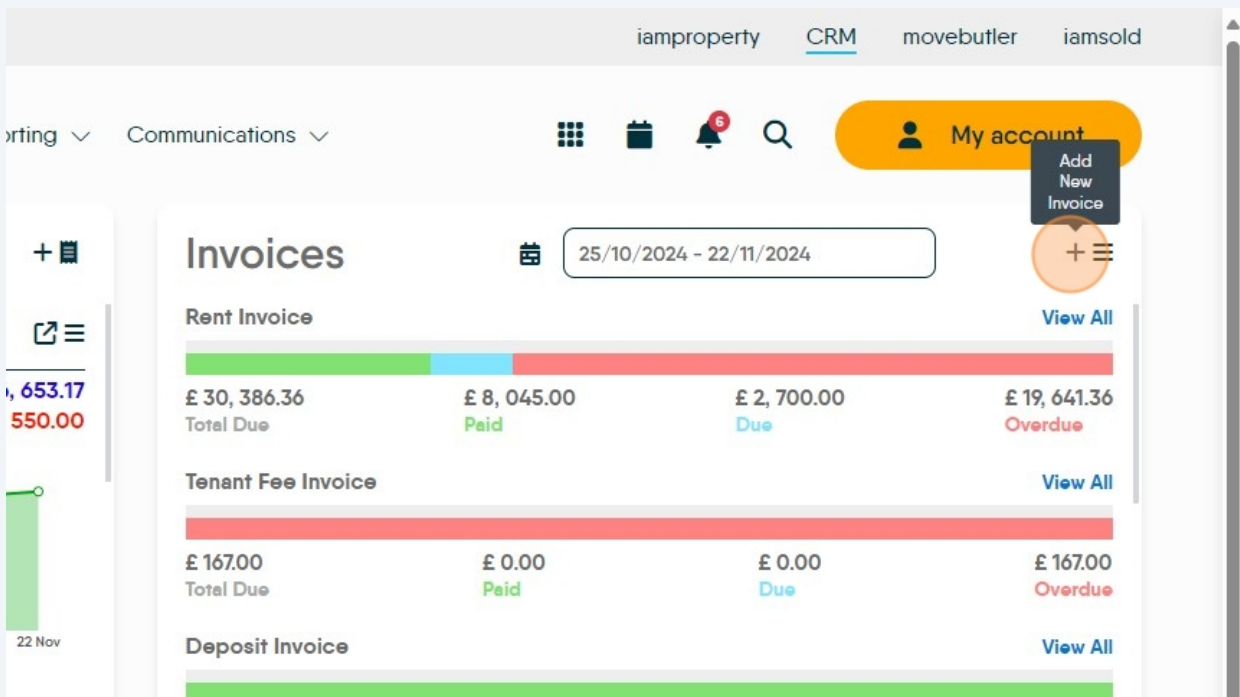
Navigate to <https://crm.iamproperty.com/Dashboards/Accounts?showModal=modalCollectRent>

## Creating the Deposit Invoice

2

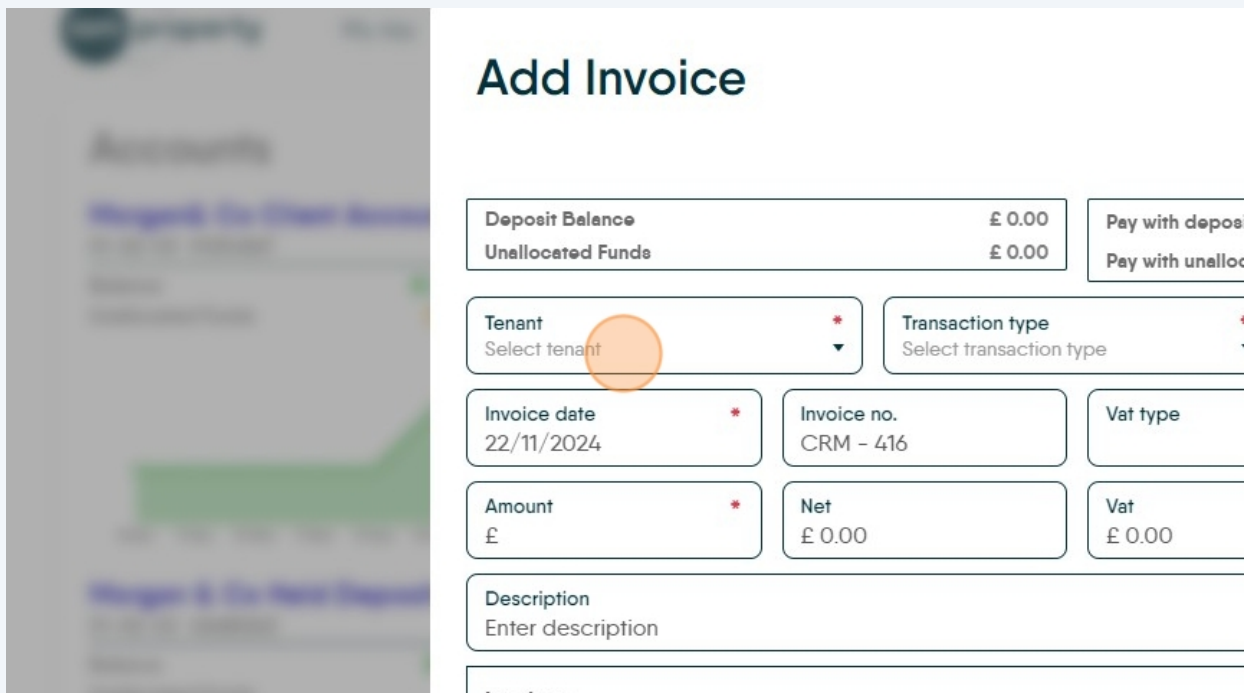
On the Accounts Dashboard find the Invoices tile.

To create the deposit invoice. Click here.



