

Processing Deposit Refunds in CRM



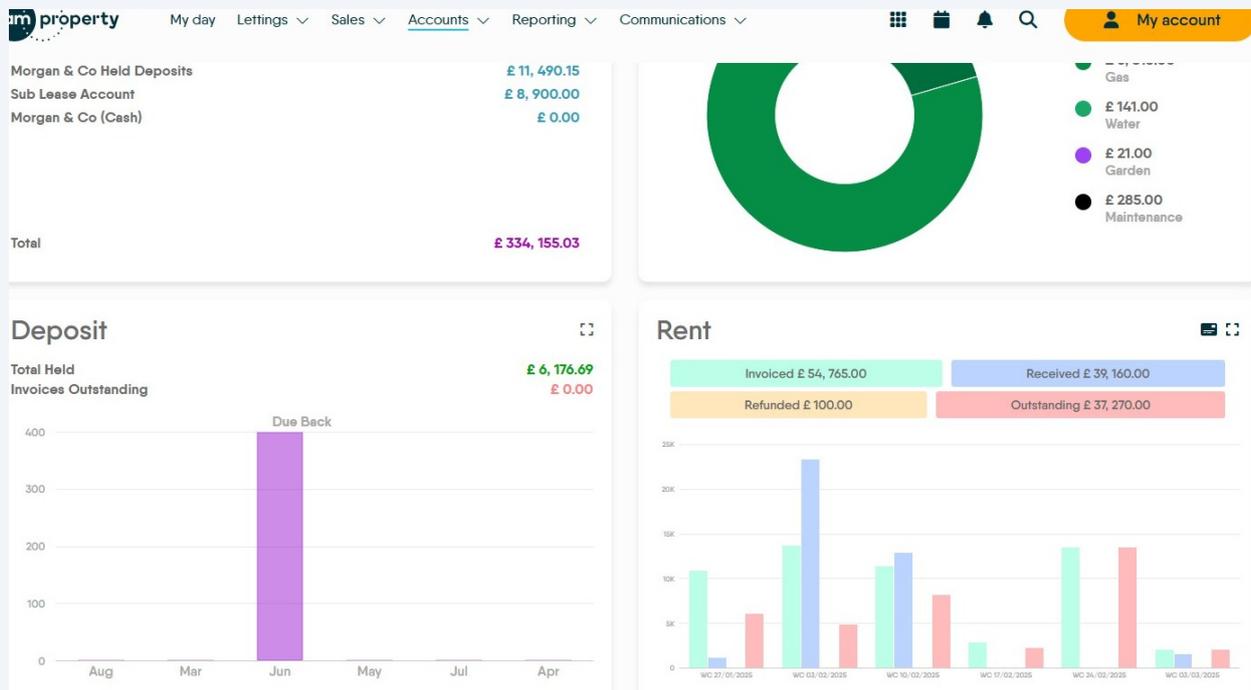
This guide provides a comprehensive step-by-step process for handling deposits the CRM system, refunding back to tenants.

By following these instructions, users can streamline the refund process for both tenants and landlords, reducing errors and enhancing customer satisfaction.

It's an essential resource for property management professionals looking to optimise their financial operations and maintain clear records.

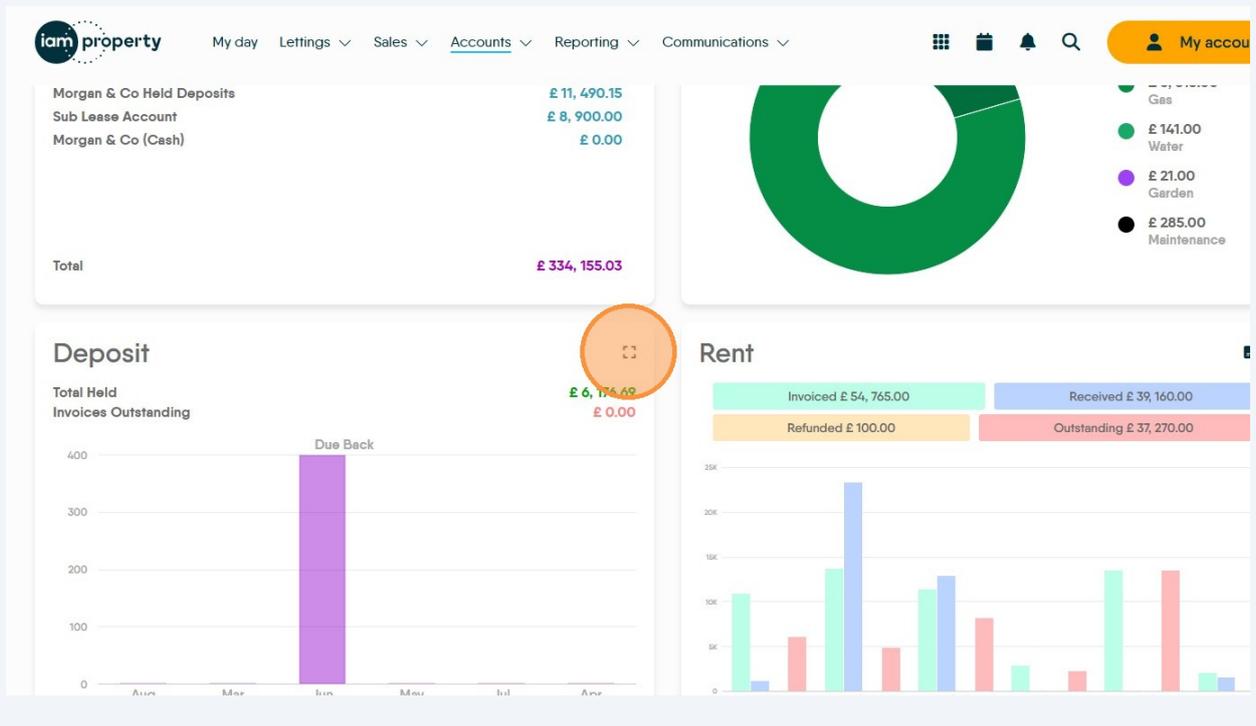
1 Creating a Ledger Transfer is referenced a few times in this guide, the instructions are at the end.

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



How do you find Deposits?

3 On the **Deposit tile** click here to see all the deposits.



Refunding Deposits

Refunding Deposit - Held in Agent Deposit Account

4 In the Deposits screen on the Accounts dashboard. Click here.

The screenshot shows the 'Deposits' screen on the Accounts dashboard. The interface includes a navigation bar with 'iamproperty', 'CRM', and 'movebutler' logos. Below the navigation bar, there are tabs for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Deposits' section has a search bar and a dropdown menu set to '10'. A table lists deposits with columns for 'Tenant', 'Property', 'Negotiator', 'Deposit', 'Due Back', and 'Invoice Total'. A context menu is open over the first row, with the 'Refund' option highlighted.

