

Collecting Holding Payments in CRM Via Bank Receipt



This guide provides a step-by-step process for managing the collection of 'Holding Payments/Deposits' through CRM, ensuring accurate tracking and efficient handling of transactions. This process could also be used to collect other outstanding invoices e.g. deposit.

By following this guide, users can streamline their payment processes and maintain clear financial records, ultimately enhancing their operational efficiency.

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

The screenshot displays the 'Accounts' dashboard in the CRM system. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A dropdown menu for 'Accounts' is open, showing 'Add Bank Receipt'. The dashboard is divided into several sections:

- Account Summary:** Shows reconciled and unreconciled amounts for 'ccount' and 'deposits'.
- Invoices:** A table showing 'Rent Invoice', 'Tenant Fee Invoice', 'Deposit Invoice', and 'Service Charge Invoice' with columns for 'Total Due', 'Paid', 'Due', and 'Overdue'.
- Balance Sheet:** A table showing 'Assets' (£ 316,542.11) and 'Liabilities'.
- Deposit:** A chart showing 'Total Held' (£ 3,288.30) and 'Invoices Outstanding' (£ 0.00).
- Rent:** A chart showing 'Invoiced' (£ 47,995.00), 'Refunded' (£ 0.00), and 'Outstanding'.

2 Click here. "Add Bank Receipt"

The screenshot shows the iarn property Accounts page. The 'Accounts' section is active, displaying two accounts: 'Morgan & Co Client Account' and 'Morgan & Co Held Deposits'. The 'Add Bank Receipt' button is circled in orange. The 'Invoices' section shows a list of invoices for the period 23/09/2025 - 21/10/2025, including Rent Invoice, Tenant Fee Invoice, Deposit Invoice, and Service Charge Invoice. The 'Expenses' section shows a total of £290.01 for the period 01/07/2025 - 21/10/2025. The 'Deposit' section shows a total held of £3,288.30 and invoices outstanding of £0.00. The 'Balanc' section shows assets, and the 'Rent' section shows a total of £0.00.

3 Click "Select property"

The screenshot shows the 'Bank Receipt' form. The 'Property' dropdown menu is circled in orange. The form includes fields for Record Type (Tenant), Property (Select property), Tenant (Select record), Collection Date (21/10/2025), 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), and Description (Enter transaction description). The 'Outstanding Invoices' section shows 'No Outstanding Invoices'. The form has buttons for 'Cancel', 'Another', and 'Collect'.

4 Type the details of the property you are searching for and click on it.

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type:** Tenant
- Property:** Select property (dropdown menu open, showing '63 Woodland Road, Darlington' highlighted)
- Tenant:** Select record
- Collection Date:** 21/10/2025
- 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:** No Outstanding Invoices

Buttons at the bottom: Cancel, Another, Collect

5 Click "Select tenant"

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type:** Tenant
- Property:** 63 Woodland Road, Darlington
- Tenant:** Select tenant (dropdown menu open, showing 'Select tenant' highlighted)
- Collection Date:** 21/10/2025
- 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:** No Outstanding Invoices

Buttons at the bottom: Cancel, Another, Collect

6

From the drop down menu select the tenant you are looking for.

The image shows a 'Bank Receipt' form with the following fields and options:

- Record Type:** Tenant
- Property:** 63 Woodland Road, Darlington
- Tenant:** Select tenant (dropdown menu is open, showing 'Leonard Morgan' as an option)
- Collection Date:** 21/10/2025
- Amount:** £ 0.00
- Bank Account:** Select payee (dropdown menu is open, showing 'Leonard Morgan' as an option)
- Sub Type/Nominal Code:** BACS Transfer
- Cheque No.:** Enter cheque no.
- Description:** Enter transaction description
- Outstanding Invoices:** No Outstanding Invoices

At the bottom of the form, there are three buttons: 'Cancel', 'Another', and 'Collect'.



Tip! You can also search by Tenant rather than Property. To do this click the magnifying glass icon to the right of the Tenant field so it turns blue.

Bank Receipt ✕

Record Type * Tenant ▼	Property * Select property ▼ 🔍	Tenant * Select record ▼ 🔍	
Collection Date * 22/10/2025	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 <div style="text-align: center;"> No Outstanding Invoices</div>			

Cancel Another Collect

7

Click the **"Amount"** field and enter the amount that is being paid for Holding Payment/Deposit.

