

Transferring Funds Between Bank Accounts in the CRM



This guide provides a straightforward process for transferring funds within the CRM, ensuring users can efficiently manage financial transactions.

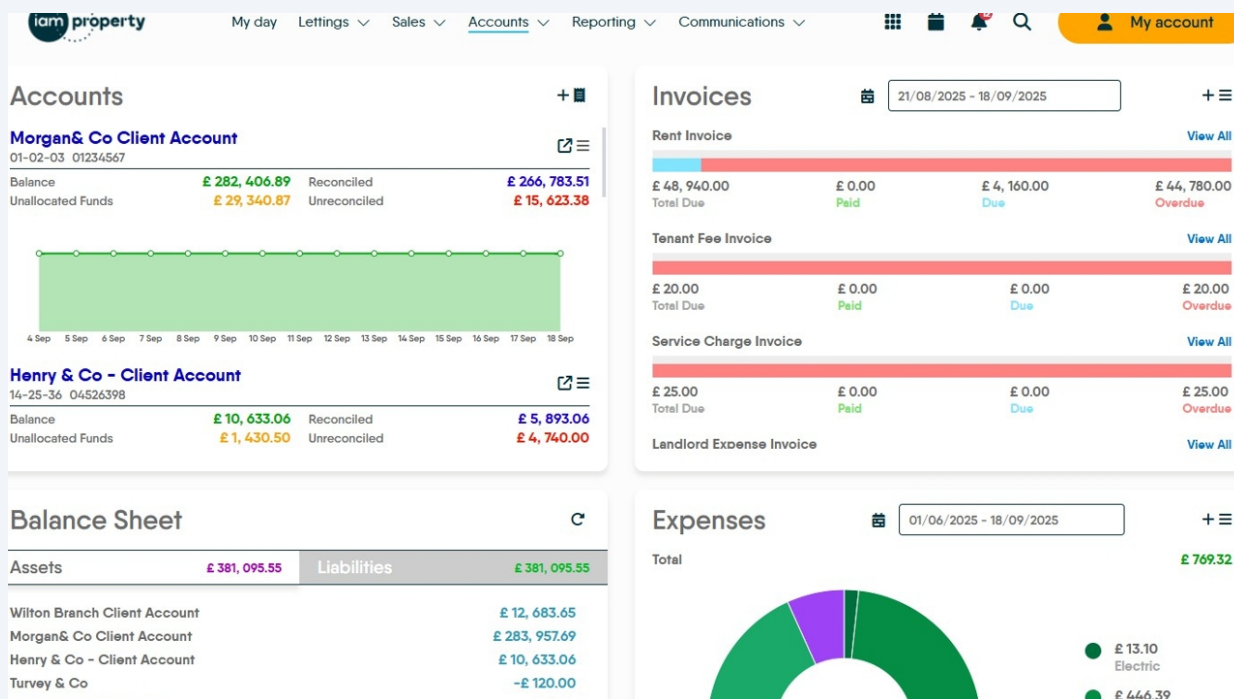
This is sometimes shown as an 'Adjustment' however it is an Account Transfer. N.B. Adjustments are a different process which adds money to a record in CRM without a corresponding payment receipt.

In this scenario we are transferring funds to correct an error in the Deposit Account without allocating funds to a specific property or 'person' record.



Alert! THIS IS NOT A STANDARD PROCESS AND SHOULD ONLY BE PERFORMED IN VERY RARE SCENARIOS.

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



2 There are 2 ways this process can be performed. This guide will show both as they differ slightly.

3 Click the '3-line' menu.

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Accounts + [3-line menu]

Morgan & Co Client Account
01-02-03 01234567

Balance	£ 282,406.89	Reconciled	£ 266,783.51
Unallocated Funds	£ 29,340.87	Unreconciled	£ 15,623.38

4 Sep 5 Sep 6 Sep 7 Sep 8 Sep 9 Sep 10 Sep 11 Sep 12 Sep 13 Sep 14 Sep 15 Sep 16 Sep 17 Sep 18 Sep

Henry & Co - Client Account
14-25-36 04526398

Balance	£ 10,633.06	Reconciled	£ 5,893.06
Unallocated Funds	£ 1,430.50	Unreconciled	£ 4,740.00

Balance Sheet

Assets	£ 381,095.55	Liabilities	£ 381,095.55
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Wilton Branch Client Account £ 12,683.65