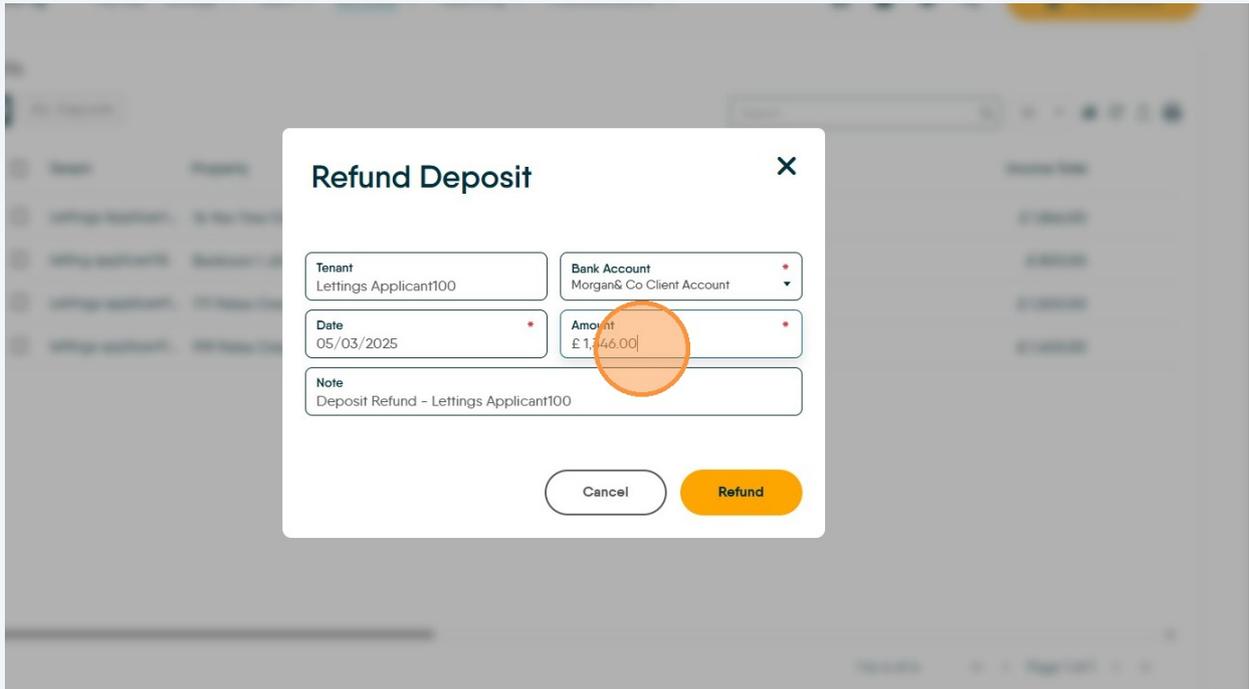
Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£ 1,846.00	13/11/2025	£ 1,846.00
licant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 800.00
Lettings applicant1...	771 Pelaw Crescent, Che...	Training Dave	£ 1,500.00	07/01/2025	£ 1,500.00
lettings applicant1...	919 Pelaw Crescent, Che...	Training Dave	£ 1,400.00	18/11/2024	£ 1,400.00

5 Click "Refund"

The screenshot shows the 'Deposits' screen on the Accounts dashboard. The interface is similar to the previous screenshot, but the context menu is open over the first row, and the 'Refund' option is highlighted. The table data is the same as in the previous screenshot.

Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£ 1,846.00	13/11/2025	£ 1,846.00
licant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 800.00
licant1...	771 Pelaw Crescent, Che...	Training Dave	£ 1,500.00	07/01/2025	£ 1,500.00
licant1...	919 Pelaw Crescent, Che...	Training Dave	£ 1,400.00	18/11/2024	£ 1,400.00

6 Click the "Amount" field and type the amount you are refunding to the tenant.

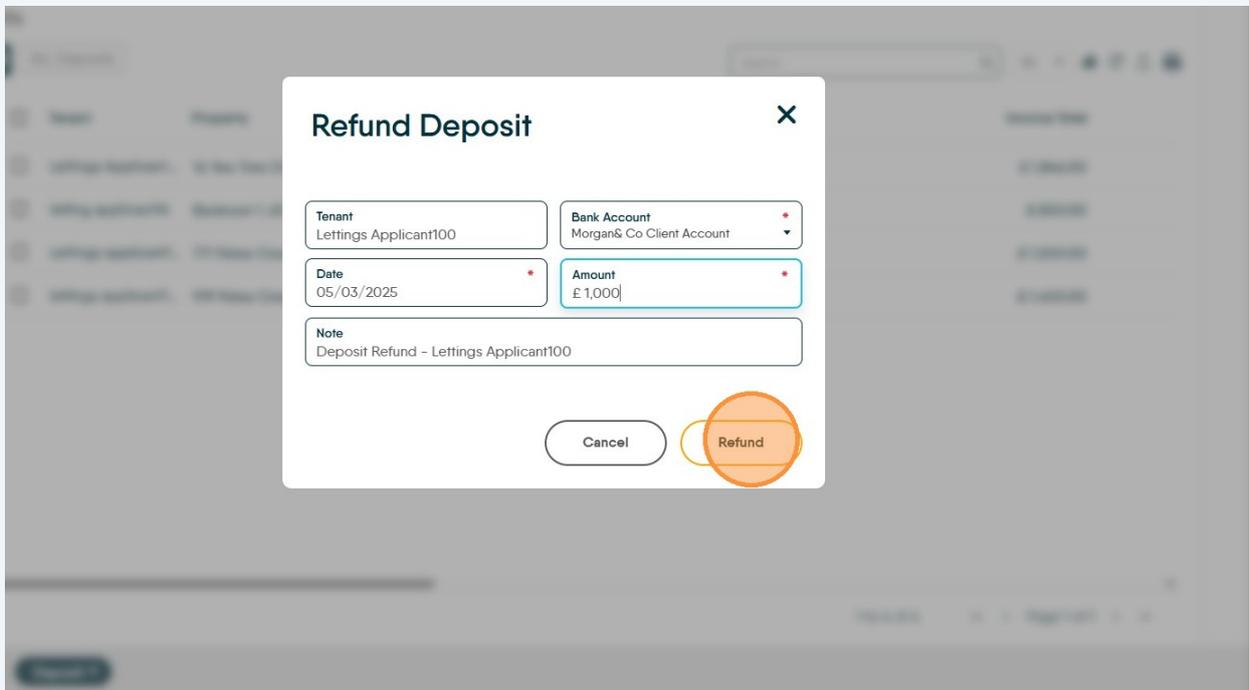


The screenshot shows a 'Refund Deposit' modal form. The form contains the following fields:

- Tenant:** Lettings Applicant100
- Bank Account:** Morgan& Co Client Account
- Date:** 05/03/2025
- Amount:** £1,446.00 (This field is highlighted with an orange circle)
- Note:** Deposit Refund - Lettings Applicant100

At the bottom of the form, there are two buttons: 'Cancel' and 'Refund'.

7 Click "Refund"



The screenshot shows the same 'Refund Deposit' modal form as in the previous step. The 'Amount' field now contains '£1,000'. The 'Refund' button at the bottom right is highlighted with an orange circle.



The money will then be available to be transferred either via BACS, if the tenant is set up for this, or as a bank transfer/cheque etc.

The retained funds left in the account will sit as deposit and can be used to pay contractors bills or transferred to the Property to be paid to the Landlord.

Refunding Deposit - Deposit Protection Scheme



Tip! Deposits held in a Deposit Protection Scheme will automatically be refunded to the Tenant from the scheme. The remaining funds will be sent to the Agent to refund to the Landlord or use to pay maintenance fees.

To use the funds to pay for refurbishment or pay to the Landlord follow below.

8

The repayment would be receipted back to CRM via the Bank Import screen in the same way as a rent payment is. Click here to go to 'Bank Import'

The retained deposit needs to be receipted into the CRM. To make this process easier, a 'Retained Deposit' invoice is created.

The screenshot displays the 'iamproperty' CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The main content area is divided into several sections:

- Accounts:** Shows 'Morgan & Co Client Account' with a balance of £309,560.43 and unallocated funds of £30,921.65. A callout bubble labeled 'Add Bank Receipt' points to a button in this section. Below it is a line graph showing account activity from Feb 19 to Mar 5. The 'Morgan & Co Held Deposits' account is also shown with a balance of £11,490.15 and unallocated funds of £0.00.
- Invoices:** Lists 'Rent Invoice', 'Tenant Fee Invoice', 'Deposit Invoice', and 'Service Charge Invoice' with their respective total due and paid amounts.
- Balance Sheet:** Shows Assets of £334,155.03 and Liabilities of £334,155.03.
- Expenses:** Shows a total expense of £8,538.90 for the period 01/12/2024 - 05/03/2025.



Alert! This refund is paid back into the Tenant Ledger as it is technically the Tenants money.