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 unallocated

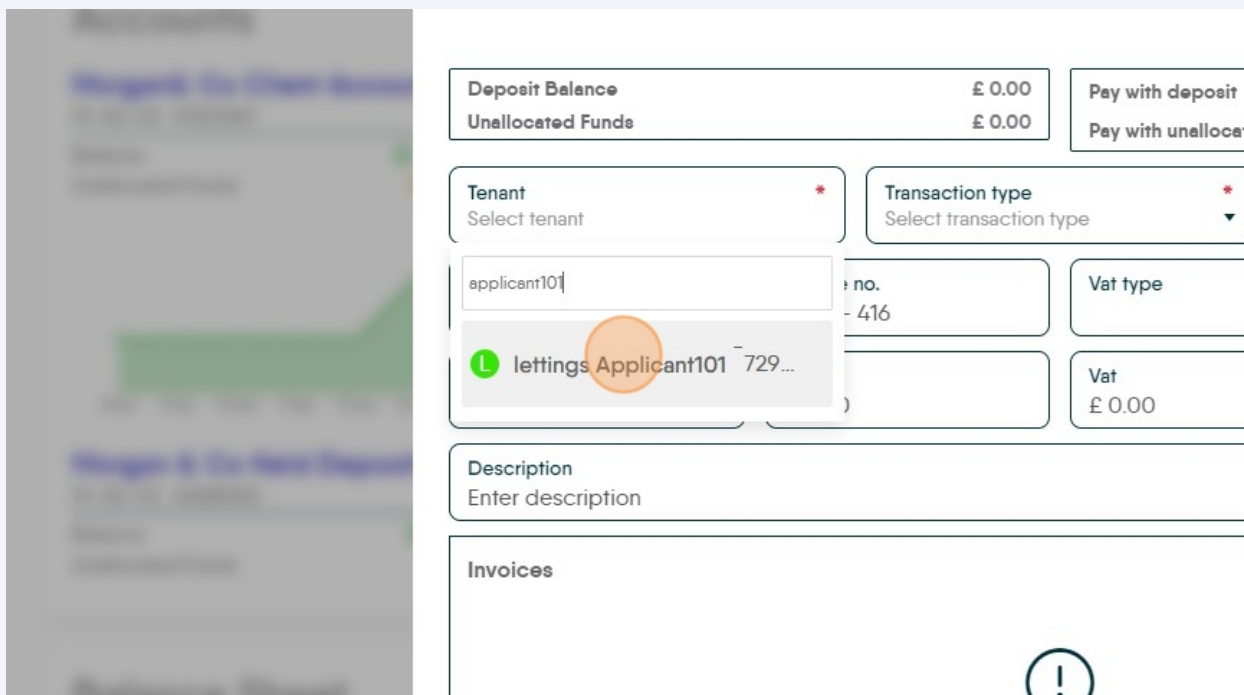
Tenant Select tenant	Transaction type Select transaction type
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Invoice date 22/11/2024	Invoice no. CRM - 416	Vat type
----------------------------	--------------------------	----------

Amount £	Net £ 0.00	Vat £ 0.00
-------------	---------------	---------------

Description  
Enter description

Invoices



## Add Invoice

Deposit Balance	£ 0.00	Pay with deposit
Unallocated Funds	£ 0.00	Pay with unallocated

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

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="checkbox"/>
Unallocated Funds	£ 0.00	Pay with unallocated	<input type="checkbox"/>

Tenant lettings Applicant101 - 729 Pelaw Cres▼	Transaction type Select transaction type	Sub type Select sub-type
---	---	-----------------------------

Invoice date 22/11/2024	Invoice no. CRM - 416	Vat type	Exclude man. fee
----------------------------	--------------------------	----------	------------------

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

Description Enter description	<input type="button" value="X"/>
----------------------------------	----------------------------------

Unallocated Funds	£ 0.00	Pay with unallocated	<input type="checkbox"/>
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Tenant lettings Applicant101 - 729 Pelaw Cres▼	Transaction type Select transaction type	Sub type Select sub-type
---	---	-----------------------------

Invoice date 22/11/2024	Invoice no. CRM - 4	Exclude man. fee
----------------------------	------------------------	------------------

Amount £	Net £ 0.00	Total £ 0.00
-------------	---------------	-----------------

Description Enter description	<input type="button" value="X"/>
----------------------------------	----------------------------------