Invoices 21/08/2025 - 18/09/2025

Rent Invoice

£ 48,940.00	£ 0.00	£ 4,160.00	£ 44,780.00
Total Due	Paid	Due	Overdue

Tenant Fee Invoice

£ 20.00	£ 0.00	£ 0.00	£ 20.00
Total Due	Paid	Due	Overdue

Service Charge Invoice

£ 25.00	£ 0.00	£ 0.00	£ 25.00
Total Due	Paid	Due	Overdue

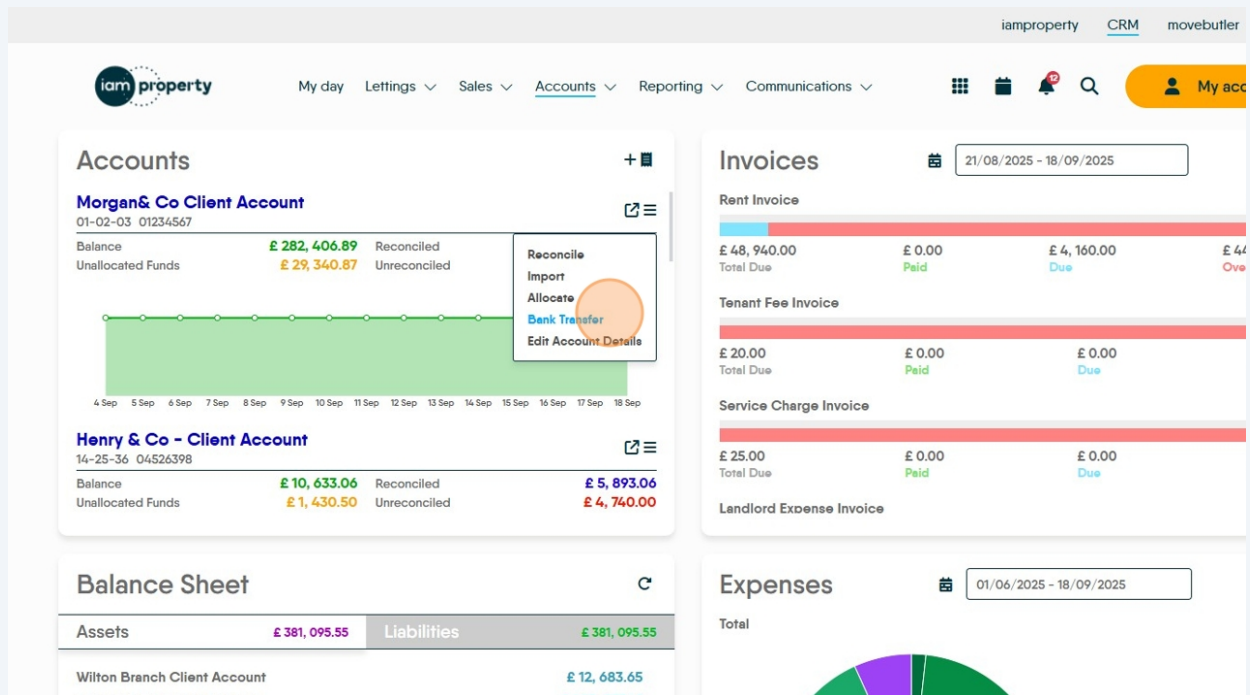
Landlord Expense Invoice

Expenses 01/06/2025 - 18/09/2025

Total

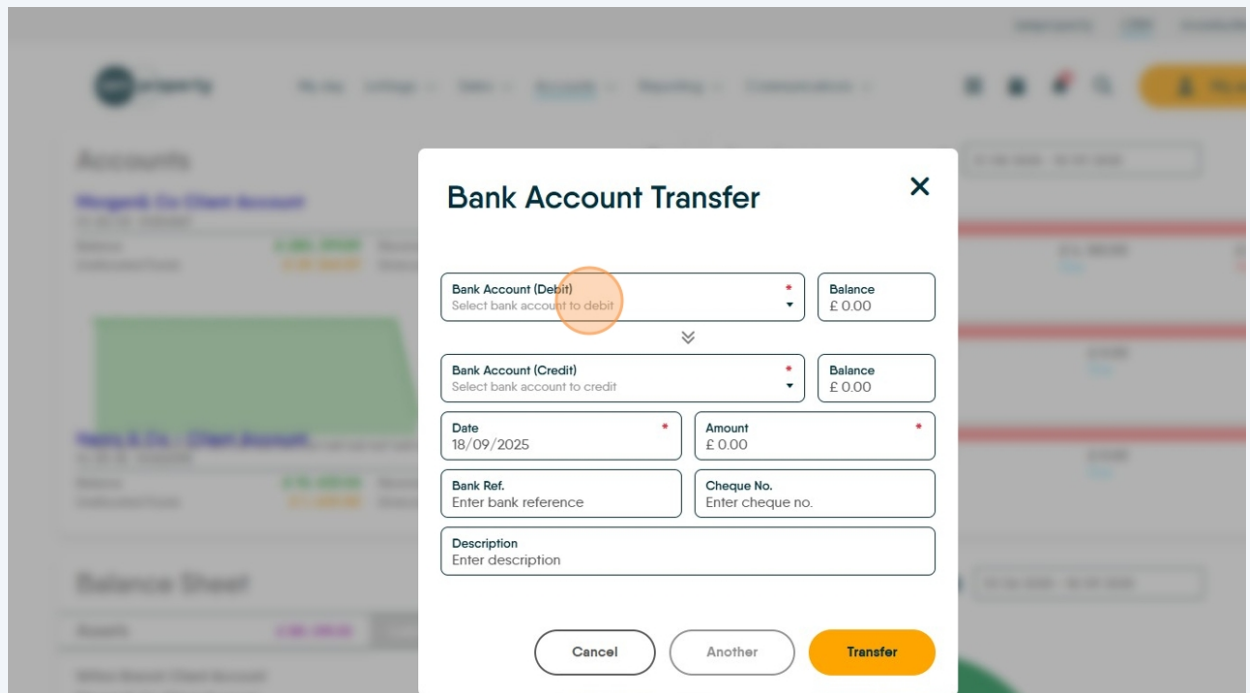
Option 1

4 Click "Bank Transfer"



The screenshot shows the iamproperty CRM dashboard. The 'Accounts' section is active, displaying the 'Morgan & Co Client Account' with a balance of £282,406.89 and unallocated funds of £29,340.87. A dropdown menu is open, showing options: Reconcile, Import, Allocate, Bank Transfer (highlighted), and Edit Account Details. Below this, the 'Henry & Co - Client Account' is shown with a balance of £10,633.06 and unallocated funds of £1,430.50. The 'Balance Sheet' section shows assets of £381,095.55 and liabilities of £381,095.55. The 'Invoices' section shows a rent invoice for £48,940.00 and a tenant fee invoice for £20.00. The 'Expenses' section shows a total of £0.00.