9 To create the refund invoice click here.

The screenshot shows the iamproperty CRM dashboard. The top navigation bar includes 'iamproperty', 'CRM', 'movebutler', and 'iamsold'. Below this, there are tabs for 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Accounts' tab is active, showing a summary of 'Accounts' with a balance of £310,560.43 (Reconciled) and £31,921.65 (Unreconciled). A line chart shows the account balance over time. Below this, there is a 'Balance Sheet' section showing 'Assets' of £332,270.42 and 'Liabilities' of £2,773.65. The 'Invoices' section is highlighted, showing a list of invoices for the period 05/02/2025 - 05/03/2025. The 'Add Invoice' button is circled in orange. The 'Expenses' section shows a total of £8,500.90 for the period 01/12/2024 - 05/03/2025.

10 Click "Select tenant" and type the tenants name.

The screenshot shows the 'Add Invoice' form. The form has a title 'Add Invoice' and a close button 'X'. It contains several input fields and sections. The 'Tenant' field is highlighted with an orange circle and contains the text 'Select tenant'. Other fields include 'Deposit Balance' (£0.00), 'Unallocated Funds' (£0.00), 'Pay with deposit' (toggle), 'Pay with unallocated' (toggle), 'Transaction Type' (dropdown), 'Sub Type' (dropdown), 'Invoice Date' (05/03/2025), 'Invoice No.' (CRM - 527), 'VAT Type', 'Exclude Man. Fee' (toggle), 'Amount' (£), 'Net' (£0.00), 'Vat' (£0.00), and 'Total' (£0.00). There is a 'Description' field with a placeholder 'Enter description'. At the bottom, there is a table with 'Invoices' and 'Total' (£0.00). A warning icon and the text 'No Invoices' are displayed in the table area. At the bottom of the form, there are three buttons: 'Cancel', 'Another', and 'OK'.

11

Click the tenants name from the drop down list. The list will show all records live, pre-booked or archived.

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

- Deposit Balance: £ 0.00
- Unallocated Funds: £ 0.00
- Pay with deposit:
- Pay with unallocated:
- Tenant: Select tenant (dropdown menu open showing 'Lettings applicant130 - 771...')
- Transaction Type: Select transaction type (dropdown menu)
- Sub Type: Select sub-type (dropdown menu)
- No.: 527
- VAT Type: (empty)
- Exclude Man. Fee:
- Vat: £ 0.00
- Total: £ 0.00
- Description: Enter description
- Invoices table: Total £ 0.00, No Invoices
- Buttons: Cancel, Another, OK

12

Click "Select transaction type". Click "Deposit Invoice"

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

- Deposit Balance: £ 0.00
- Unallocated Funds: £ 1,000.00
- Pay with deposit:
- Pay with unallocated:
- Tenant: Lettings applicant130 - 771 Pelaw Crest
- Transaction Type: Select transaction type (dropdown menu open showing 'Deposit Invoice')
- Sub Type: Select sub-type (dropdown menu)
- Invoice Date: 05/03/2025
- Invoice N: CRM - 5
- Exclude Man. Fee:
- Amount: £
- Net: £ 0.00
- Total: £ 0.00
- Description: Enter description
- Invoices table: Total £ 0.00, No Invoices
- Buttons: Cancel, Another, OK

13

Click the "Amount" field and edit to the amount being retained/returned from the deposit scheme.

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	£ 1,000.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Lettings applicant130 - 771 Pelaw Cre	Transaction Type	Deposit Invoice
Sub Type	Deposit	Invoice Date	05/03/2025
Invoice No.	CRM - 527	VAT Type	Exempt
Exclude Man. Fee	<input type="checkbox"/>	Amount	£ 1,500.00
Net	£ 1,500.00	Vat	£ 0.00
Total	£ 1,500.00	Description: Enter description	

The 'Amount' field is highlighted with an orange circle. Below the form is a table with 'Invoices' and 'Total' columns, showing 'No Invoices' and a total of £ 0.00. At the bottom are 'Cancel', 'Another', and 'OK' buttons.

14

Click here to exclude the management 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	£ 1,000.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant	Lettings applicant130 - 771 Pelaw Cre	Transaction Type	Deposit Invoice
Sub Type	Deposit	Invoice Date	05/03/2025
Invoice No.	CRM - 527	VAT Type	Exempt
Exclude Man. Fee	<input checked="" type="checkbox"/>	Amount	£ 1,000.00
Net	£ 1,000.00	Vat	£ 0.00
Total	£ 1,000.00	Description: Enter description	

The 'Exclude Man. Fee' checkbox is highlighted with an orange circle. Below the form is a table with 'Invoices' and 'Total' columns, showing 'No Invoices' and a total of £ 0.00. At the bottom are 'Cancel', 'Another', and 'OK' buttons.

15 Click the "Description" field. Type a detailed description of the transaction.

The screenshot shows a mobile application interface for adding an invoice. The form is titled "Add Invoice" and includes several input fields and sections. An orange circle highlights the "Description" field, which contains the placeholder text "Enter description".

Deposit Balance	£ 0.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 1,000.00	Pay with unallocated	<input checked="" type="checkbox"/>
Tenant Lettings applicant130 - 771 Pelaw Cre*	Transaction Type Deposit Invoice	Sub Type Deposit	
Invoice Date 05/03/2025	Invoice No. CRM - 527	VAT Type Exempt	Exclude Man. Fee <input type="checkbox"/>
Amount £ 1,000.00	Net £ 1,000.00	Vat £ 0.00	Total £ 1,000.00
Description Enter description			