Rent Invoice

Tenant Fee Invoice

Deposit Invoice

Service Charge Invoice

Landlord Service Charge Invoice

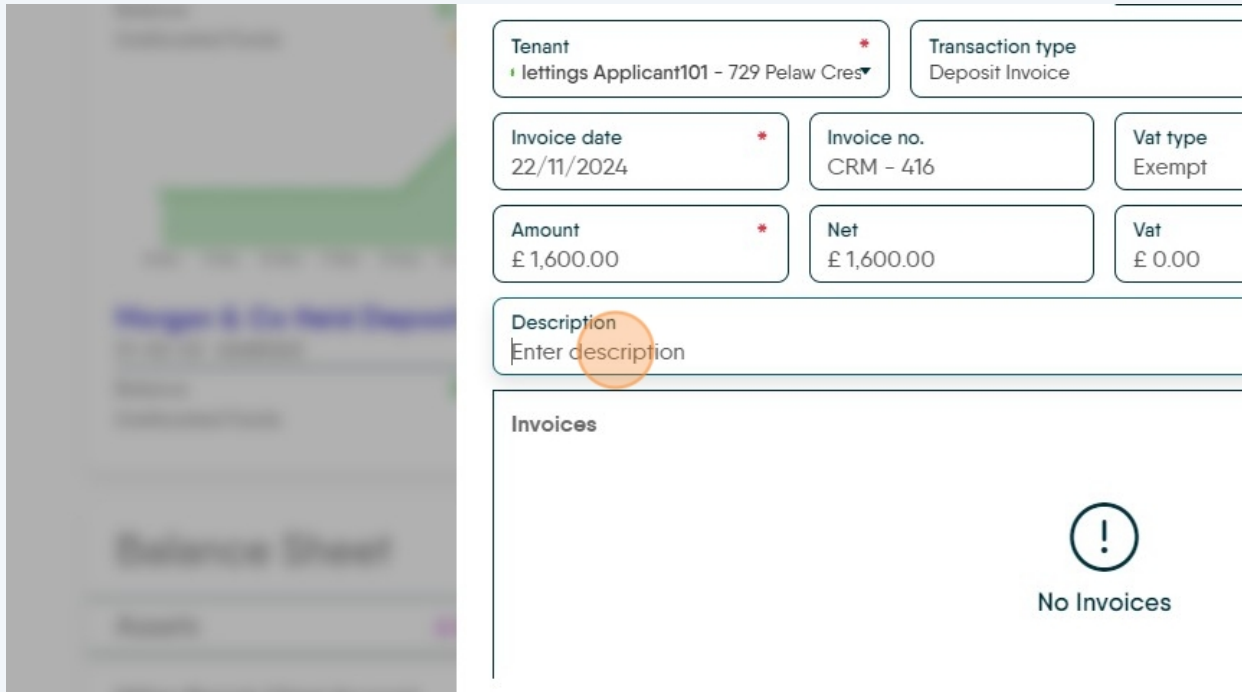
Invoices	Total
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!

No Invoices

5

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



The screenshot shows a web form for creating an invoice. On the left, there is a blurred sidebar with navigation links. The main form area contains several input fields:

- Tenant:** A dropdown menu showing "lettings Applicant101 - 729 Pelaw Cres" with a red asterisk indicating it is a required field.
- Transaction type:** A dropdown menu showing "Deposit Invoice".
- Invoice date:** A text field containing "22/11/2024" with a red asterisk.
- Invoice no.:** A text field containing "CRM - 416".
- Vat type:** A dropdown menu showing "Exempt".
- Amount:** A text field containing "£ 1,600.00" with a red asterisk.
- Net:** A text field containing "£ 1,600.00".
- Vat:** A text field containing "£ 0.00".
- Description:** A text field with the placeholder text "Enter description". This field is highlighted with an orange circle.

Below the form fields, there is a section titled "Invoices" which is currently empty. In the bottom right corner of this section, there is a circular icon with an exclamation mark and the text "No Invoices".



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

6 Click here.

Transaction type  
Deposit Invoice

Sub type  
Deposit

Vat type  
Exempt

Exclude man. fee

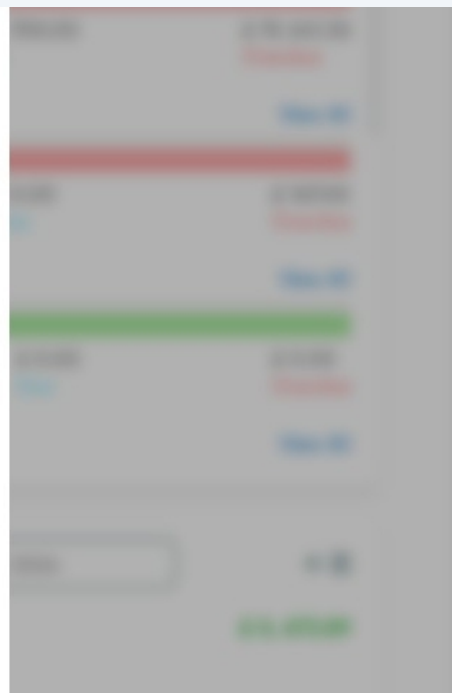
Vat  
£ 0.00

Total  
£ 1,600.00

Add

Total  
£ 0.00

No Invoices



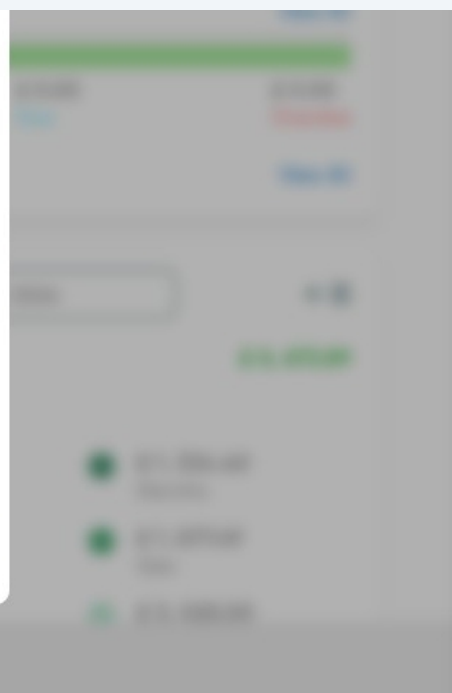
7 The Invoice will show on the screen. To create another invoice (for the same or different person) click 'Another' otherwise click "OK" to move on

Total  
£ 1,600.00

VAT Type	Net	VAT	Total	Description	Exclude
Exempt	£ 1,600.00	£ 0.00	£ 1,600.00	Deposit Inv...	×

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.

Would you like to produce a tenant invoice?