5 Click "Select bank account to debit"



The screenshot shows the 'Bank Account Transfer' modal form. The 'Bank Account (Debit)' field is highlighted with an orange circle, indicating the step to select the bank account to debit. The form includes fields for 'Bank Account (Credit)', 'Date', 'Amount', 'Bank Ref.', 'Cheque No.', and 'Description'. The 'Transfer' button is highlighted in orange.

6

Click the account you are moving the money from (In this case "Morgan& Co Client Account")

The screenshot shows a 'Bank Account Transfer' dialog box overlaid on a blurred background of a financial application. The dialog box has a title bar with a close button (X). It contains the following fields and options:

- Bank Account (Debit):** A dropdown menu with the text 'Select bank account to debit'. The selected option is 'Morgan& Co Client Account', which is highlighted with an orange circle.
- Balance:** A field showing '£ 0.00'.
- Bank Account (Credit):** A dropdown menu with the text 'Select bank account to credit'. The selected option is 'Morgan& Co Client Account', which is highlighted with an orange circle.
- Balance:** A field showing '£ 0.00'.
- Date:** A field showing '18/09/2025'.
- Amount:** A field showing '£ 0.00'.
- Bank Ref.:** A field with the placeholder text 'Enter bank reference'.
- Cheque No.:** A field with the placeholder text 'Enter cheque no.'.
- Description:** A field with the placeholder text 'Enter description'.

At the bottom of the dialog box, there are three buttons: 'Cancel', 'Another', and 'Transfer' (which is highlighted in orange).

7

Click "Select bank account to credit"

The screenshot shows the same 'Bank Account Transfer' dialog box as in the previous step. The 'Bank Account (Credit)' dropdown menu is now open, and the selected option is 'Morgan& Co Client Account', which is highlighted with an orange circle. The 'Bank Account (Debit)' dropdown menu is also open, and the selected option is 'Morgan& Co Client Account', which is highlighted with an orange circle. The 'Balance' field for the credit account now shows '£ 280,399.89'.

The dialog box contains the following fields and options:

- Bank Account (Debit):** A dropdown menu with the text 'Select bank account to debit'. The selected option is 'Morgan& Co Client Account', which is highlighted with an orange circle.
- Balance:** A field showing '£ 280,399.89'.
- Bank Account (Credit):** A dropdown menu with the text 'Select bank account to credit'. The selected option is 'Morgan& Co Client Account', which is highlighted with an orange circle.
- Balance:** A field showing '£ 0.00'.
- Date:** A field showing '18/09/2025'.
- Amount:** A field showing '£ 0.00'.
- Bank Ref.:** A field with the placeholder text 'Enter bank reference'.
- Cheque No.:** A field with the placeholder text 'Enter cheque no.'.
- Description:** A field with the placeholder text 'Enter description'.

At the bottom of the dialog box, there are three buttons: 'Cancel', 'Another', and 'Transfer' (which is highlighted in orange).

8

Click the account you are moving the money to (In this case "Morgan & Co Held Deposits")