If an Invoice is visible in the lower part of the screen DO NOT select it. If you are collecting the Deposit invoice you would select at the this point.

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type: Tenant
- Property: 63 Woodland Road, Darlington
- Tenant: Leonard Morgan
- Collection Date: 21/10/2025
- Amount: £ 0.00 (highlighted with an orange circle)
- 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 table:

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	11/10/2025 ...	Rent Invoice	£ 150.00	£ 150.00	£ 150.00	Mr Leonard Morgan (...)	10

Buttons: Cancel, Another, Collect

8

Click **"Select payment account"**

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type: Tenant
- Property: 63 Woodland Road, Darlington
- Tenant: Leonard Morgan
- Collection Date: 21/10/2025
- Amount: £ 100.00
- Bank Account: Select payment account (highlighted with an orange circle)
- 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 table:

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	11/10/2025 ...	Rent Invoice	£ 150.00	£ 150.00	£ 150.00	Mr Leonard Morgan (...)	10

Buttons: Cancel, Another, Collect

9

Click the name of the account that the money was paid into, usually your main client account. In this example it is shown as "Morgan & Co Client Account"

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type: Tenant
- Property: 63 Woodland Road, Darlington
- Tenant: Leonard Morgan
- Collection Date: 21/10/2025
- Amount: £100.00
- Bank Account: Morgan & Co Client Account (highlighted in the dropdown menu)
- Payment Method: Select payment method
- Sub Type/Nominal Code: BACS Transfer
- Cheque No.: Enter cheque no.
- Description: Enter transaction description

The 'Outstanding Invoices' table is also visible:

Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
11/10/2025 ...	Rent Invoice	£150.00	£150.00	£150.00	Mr Leonard Morgan (...)	10

10

Click "**Select payment method**" this is an information field and can have new options added in 'configuration' as a 'lookup' You might add 'Holding Payment/Deposit'

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type: Tenant
- Property: 63 Woodland Road, Darlington
- Tenant: Leonard Morgan
- Collection Date: 21/10/2025
- Amount: £100.00
- Bank Account: Morgan & Co Client Account
- Payment Method: Select payment method (highlighted in the dropdown menu)
- Sub Type/Nominal Code: BACS Transfer
- Cheque No.: Enter cheque no.
- Description: Enter transaction description

The 'Outstanding Invoices' table is also visible:

Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
11/10/2025 ...	Rent Invoice	£150.00	£150.00	£150.00	Mr Leonard Morgan (...)	10

11 Click the **"Description"** field. Add a description of the transaction

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type: Tenant
- Property: 63 Woodland Road, Darlington
- Tenant: Leonard Morgan
- Collection Date: 21/10/2025
- Amount: £100.00
- Bank Account: Morgan& Co Client Account
- Payment Method: H.A.P.
- 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)

Outstanding Invoices table:

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
<input type="checkbox"/>	11/10/2025 ...	Rent Invoice	£150.00	£150.00	£150.00	Mr Leonard Morgan (...)	10

Buttons: Cancel, Another, Collect

12 As an example, if you are paying £100. Type £100 in the 'Payment' field. Then click "Collect"

The screenshot shows the 'Bank Receipt' form with the following fields and values:

- Record Type: Tenant
- Property: 63 Woodland Road, Darlington
- Tenant: Leonard Morgan
- Collection Date: 21/10/2025
- Amount: £100.00
- Bank Account: Morgan& Co Client Account
- Payment Method: H.A.P.
- Sub Type/Nominal Code: BACS Transfer
- Cheque No.: Enter cheque no.
- Bank Reference: Enter bank reference
- Description: Part rent payment made by HAP

Outstanding Invoices table:

<input type="checkbox"/>	Date	Type	Amount	Outstanding	Payment	Description	Days Overdue
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Buttons: Cancel, Another, Collect (highlighted with an orange circle)

13 The funds will then be added as 'Unallocated Funds' against the Applicant. This can be allocated against the first months rent when this is collected.

14 If you selected a Deposit invoice the funds will now show in the deposit tile in the accounts dashboard. They will still need to be transferred to the deposits protection scheme you are using.