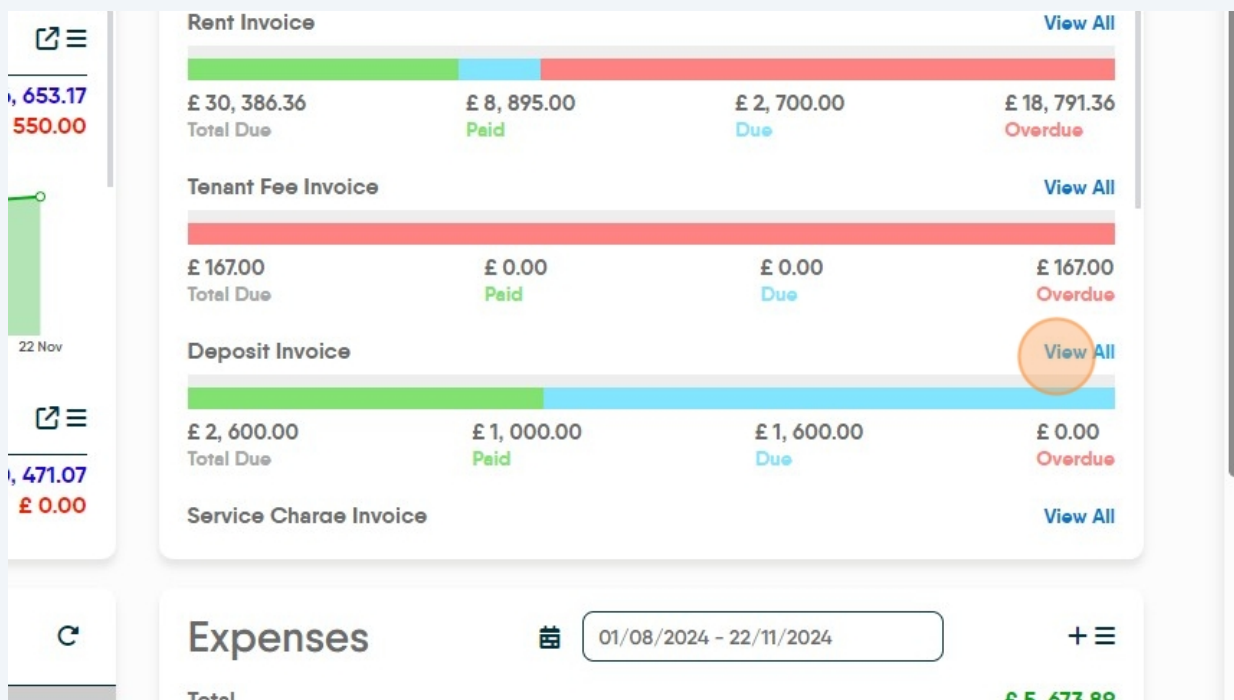
No Yes

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	
	<input checked="" type="checkbox"/>	22/11/2024	CRM - 416	Deposit Inv...	Exempt	£ 1,600.00	£ 0.00	£ 1,600.00	Deposit Inv...

1 to 1 of 1 | Page 1 of 1

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.



## Outstanding Invoices

All ▾

Deposit Invoice ▾

Total Outstanding

Payment date  
22/11/2024

Payment method  
Select payment method

Bank account  
Select payment account

<input type="checkbox"/>	Invoice No.	Record Type	Record	Property
<input type="checkbox"/>	CRM - 416	Tenant	lettings Applicant101	729 Pelaw Crescent, Chester le Street