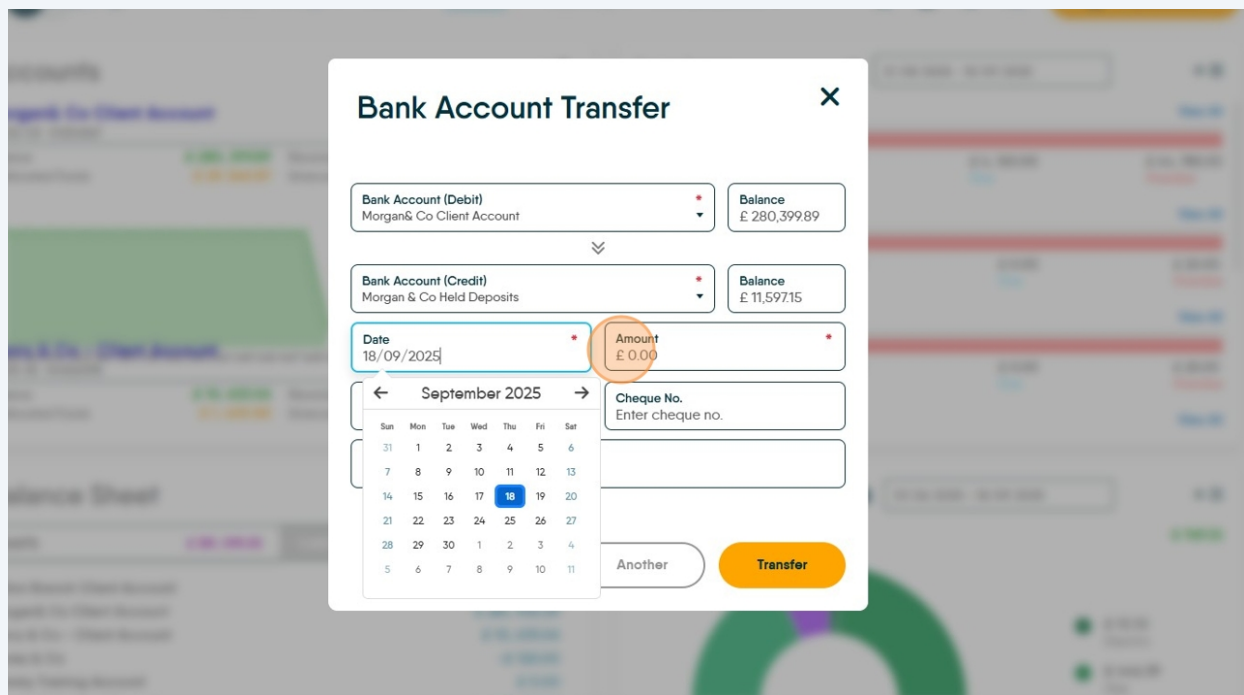
The dialog box titled "Bank Account Transfer" is shown over a blurred background of a financial dashboard. It contains two dropdown menus for "Bank Account (Debit)" and "Bank Account (Credit)". The debit account is "Morgan& Co Client Account" with a balance of £ 280,399.89. The credit account dropdown is open, showing a list of accounts: "Morgan& Co Client Account", "Henry & Co - Client Account", "Morgan & Co Held Deposits" (highlighted with an orange circle), "Henry & Co - Deposit Account", and "Sub Lease Account". To the right of the credit dropdown, the balance is £ 0.00. At the bottom are three buttons: "Cancel", "Another", and "Transfer".

9

Click the "Date" field and set the date the transfer happened.

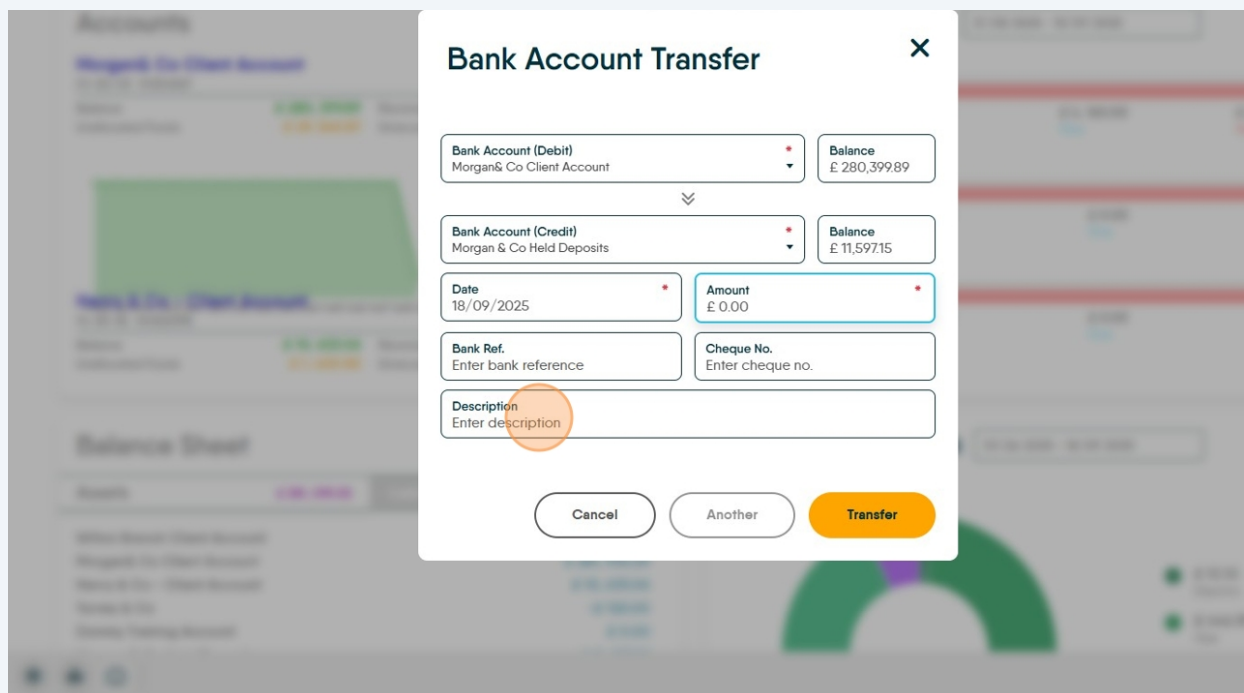
The "Bank Account Transfer" dialog box is shown again. In this step, the "Bank Account (Credit)" is set to "Morgan & Co Held Deposits" with a balance of £ 11,597.15. The "Date" field, which previously had a red asterisk, is now highlighted with an orange circle and contains the date "18/09/2025". The "Amount" field also has a red asterisk and contains "£ 0.00". Below these are fields for "Bank Ref." (with the placeholder "Enter bank reference"), "Cheque No." (with the placeholder "Enter cheque no."), and "Description" (with the placeholder "Enter description"). The "Transfer" button is highlighted in orange.