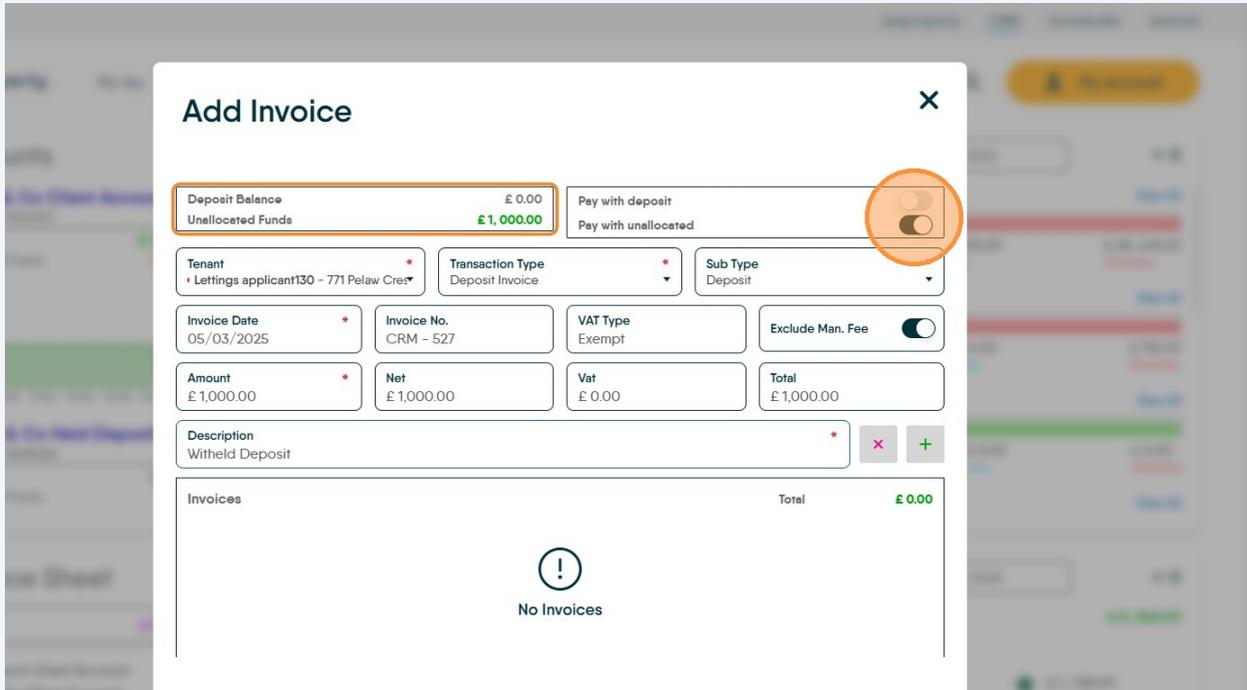
Invoices Total £ 0.00

! No Invoices

16

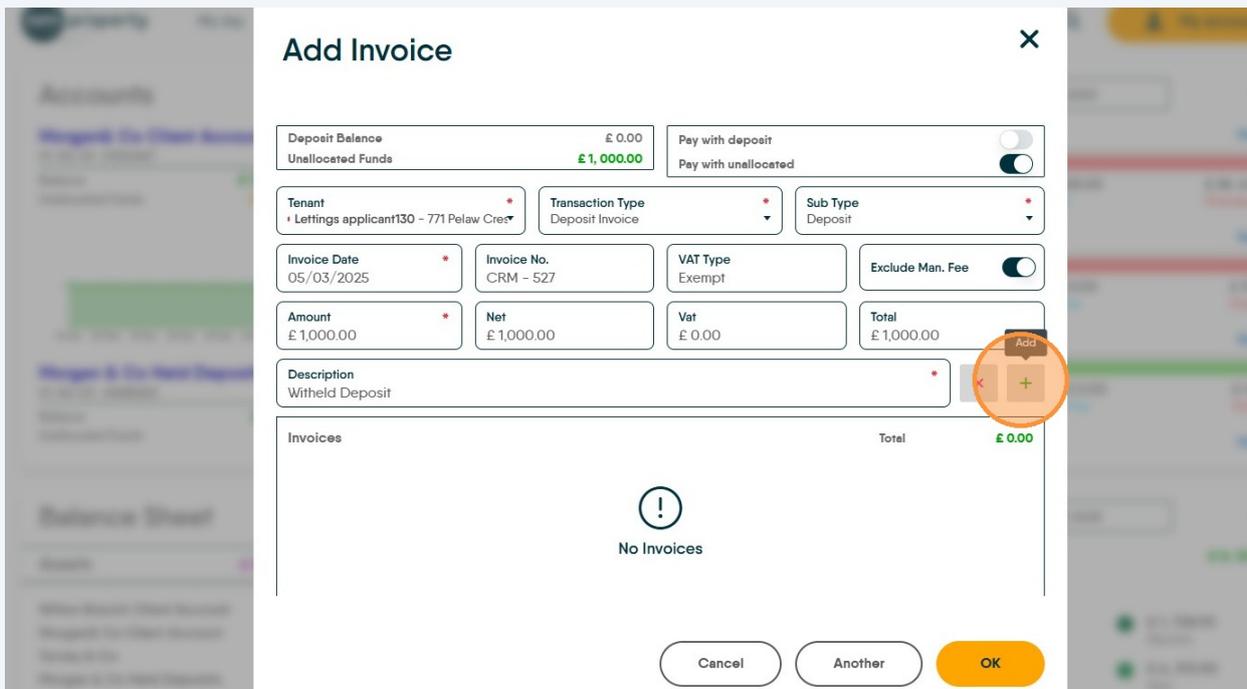
If you have already received the withheld deposit into your CRM Client Account, click here and select "Pay with unallocated". The previously retained, unallocated funds will show on the screen

This will allocate the Unallocated funds (aka 'Retained Deposit') to the Invoice.



17

Click here to create the invoice.



18 Click "OK"

The screenshot shows a software interface with a form containing the following fields:

- Deposit Balance: £ 0.00
- Unallocated Funds: £ 1,000.00
- Tenant: Lettings applicant130 - 771 Pelaw Cre
- Transaction Type: Select transaction type
- Sub Type: Select sub-type
- Invoice Date: 05/03/2025
- Invoice No.: CRM - 527
- VAT Type
- Exclude Man. Fee
- Amount: £ 0.00
- Net: £ 0.00
- Vat: £ 0.00
- Total: £ 0.00
- Description: Enter description

Below the form is a table titled "Invoices":

Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude
<input checked="" type="checkbox"/>	05/03/2025	CRM - 527	Deposit Inv...	Exempt	£ 1,000.00	£ 0.00	£ 1,000.00	Withheld De...	<input checked="" type="checkbox"/>

At the bottom of the form, there are three buttons: "Cancel", "Another", and "OK". The "OK" button is highlighted with an orange circle.

19 Click "No" or "Yes"

The screenshot shows the same software interface as in step 18, but with a modal dialog box overlaid. The dialog box contains a question mark icon and the text "Would you like to produce a tenant invoice?". Below the text are two buttons: "No" and "Yes". The "No" button is highlighted with an orange circle.

20

Once the Invoice has been created, in the scenario above the invoice will be automatically paid and the retained funds will show as a deposit payment. Depending on how the funds are being used will change what happens next.

If the funds are being used;

1. To pay for refurbishment of the property then the funds can stay as Deposit or be transferred to the Float and used to pay any contractors invoices.
2. Being returned to the Landlord, the funds need to be transferred to the Property Ledger.

Refunding Deposit - held by Landlord - Returned to Tenant



Alert! In this case the funds need to be receipted into CRM from the landlord, then transferred to the tenant or transferred to float if used for refurbishment.

21

Click here to create the Landlord bank receipt.

The screenshot displays the 'iamproperty' CRM interface. The top navigation bar includes 'iamproperty', 'CRM', and 'movebutler'. The main content area is divided into several sections:

- Accounts:** Shows two accounts for 'Morgan & Co'.
 - Morgan & Co Client Account:** Balance £ 310,560.43 (Reconciled), Unallocated Funds £ 31,921.65 (Unreconciled). Total Due £ 304,172.95, Total Overdue £ 6,387.48.
 - Morgan & Co Held Deposits:** Balance £ 8,605.54 (Reconciled), Unallocated Funds £ 0.00 (Unreconciled). Total Due £ 11,490.15, Total Overdue -£ 2,884.61.
- Invoices:** Shows three invoices for the period 05/02/2025 - 05/03/2025:
 - Rent Invoice:** Total Due £ 40,390.00, Paid £ 11,045.00, Due £ 900.00, Overdue £ 28,440.00.
 - Tenant Fee Invoice:** Total Due £ 222.00, Paid £ 70.00, Due £ 0.00, Overdue £ 152.00.
 - Deposit Invoice:** Total Due £ 2,557.69, Paid £ 2,557.69, Due £ 0.00, Overdue £ 0.00.
- Balance Sheet:** Assets £ 332,270.42, Liabilities £ 332,270.42.
- Expenses:** Total £ 8,500.00 for the period 01/12/2024 - 05/03/2025.

22

Click "Record Type" and select Landlord from the drop down menu.
Click "Landlord"

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

- Record Type:** Tenant (highlighted with an orange circle)
- Property:** 919 Pelaw Crescent, Chester le Street
- Tenant:** lettings applicant102
- Amount:** £ 300.00
- Bank Account:** Morgan& Co Client Account
- Payment Method:** Bank Transfer
- Bank Reference:** Enter bank reference
- Outstanding Invoices:** No Outstanding Invoices (with an 'Upcoming' button)

Buttons at the bottom: Cancel, Another, Collect.

23

Click "Select property" type the property name and select from the drop down menu.

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

- Record Type:** Tenant
- Property:** 919 Pelaw Crescent, Chester le Street
- Tenant:** lettings applicant102
- Amount:** £ 300.00
- Bank Account:** Morgan& Co Client Account
- Payment Method:** Bank Transfer
- Bank Reference:** Enter bank reference
- Outstanding Invoices:** No Outstanding Invoices (with an 'Upcoming' button)

Buttons at the bottom: Cancel, Another, Collect.