## 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.

iamp

day Lettings ▾ Sales ▾ Accounts ▾ Reporting ▾ Communications ▾

count

£ 272, 203.17 Reconciled £ 266, 653.17  
£ 29, 947.23 Unreconciled £ 5, 550.00

ov 13 Nov 14 Nov 15 Nov 16 Nov 17 Nov 18 Nov 19 Nov 20 Nov 21 Nov 22 Nov

Invoices 25/10/2024

Rent Invoice

£ 30, 386.36 £ 8, 895.00  
Total Due Paid

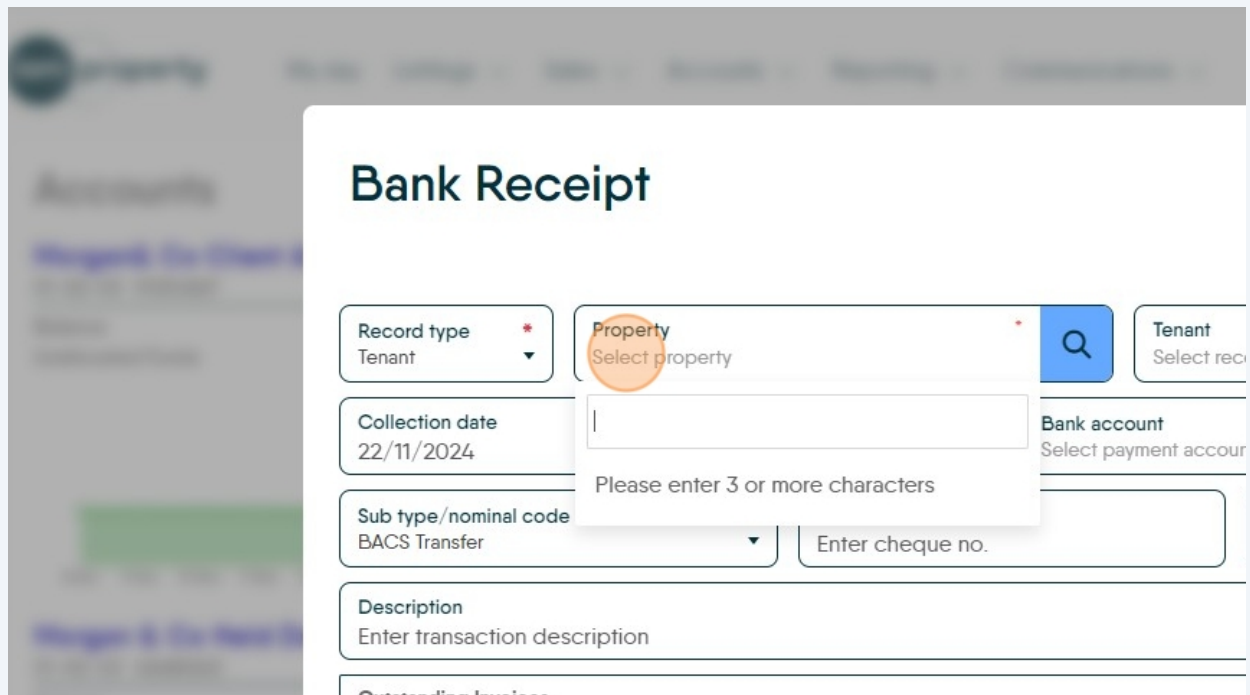
Tenant Fee Invoice

£ 167.00 £ 0.00  
Total Due Paid

Deposit Invoice

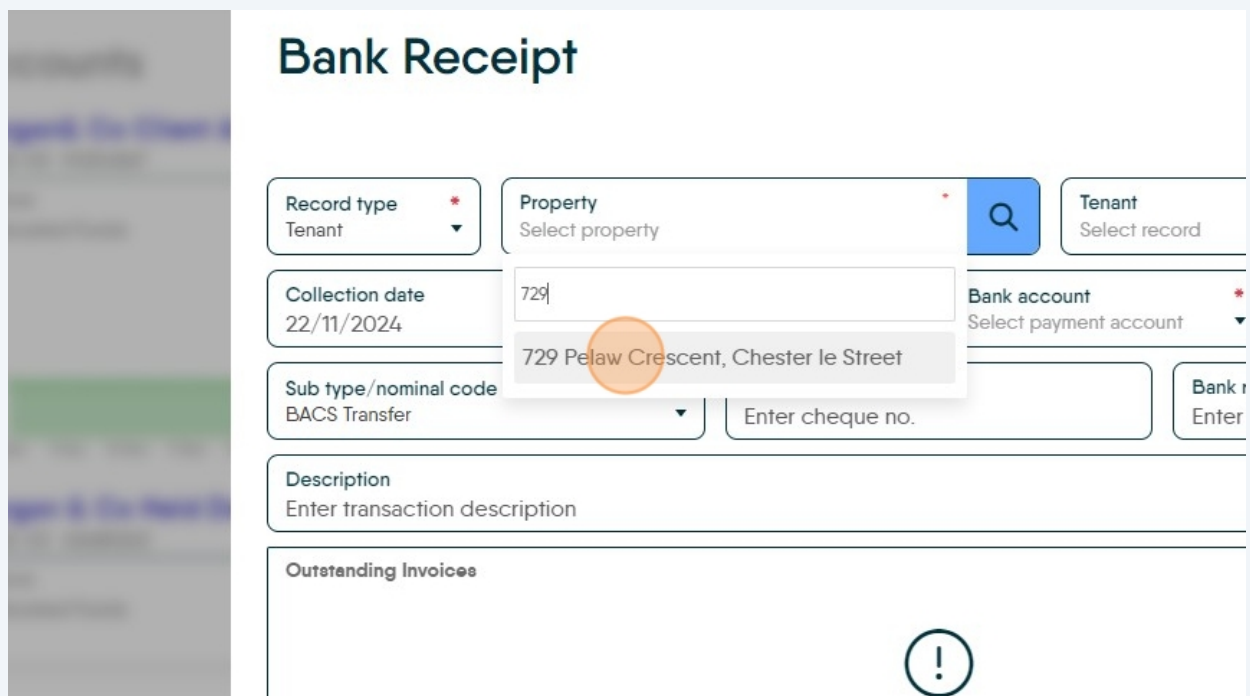


- 11 Click "Select property" and search for the property.



The screenshot shows the 'Bank Receipt' form. The 'Property' dropdown menu is open, displaying 'Select property' and a search icon. The form includes fields for 'Record type' (Tenant), 'Collection date' (22/11/2024), 'Sub type/nominal code' (BACS Transfer), 'Description' (Enter transaction description), and 'Outstanding Invoices'. A message 'Please enter 3 or more characters' is visible below the 'Property' field.

- 12 Click to select it from the drop down menu.



The screenshot shows the 'Bank Receipt' form. The 'Property' dropdown menu is open, displaying 'Select property' and a search icon. The form includes fields for 'Record type' (Tenant), 'Collection date' (22/11/2024), 'Sub type/nominal code' (BACS Transfer), 'Description' (Enter transaction description), and 'Outstanding Invoices'. A message 'Please enter 3 or more characters' is visible below the 'Property' field. The dropdown menu shows a selection of '729 Pelaw Crescent, Chester le Street'.



13 Click to "Select tenant"

The screenshot shows a payment form with several fields. The 'Tenant' field is highlighted with an orange circle and contains the text 'Select tenant'. Below this field, a dropdown menu is open, showing a green circular icon with a white 'L' and the text 'lettings Applicant101'. Other fields include 'Property' (729 Pelaw Crescent, Chester le Street), 'Amount' (£0.00), 'Bank account' (Select payment account), 'Cheque no.' (Enter cheque no.), and 'Bank reference' (Enter bank reference). The form has a close button (X) in the top right corner.

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.

The screenshot shows a 'Bank Receipt' form. At the top, there are fields for 'Record type' (Tenant), 'Property' (729 Pelaw Crescent, Chester le Street), and 'Tenant' (lettings Applicant101). Below these are fields for 'Collection date' (22/11/2024), 'Amount' (£0.00), 'Bank account' (Select payment account), and 'Payment method' (Select payment method). There are also fields for 'Sub type/nominal code' (BACS Transfer), 'Cheque no.' (Enter cheque no.), and 'Bank reference' (Enter bank reference). A 'Description' field is labeled 'Enter transaction description'. Below these fields is a table titled 'Outstanding Invoices' with a yellow 'Upcoming' button. The table has columns: Date, Type, Amount, Outstanding, Payment, Description, and Days Overdue. The first row is highlighted with a green background and has a checkbox checked. The second row is highlighted with a blue background and has a checkbox checked. The table is followed by a 'Cancel' button, a 'Maintenance £165.00' button, an 'Another' button, and a 'Collect' button.