- 10 Click the "Amount" field and add the amount to transfer.



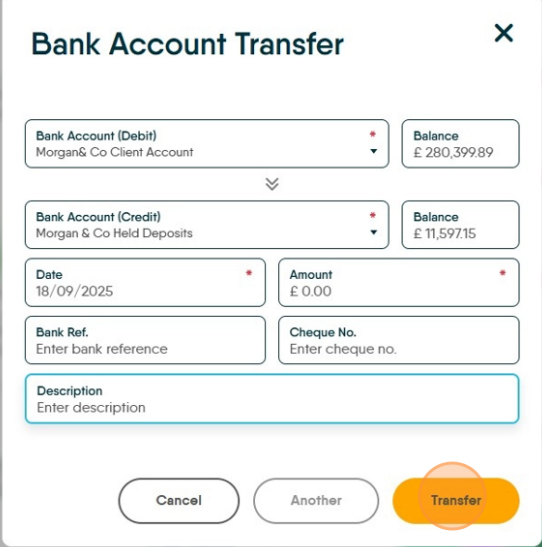
The image shows a 'Bank Account Transfer' modal form. The 'Bank Account (Debit)' is 'Morgan & Co Client Account' with a balance of £280,399.89. The 'Bank Account (Credit)' is 'Morgan & Co Held Deposits' with a balance of £11,597.15. The 'Date' is '18/09/2025'. The 'Amount' field is highlighted with an orange circle and contains '£ 0.00'. Below the date is a calendar for September 2025. To the right of the calendar is a 'Cheque No.' field with the placeholder 'Enter cheque no.'. At the bottom are 'Another' and 'Transfer' buttons.

- 11 Click the "Description" field and add a clear description of why the funds are being transferred between accounts so any future queries can be easily answered.



The image shows the same 'Bank Account Transfer' modal form, but now the 'Description' field is highlighted with an orange circle. The 'Description' field has the placeholder 'Enter description'. The 'Amount' field now contains '£ 0.00'. The 'Bank Ref.' field has the placeholder 'Enter bank reference'. The 'Cheque No.' field has the placeholder 'Enter cheque no.'. At the bottom are 'Cancel', 'Another', and 'Transfer' buttons.

12 Click "Transfer"



Bank Account Transfer ✕

Bank Account (Debit) *
Morgan & Co Client Account

Balance
£ 280,399.89

Bank Account (Credit) *
Morgan & Co Held Deposits

Balance
£ 11,597.15

Date *
18/09/2025

Amount *
£ 0.00

Bank Ref.
Enter bank reference

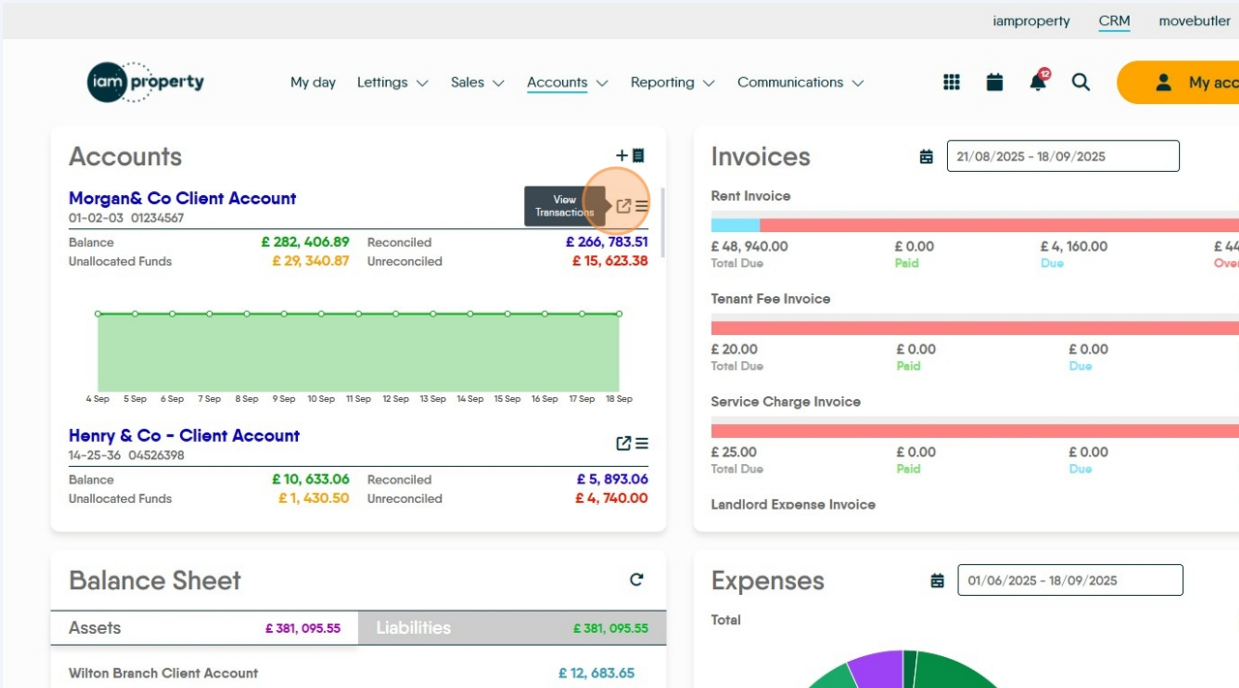
Cheque No.
Enter cheque no.