Bank Receipt

Record Type: Landlord

Property: (highlighted)

Landlord:

Collection Date: 05/03/2025

Bank Account: Morgan & Co Client Account

Payment Method: Bank Transfer

Sub Type/Nominal Code: BACS Transfer

Enter cheque no.:

Bank Reference: Enter bank reference

Description: Enter transaction description

Outstanding Invoices: Upcoming

No Outstanding Invoices

Buttons: Cancel, Another, Collect

Bank Receipt

Record Type: Landlord

Property: (highlighted)

Landlord:

Collection Date: 05/03/2025

Bank Account: Morgan & Co Client Account

Payment Method: Bank Transfer

Sub Type/Nominal Code: BACS Transfer

919

919 Pelaw Crescent, Chester le Street

Enter cheque no.:

Bank Reference: Enter bank reference

Description: Enter transaction description

Outstanding Invoices: Upcoming

No Outstanding Invoices

Buttons: Cancel, Another, Collect

24

Click the "Amount" field and add the amount of the deposit being returned to the tenant or withheld for refurbishment.

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

- Record Type: Landlord
- Property: 919 Pelaw Crescent, Chester le Street
- Landlord: Adrian Green
- Collection Date: 05/03/2025
- Amount: £0.00 (highlighted with an orange circle)
- Bank Account: Morgan & Co Client Account
- Payment Method: Bank Transfer
- 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 (with an exclamation mark icon)

Buttons at the bottom: Cancel, Another, Collect.

25

Click the "Description" field. Add in a detailed description as mentioned previously.

The screenshot shows the same 'Bank Receipt' form as in step 24, but with the 'Amount' field updated to £300.00 and the 'Description' field highlighted with an orange circle. The 'Description' field contains the text 'Enter transaction description'.

The 'Outstanding Invoices' section remains 'No Outstanding Invoices'.

Buttons at the bottom: Cancel, Another, Collect.

26 Click "Collect"

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

- Record Type:** Landlord
- Property:** 919 Pelaw Crescent, Chester le Street
- Landlord:** Adrian Green
- Collection Date:** 05/03/2025
- Amount:** £ 300.00
- Bank Account:** Morgan& Co Client Account
- Payment Method:** Bank Transfer
- Sub Type/Nominal Code:** BACS Transfer
- Cheque No.:** Enter cheque no.
- Bank Reference:** Enter bank reference
- Description:** Deposit returned to Tenant

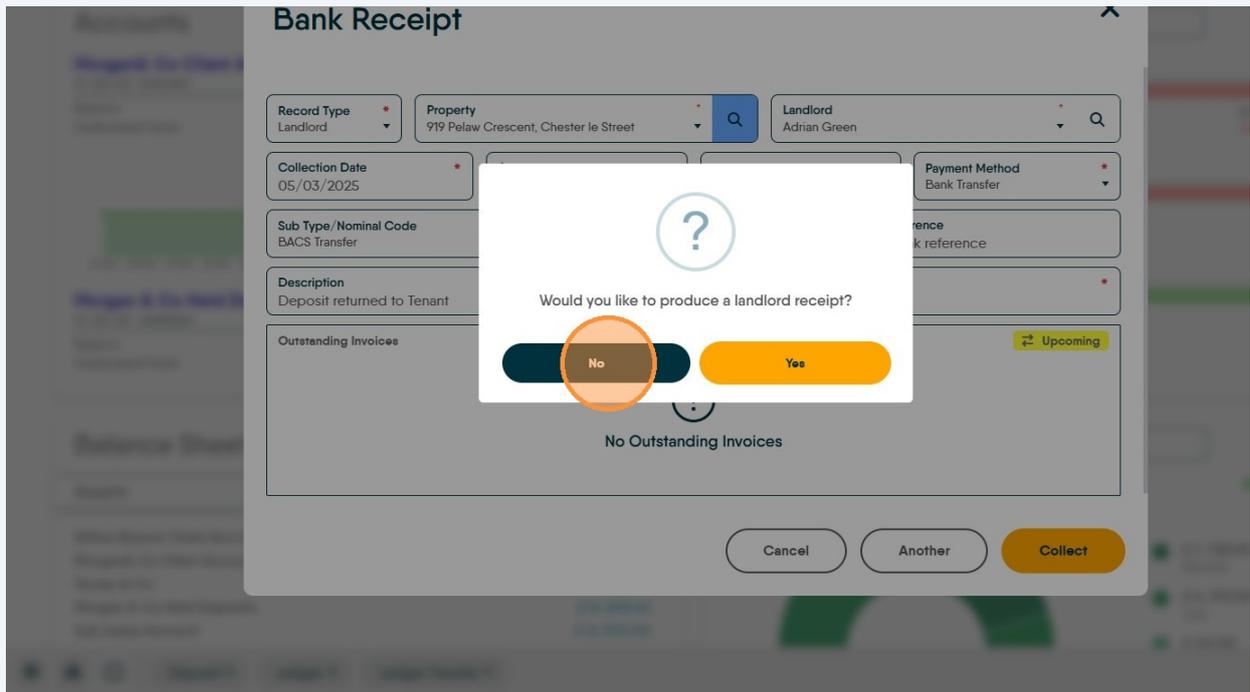
Below the description field is a section for 'Outstanding Invoices' with a yellow 'Upcoming' tag. It contains a warning icon and the text 'No Outstanding Invoices'.

At the bottom of the form are three buttons: 'Cancel', 'Another', and 'Collect'. The 'Collect' button is highlighted with an orange circle.



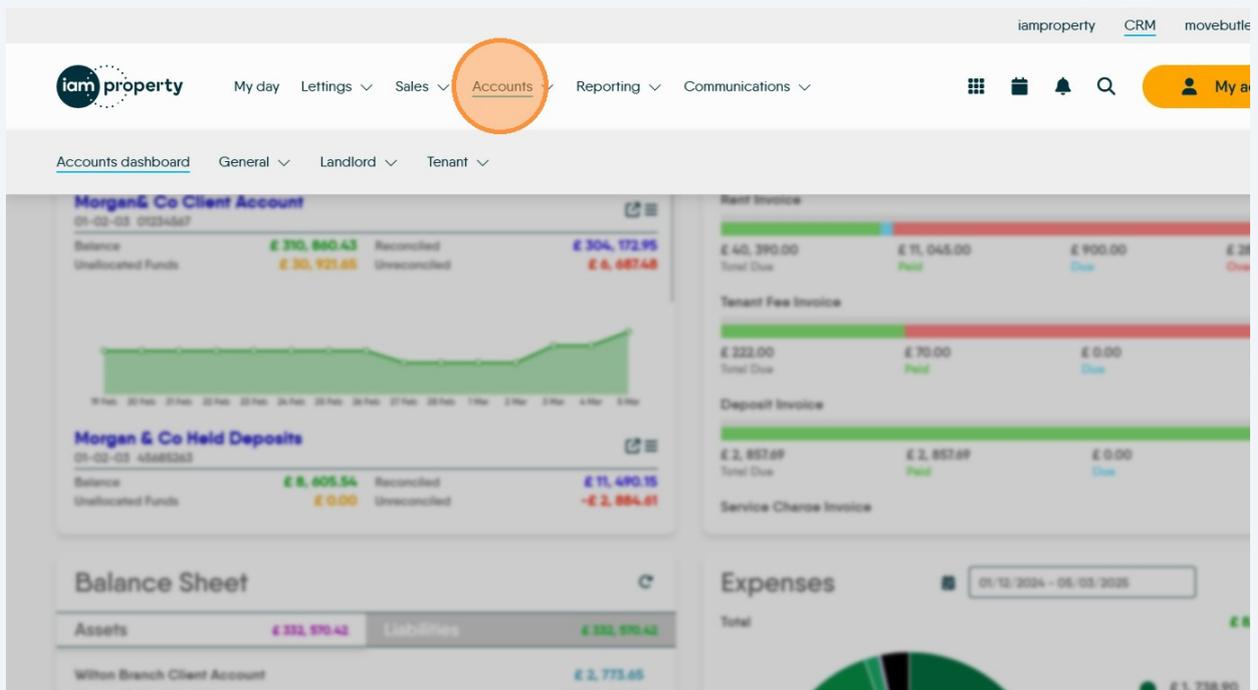
Alert! This will collect the funds as 'Unallocated' to the Property Ledger, the funds need to be moved to either the Tenant Ledger or the Float Ledger. If this is not done and 'Perform Payments' is done then the Landlord payment will be sent back to the Landlord.