	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input checked="" type="checkbox"/>	22/11/2024 ...	Deposit Invoice	£ 1,600.00	£ 1,600.00	£ 1600.00	Deposit Invoice for ...	0

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

Upcoming

Type	Amount	Outstanding	Description	Days Overdue
------	--------	-------------	-------------	--------------

Bank account  
Morgan& Co Client Account

Payment method  
Select payment method

Cheque no.  
Enter cheque no.

Bank reference  
Enter bank reference

Upcoming

Amount	Outstanding	Payment	Description	Days Overdue
--------	-------------	---------	-------------	--------------

## 16 Click the "Description" field

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

The screenshot shows a form for recording a transaction. The fields are as follows:

- 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
- Sub type/nominal code:** BACS Transfer
- Cheque no.:** Enter cheque no.
- Bank reference:** Enter bank reference
- Description:** Enter transaction description (highlighted with an orange circle)

Below the form is a table titled "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 Invoice

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

The screenshot shows a modal dialog with a table of invoices and a set of buttons at the bottom. The table is as follows:

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

Below the table is a modal dialog with the following buttons:

- Cancel
- Maintenance £ 165.00
- Another
- Collect (highlighted with an orange circle)

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

The screenshot shows a software interface for processing a payment. A modal dialog box is centered on the screen, asking the user: "Would you like to produce a tenant receipt?". The dialog has a large question mark icon at the top and two buttons at the bottom: "No" (highlighted with an orange circle) and "Yes".

In the background, the interface displays the following information:

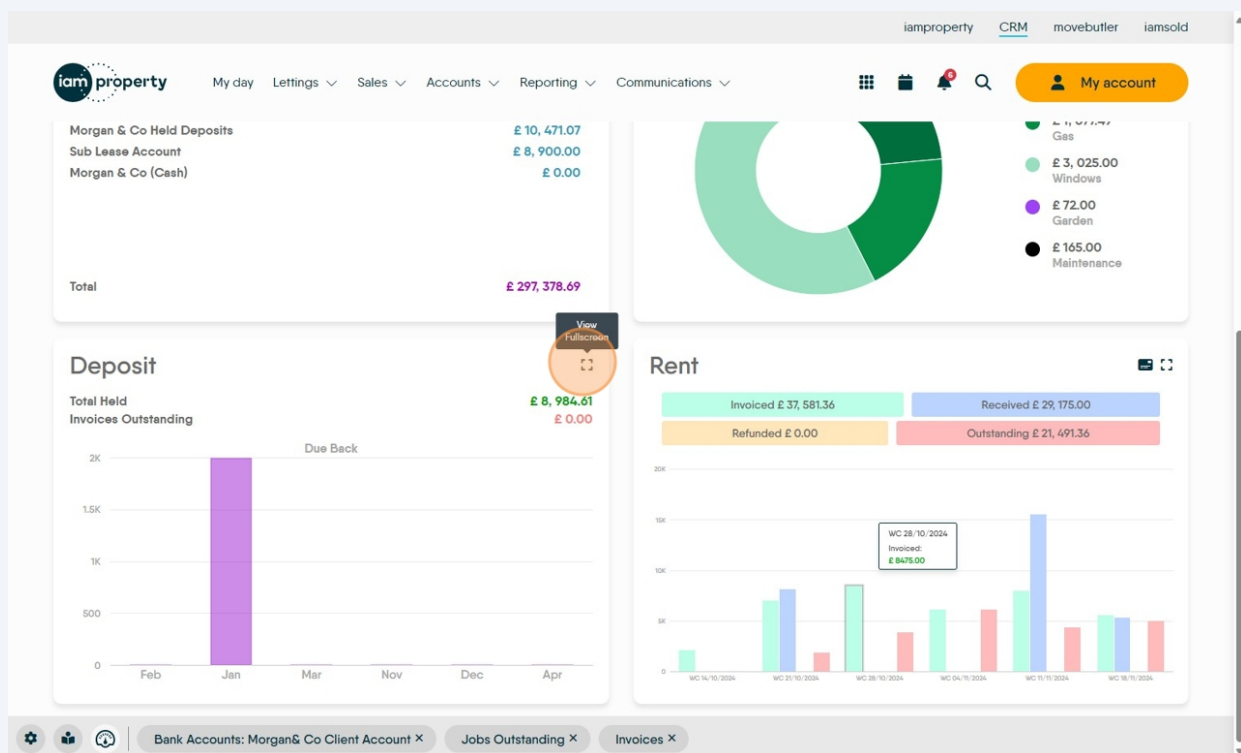
- Collection date:** 22/11/2024
- Sub type/nominal code:** BACS Transfer
- Description:** Deposit payment for 729 Pelaw
- Outstanding Invoices:**

✓	Date	Type	Amount	Amount	Amount	Description
✓	22/11/2024 ...	Deposit Invoice	£ 1,600.00	£ 1,600.00	£ 1600.00	Deposit Invoice for ...