Description
Enter description

Cancel Another **Transfer**

Option 2

13 Click onto the 'square' icon.



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Accounts

Morgan & Co Client Account
01-02-03 01234567

Balance **£ 282,406.89** Reconciled **£ 266,783.51**
Unallocated Funds **£ 29,340.87** Unreconciled **£ 15,623.38**

Henry & Co - Client Account
14-25-36 04526398

Balance **£ 10,633.06** Reconciled **£ 5,893.06**
Unallocated Funds **£ 1,430.50** Unreconciled **£ 4,740.00**

Invoices 21/08/2025 - 18/09/2025

Rent Invoice

£ 48,940.00	£ 0.00	£ 4,160.00	£ 44
Total Due	Paid	Due	Over

Tenant Fee Invoice

£ 20.00	£ 0.00	£ 0.00
Total Due	Paid	Due

Service Charge Invoice

£ 25.00	£ 0.00	£ 0.00
Total Due	Paid	Due

Landlord Expense Invoice

Balance Sheet

Assets	Liabilities
£ 381,095.55	£ 381,095.55

Expenses 01/06/2025 - 18/09/2025

Total

14 Click here.

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

Balance £ 282, 406.89 Reconciled £ 266, 783.51
Unallocated £ 29, 340.87 Unreconciled £ 15, 623.38

Transfer

Group By Batch

☐	Date	Description	Bank Reference	Credit	Debit	
☐	20/08/2025 12:00	Applicant41 (18/07/2025 - 24/07/2025)		£ 150.00	£ 0.00	£ 2
☐	20/08/2025 12:00	Applicant41 (11/07/2025 - 17/07/2025)		£ 150.00	£ 0.00	£ 2
☐	20/08/2025 12:00	Applicant161 (09/07/2025 - 08/08/20...		£ 850.00	£ 0.00	£ 2
☐	20/08/2025 12:00	applicant100 (09/07/2025 - 08/08/20...		£ 950.00	£ 0.00	£ 2
☐	20/08/2025 12:00	Applicant41 (04/07/2025 - 10/07/202...		£ 150.00	£ 0.00	£ 2
☐	20/08/2025 12:00	applicant105 (15/06/2025 - 14/07/20...		£ 1,800.00	£ 0.00	£ 2
☐	20/08/2025 12:00	Mr applicant102 (13/06/2025 - 12/07/...		£ 1,300.00	£ 0.00	£ 2
☐	20/08/2025 12:00	Applicant41 (06/06/2025 - 12/06/202...		£ 150.00	£ 0.00	£ 2

15 The Origin account, i.e. the account being debited, is already set

Click "Select Destination Bank Account"

Bank Transfer

Origin
Morgan& Co Client Account

Destination
Select Destination Bank Account

Transfer Date
18/09/2025

Amount
£

Property
Select Property

Sub-Type
Select Transaction Sub-Type

Bank Ref.
Enter Bank Ref.

Cheque No.
Enter Cheque No.

Description
Enter Description

Cancel Transfer

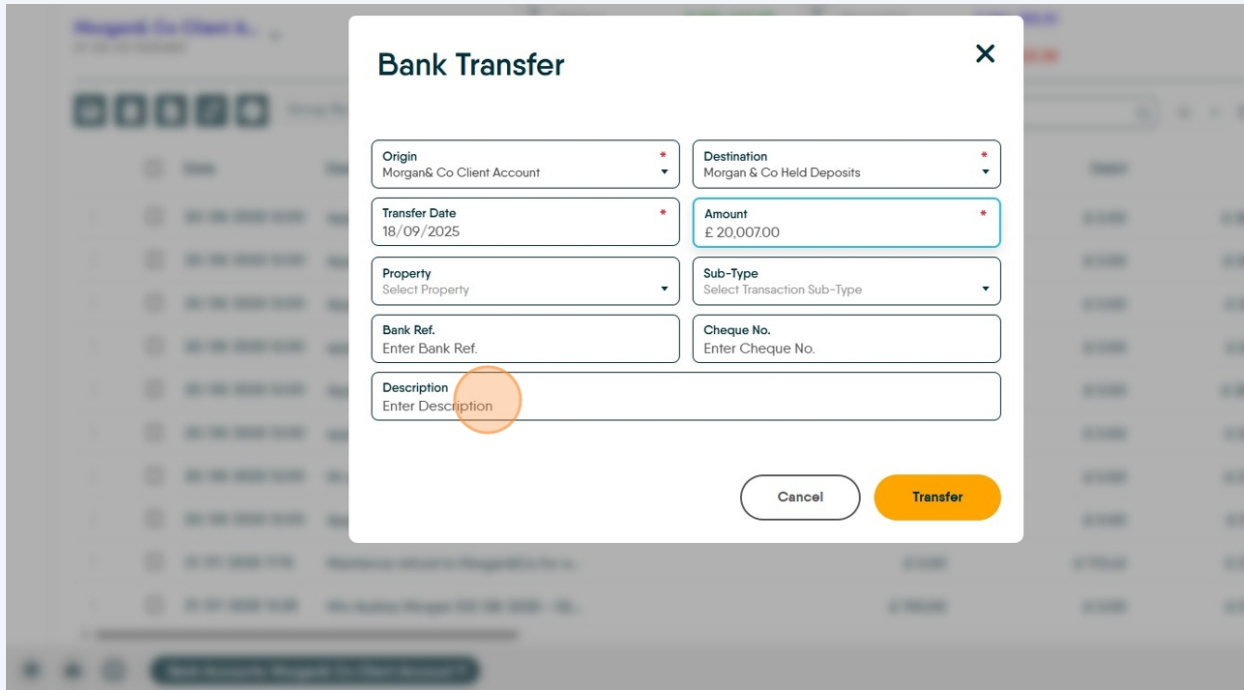
- 16 Select the account you are moving the money to (In this case "Morgan & Co Held Deposits")