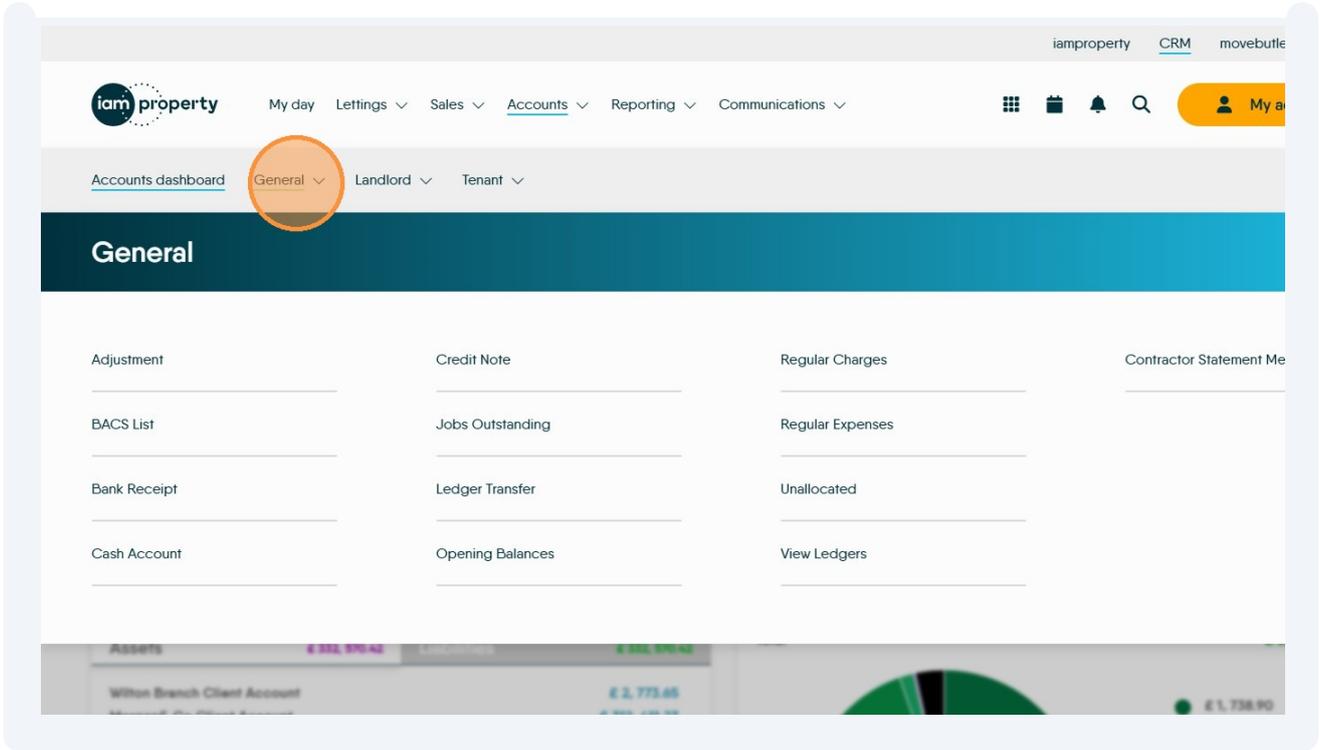
27 Click "No" or "Yes"



28 Ledger transfer the Landlord bank receipt to the tenant ledger from the property ledger.

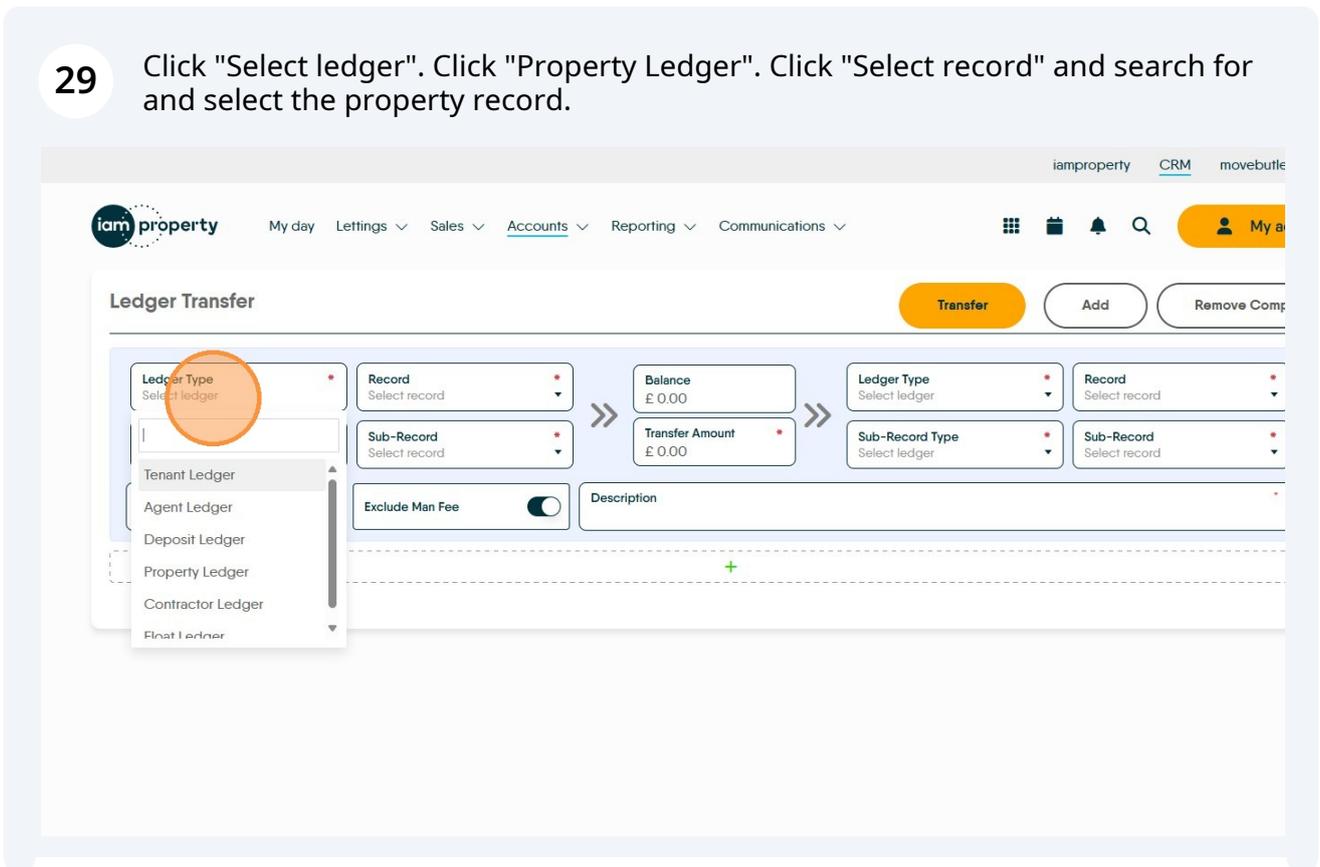
Click "Accounts"
Click "General" then "Ledger Transfer"





29

Click "Select ledger". Click "Property Ledger". Click "Select record" and search for and select the property record.





Alert! If the Returned Deposit funds are being held to pay for refurbishment works transfer them to the Float Ledger rather than the Tenant Ledger.