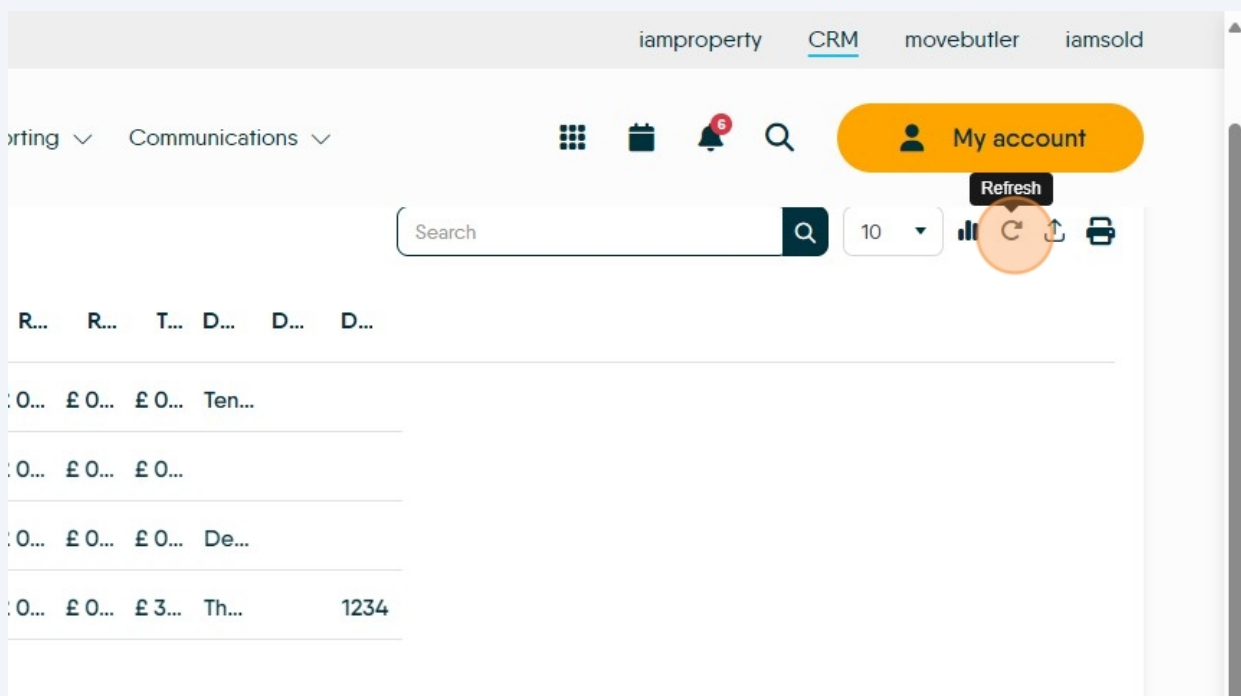
At the bottom right of the interface, there are buttons for "Cancel", "Maintenance £ 165.00", and "Another".

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

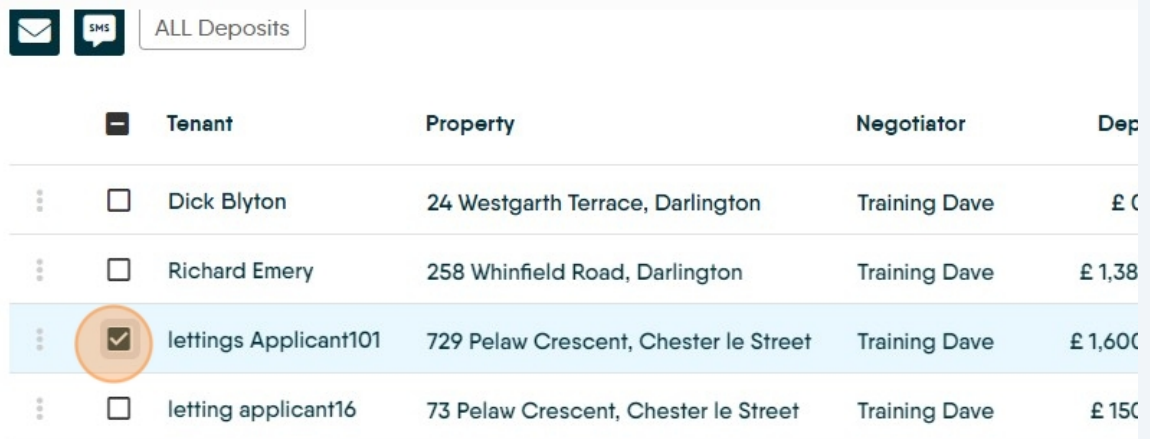
19 On the Deposit tile, click here.



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



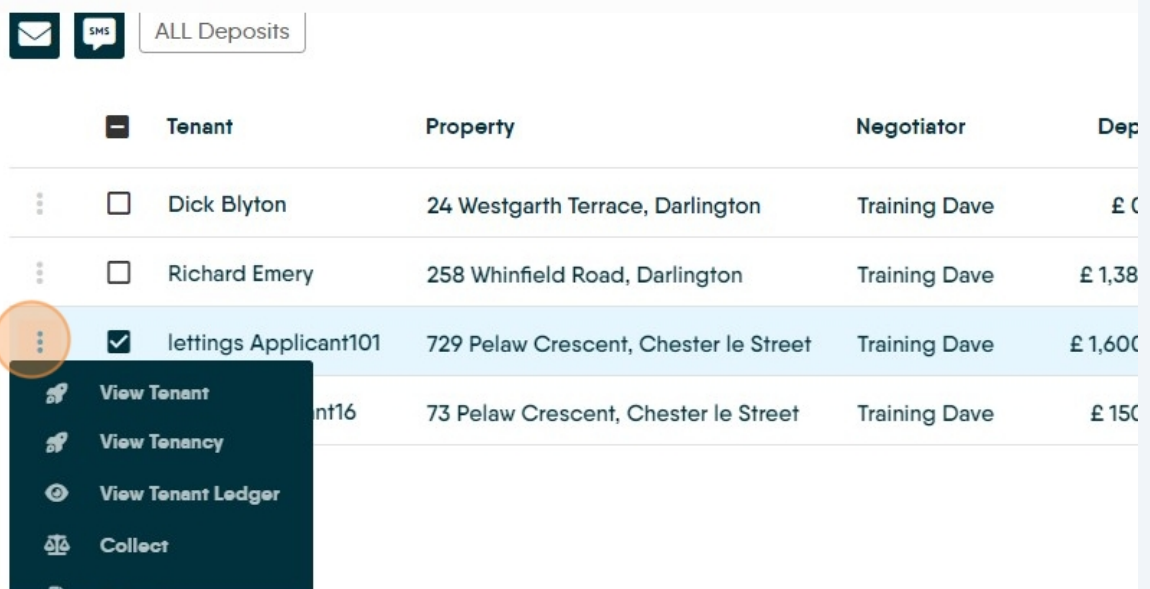
21 Click this checkbox, to select the payment you are managing.