The image shows a 'Bank Transfer' modal form. The 'Destination' dropdown menu is open, showing a list of accounts: 'Henry & Co - Client Account', 'Morgan & Co Held Deposits' (highlighted with an orange circle), 'Henry & Co - Deposit Account', and 'Sub Lease Account'. The other fields in the form are: 'Origin' (Morgan & Co Client Account), 'Transfer Date' (18/09/2025), 'Property' (Select Property), 'Bank Ref.' (Enter Bank Ref.), and 'Description' (Enter Description). At the bottom are 'Cancel' and 'Transfer' buttons.

- 17 Click the "Amount" field and add the amount to transfer.

The image shows the 'Bank Transfer' modal form with the 'Amount' field highlighted by an orange circle. The 'Destination' field is now set to 'Morgan & Co Held Deposits'. The other fields are: 'Origin' (Morgan & Co Client Account), 'Transfer Date' (18/09/2025), 'Property' (Select Property), 'Bank Ref.' (Enter Bank Ref.), 'Sub-Type' (Select Transaction Sub-Type), 'Cheque No.' (Enter Cheque No.), and 'Description' (Enter Description). At the bottom are 'Cancel' and 'Transfer' buttons.

- 18 Click the "Description" field and add a clear description of why the funds are being transferred between accounts so any future queries can be easily answered.

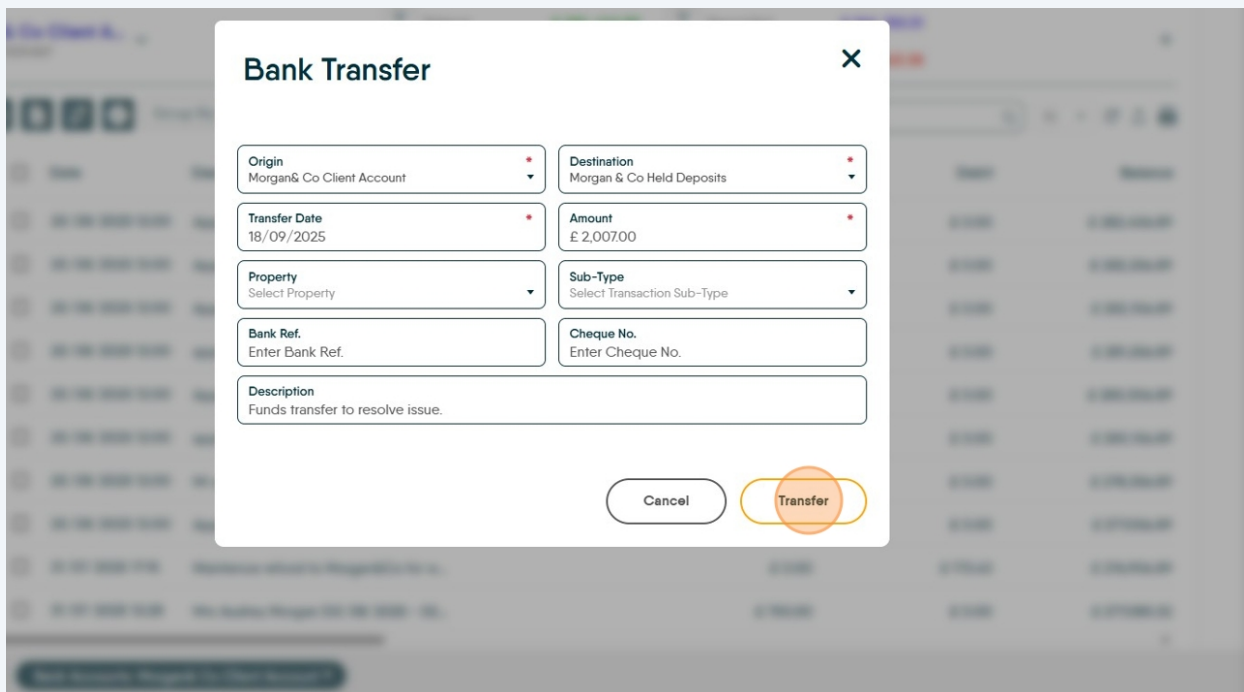


The image shows a 'Bank Transfer' modal form. The 'Description' field is highlighted with an orange circle. The form contains the following fields:

- Origin: Morgan & Co Client Account
- Destination: Morgan & Co Held Deposits
- Transfer Date: 18/09/2025
- Amount: £ 20,007.00
- Property: Select Property
- Sub-Type: Select Transaction Sub-Type
- Bank Ref.: Enter Bank Ref.
- Cheque No.: Enter Cheque No.
- Description: Enter Description

At the bottom right, there are two buttons: 'Cancel' and 'Transfer'.