30

Click "Select ledger", Click "Tenant Ledger" (or Float if the funds are being used for refurb), Click "Select record" search for the tenant details. Click the "Description" field and add the description

Transfer

Transfer Add Remove Complete

Property Ledger	Record 919 Pelaw Crescent, Chester le ...	Balance £ 0.00	Ledger Type Select ledger	Record Select record
Record Type ord	Sub-Record Mr Adrian Green	Transfer Amount £ 0.00		Sub-Record Select record
Record Date 5/2025	Exclude Man Fee <input type="checkbox"/>	Description		

- Tenant Ledger
- Agent Ledger
- Deposit Ledger
- Property Ledger
- Contractor Ledger
- Flat Ledger

Transfer

Transfer Add Remove Complete

Property Ledger	Record 919 Pelaw Crescent, Chester le ...	Balance £ 0.00	Ledger Type Select ledger	Record Select record
Record Type ord	Sub-Record Mr Adrian Green	Transfer Amount £ 0.00		Sub-Record Select record
Record Date 5/2025	Exclude Man Fee <input type="checkbox"/>	Description		

- Tenant Ledger
- Agent Ledger
- Deposit Ledger
- Property Ledger
- Contractor Ledger
- Flat Ledger

iamproperty CRM movebutler iamsold

My day Lettings Sales Accounts Reporting Communications My account

Transfer

Transfer Add Remove Complete

Ledger Type: Property Ledger
 Record: 919 Pelaw Crescent, Chester le ...
 Balance: £ 0.00
 Ledger Type: Tenant Ledger
 Record: Select record

Record Type: Landlord
 Sub-Record: Mr Adrian Green
 Transfer Amount: £ 0.00
 Sub-Record Type: Tenancy

Transfer Date: 05/2025
 Exclude Man Fee:

Description

Please enter 1 or more characters

iam property My day Lettings Sales Accounts Reporting Communications My a

Ledger Transfer

Transfer Add Remove Comp

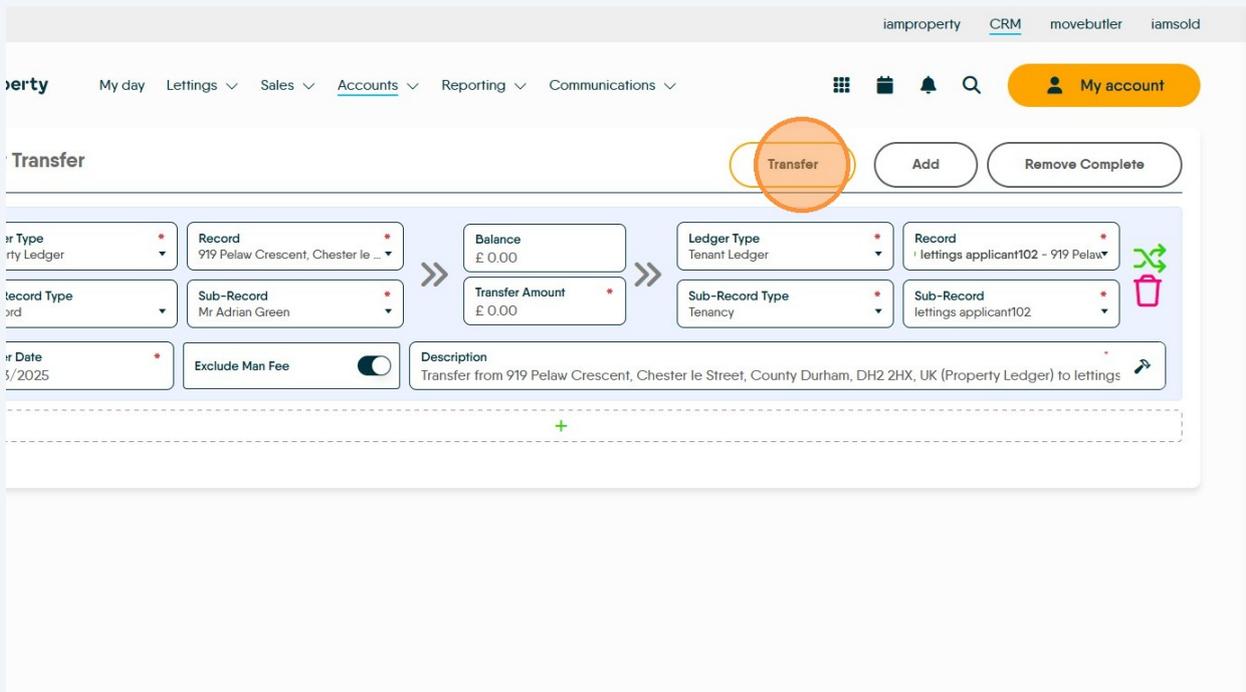
Ledger Type: Property Ledger
 Record: 919 Pelaw Crescent, Chester le ...
 Balance: £ 0.00
 Ledger Type: Tenant Ledger
 Record: lettings applicant102 - 919 Pelaw

Sub-Record Type: Landlord
 Sub-Record: Mr Adrian Green
 Transfer Amount: £ 0.00
 Sub-Record Type: Tenancy
 Sub-Record: lettings applicant102

Transfer Date: 05/03/2025
 Exclude Man Fee:

Description

31 Click "Transfer" to transfer the funds to the Tenant Ledger.



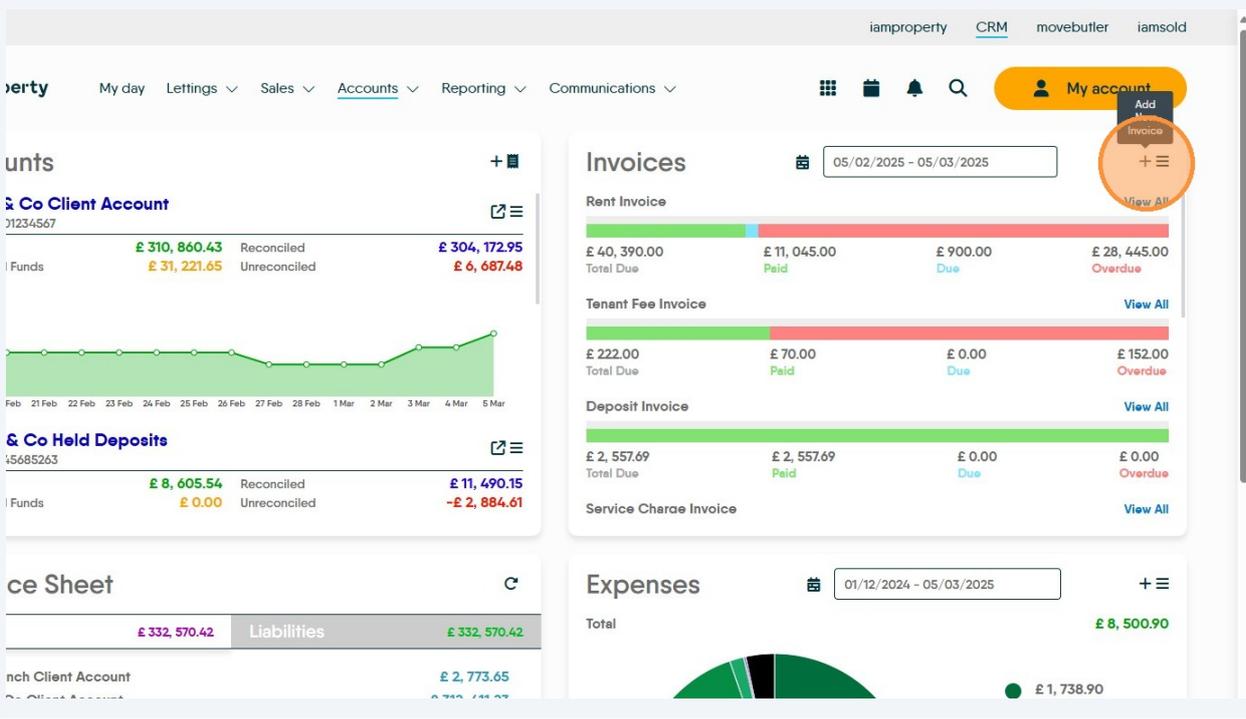
32 If the funds are being transferred back to the Tenant, it is best practice to create a deposit invoice.