The screenshot shows a web interface with a top bar containing an envelope icon, an SMS icon, and a tab labeled 'ALL Deposits'. Below this is a table with four columns: Tenant, Property, Negotiator, and Dep. The table contains four rows. The third row, for 'lettings Applicant101', is highlighted in light blue, and its checkbox is circled in orange.

	Tenant	Property	Negotiator	Dep
...	<input type="checkbox"/> Dick Blyton	24 Westgarth Terrace, Darlington	Training Dave	£ 0
...	<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
...	<input type="checkbox"/> letting applicant16	73 Pelaw Crescent, Chester le Street	Training Dave	£ 150

22 Click here and click "Transfer"



The screenshot shows the same 'ALL Deposits' table as in step 21. The third row is highlighted in light blue. A context menu is open over the third row's three-dot menu icon, showing four options: 'View Tenant', 'View Tenancy', 'View Tenant Ledger', and 'Collect'. The 'View Tenant' option is highlighted.

	Tenant	Property	Negotiator	Dep
...	<input type="checkbox"/> Dick Blyton	24 Westgarth Terrace, Darlington	Training Dave	£ 0
...	<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
...	<input type="checkbox"/> letting applicant16	73 Pelaw Crescent, Chester le Street	Training Dave	£ 150

- View Tenant
- View Tenancy
- View Tenant Ledger
- Collect

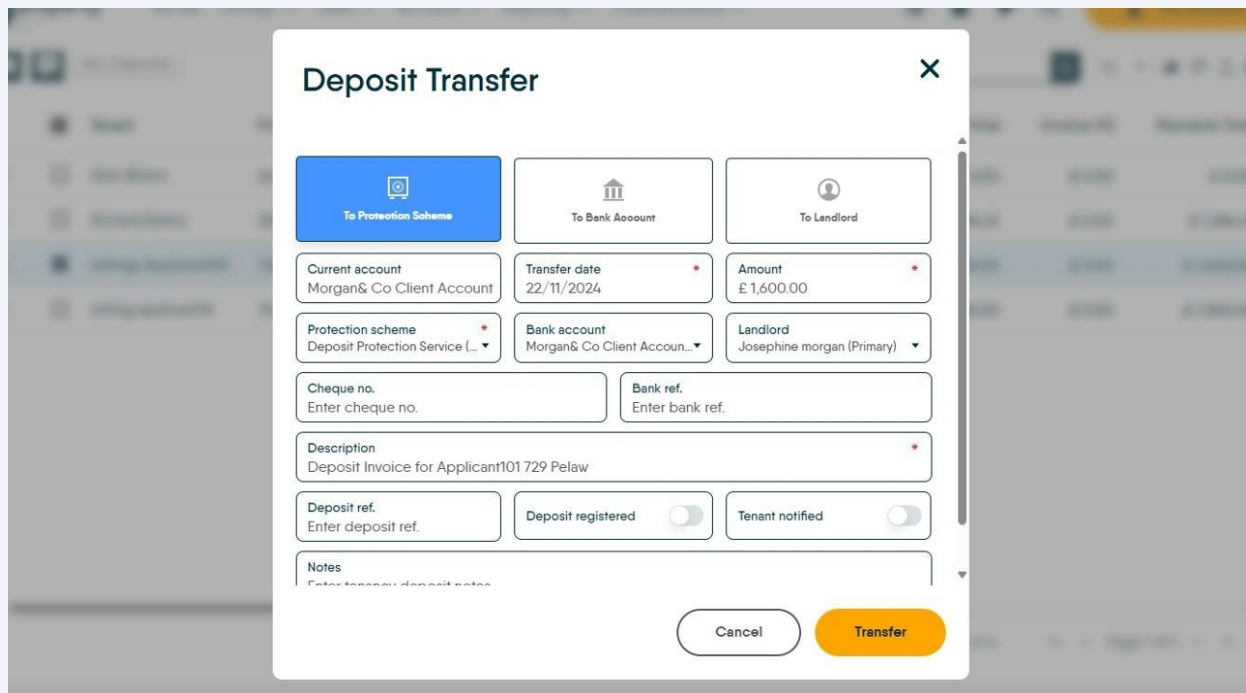
	<input checked="" type="checkbox"/>	lettings Applicant101	729 Pelaw Crescent, Chester le Street	Training Dave	£ 1,600	
		View Tenant	nt16	73 Pelaw Crescent, Chester le Street	Training Dave	£ 150
		View Tenancy				
		View Tenant Ledger				
		Collect				
		Refund				
		Transfer				



**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 screenshot shows a 'Deposit Transfer' modal form. At the top, there are three tabs: 'To Protection Scheme' (highlighted in blue), 'To Bank Account', and 'To Landlord'. Below the tabs, the form contains several 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 Account...), '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' (toggle switch), and 'Tenant notified' (toggle switch). At the bottom, there is a 'Notes' field and two buttons: 'Cancel' and 'Transfer'.

**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 Account...	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 type="checkbox"/>	Tenant notified <input type="checkbox"/>
Notes Enter tenancy deposit notes		

## Deposit Transfer



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 type="checkbox"/>	Tenant Notified <input type="checkbox"/>
Notes Enter tenancy deposit notes		

Cancel

Transfer

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.

**Deposit Transfer**

☐ To Protection Scheme
 ☐ To Bank Account
 ☒ To Landlord

Current Account: Morgan& Co Client Account
 Transfer Date: 26/02/2025
 Amount: £ 346.08

Bank Account: Morgan& Co Client Account (Current)
 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: ☒
 Tenant Notified: ☒

Notes: Enter tenancy deposit notes

26

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

Bank ref.: Enter bank ref.

Description: or Applicant101 729 Pelaw

Deposit registered: ☒
 Tenant notified: ☒

Notes: Deposit notes