- 19 Click "Transfer" to transfer the funds.



The image shows the same 'Bank Transfer' modal form, but now the 'Transfer' button is highlighted with an orange circle. The 'Description' field has been updated with the text 'Funds transfer to resolve issue.'.

The form contains the following fields:

- Origin: Morgan & Co Client Account
- Destination: Morgan & Co Held Deposits
- Transfer Date: 18/09/2025
- Amount: £ 2,007.00
- Property: Select Property
- Sub-Type: Select Transaction Sub-Type
- Bank Ref.: Enter Bank Ref.
- Cheque No.: Enter Cheque No.
- Description: Funds transfer to resolve issue.

At the bottom right, there are two buttons: 'Cancel' and 'Transfer'.

20

The transaction will (in this case) show in the Client Account as a debit with the description "Funds transfer to resolve issue."

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

Balance £ 282, 406.89 Reconciled £ 266, 783.51
Unallocated £ 29, 340.87 Unreconciled £ 15, 623.38

Group By Batch Search 10

Date	Description	Bank Reference	Credit	Debit	
18/09/2025 15:53	Funds transfer to resolve issue.		£ 0.00	£ 2,007.00	£ 2
20/08/2025 12:00	Applicant41 (18/07/2025 - 24/07/2025)		£ 150.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant41 (11/07/2025 - 17/07/2025)		£ 150.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant161 (09/07/2025 - 08/08/20...		£ 850.00	£ 0.00	£ 2
20/08/2025 12:00	applicant100 (09/07/2025 - 08/08/2...		£ 950.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant41 (04/07/2025 - 10/07/202...		£ 150.00	£ 0.00	£ 2
20/08/2025 12:00	applicant105 (15/06/2025 - 14/07/20...		£ 1,800.00	£ 0.00	£ 2
20/08/2025 12:00	Mr applicant102 (13/06/2025 - 12/07/...		£ 1,300.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant41 (04/06/2025 - 13/06/202...		£ 150.00	£ 0.00	£ 2

21

In this example we click "Morgan & Co Held Deposits" and the transfer will show as a credit.

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My day Lettings Sales Accounts Reporting Communications

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

Balance £ 282, 406.89 Reconciled £ 266, 783.51
Unallocated £ 29, 340.87 Unreconciled £ 15, 623.38

Group By Batch Search 10

Henry & Co - Client Account
Morgan & Co Held Deposits
Henry & Co - Deposit Account
Sub Lessee Account

Date	Description	Bank Reference	Credit	Debit	
18/09/2025 15:53	Funds transfer to resolve issue.		£ 0.00	£ 2,007.00	£ 2
20/08/2025 12:00	Applicant41 (18/07/2025 - 24/07/2025)		£ 150.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant41 (11/07/2025 - 17/07/2025)		£ 150.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant161 (09/07/2025 - 08/08/20...		£ 850.00	£ 0.00	£ 2
20/08/2025 12:00	applicant100 (09/07/2025 - 08/08/2...		£ 950.00	£ 0.00	£ 2
20/08/2025 12:00	Applicant41 (04/07/2025 - 10/07/202...		£ 150.00	£ 0.00	£ 2
20/08/2025 12:00	applicant105 (15/06/2025 - 14/07/20...		£ 1,800.00	£ 0.00	£ 2
20/08/2025 12:00	Mr applicant102 (13/06/2025 - 12/07/...		£ 1,300.00	£ 0.00	£ 2

Morgan & Co Held D...
01-02-03 45685263

Balance

£ 11,597.15

Reconciled

£ 12,874.76

Unallocated

£ 0.00

Unreconciled

-£ 1,277.61

+



Group By Batch

Search



10



☐	Date	Description	Bank Reference	Credit	Debit	Balance
☐	18/09/2025 15:53	Funds transfer to resolve issue.		£ 2,007.00	£ 0.00	£ 11,597.1
☐	03/07/2025 11:10	Deposit Invoice for Applicant138 4444...		£ 1,000.00	£ 0.00	£ 9,590.1
☐	06/05/2025 14:09	Deposit for Applicant102 for 919 Pelaw		£ 0.00	£ 1,400.00	£ 8,590.1
☐	24/03/2025 11:26	Deposit invoice for App140 162 Yew Tr...		£ 1,384.61	£ 0.00	£ 9,990.1
☐	05/03/2025 11:58	Deposit invoice for 771 Pelaw		£ 0.00	£ 1,500.00	£ 8,605.5
☐	05/03/2025 11:44	Deposit for 258 Winfield Road		£ 0.00	£ 1,384.61	£ 10,105.5
☐	03/02/2025 11:40	Deposit invoice for 771 Pelaw		£ 1,500.00	£ 0.00	£ 11,490.1
☐	17/12/2024 15:36	Deposit Refund - Dick Blyton		£ 0.00	£ 3,000.00	£ 9,990.1
☐	17/12/2024 14:53	Deposit payment for bed 9 63 Woodla...		£ 173.08	£ 0.00	£ 12,990.1
☐	10/12/2024 10:45	Deposit for Applicant102 for 919 Pelaw		£ 1,400.00	£ 0.00	£ 12,817.0