Click here to create a Deposit Invoice.

Click "Select tenant"

Click "Select transaction type"

Click "Deposit Invoice"



Add Invoice ✕

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

Tenant Select tenant <input type="text" value="tenant"/>	Transaction Type Select transaction type <input type="text"/>	Sub Type Select sub-type <input type="text"/>
<input type="text" value=""/>	Invoice No. 528	VAT Type <input type="text"/>
Please enter 3 or more characters		
£ <input type="text"/>	Net £ 0.00	Total £ 0.00

Description ✕ +

Invoices	Total
<p>No Invoices</p>	£ 0.00

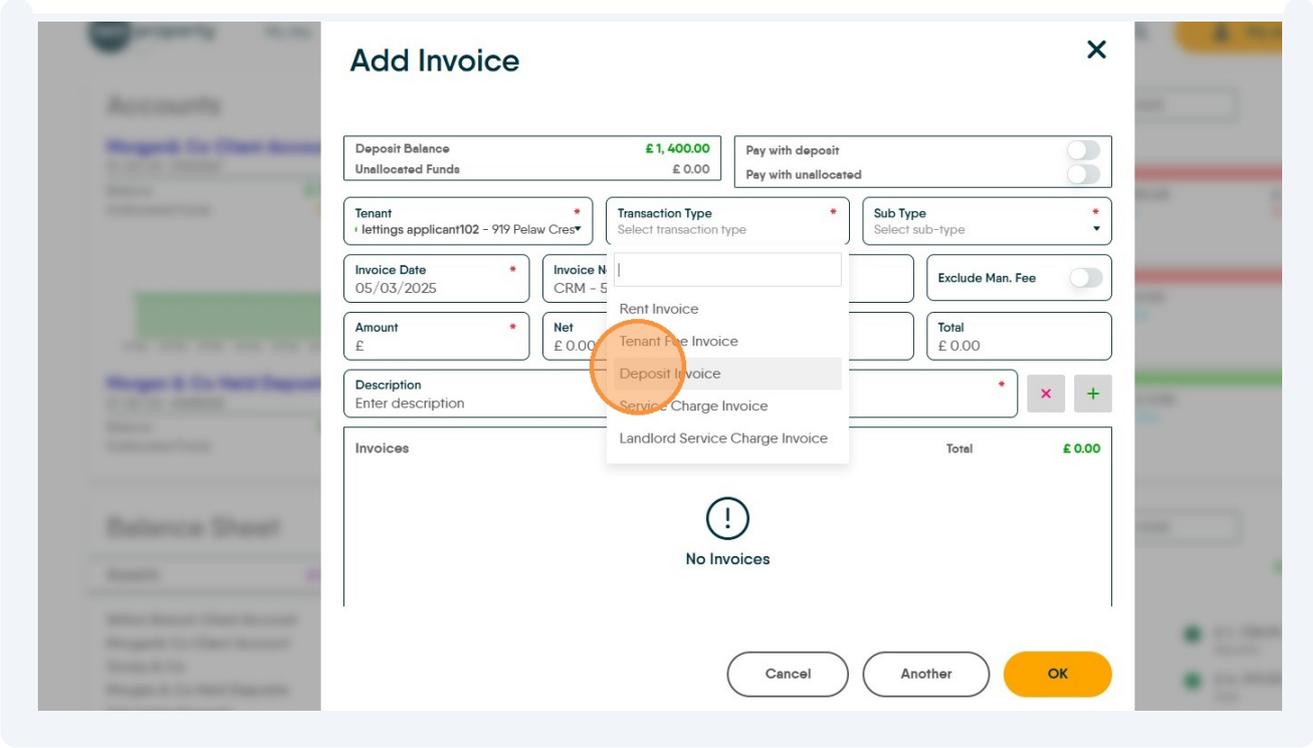
Add Invoice ✕

Deposit Balance £ 1,400.00	Pay with deposit <input type="checkbox"/>
Unallocated Funds £ 0.00	Pay with unallocated <input type="checkbox"/>

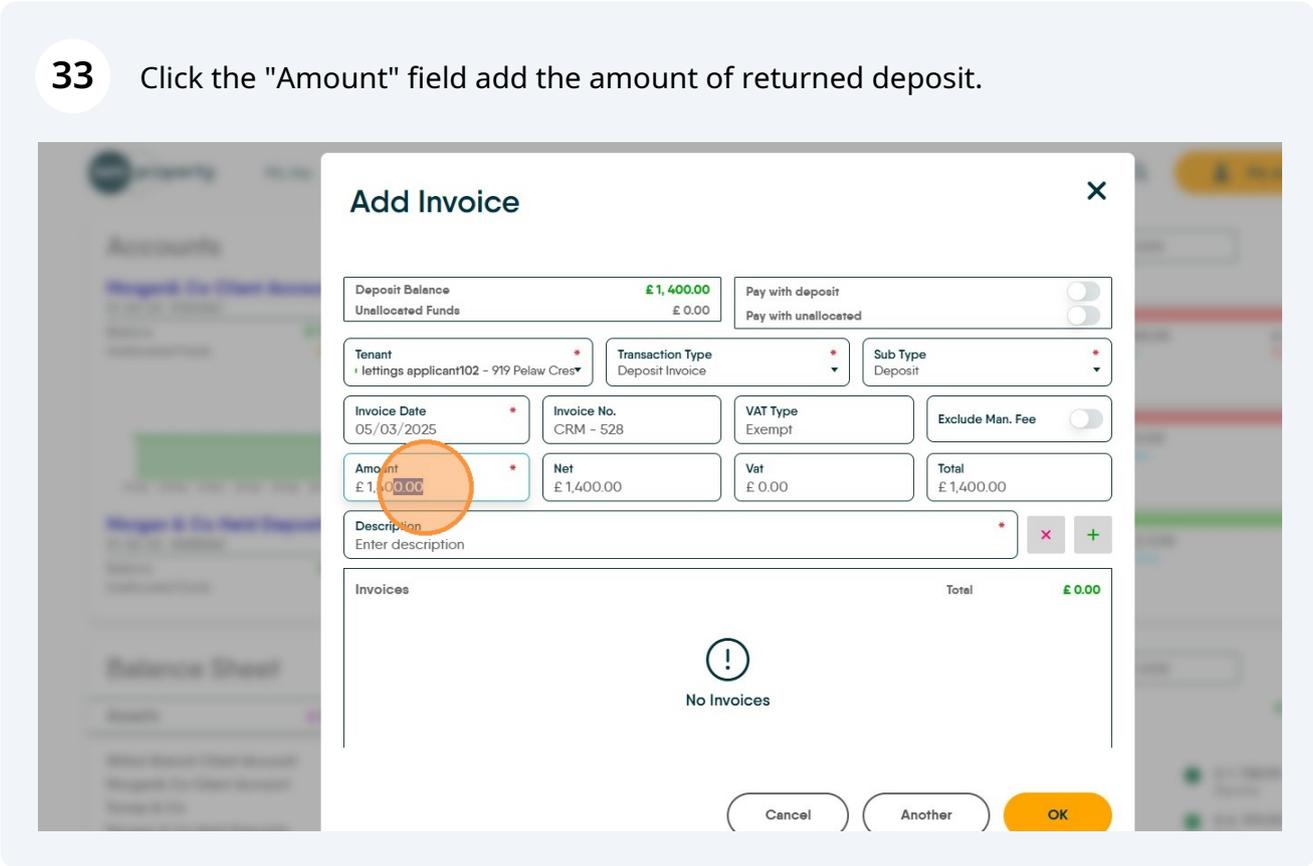
Tenant # lettings applicant102 - 919 Pelaw Cres	Transaction Type Select transaction type <input type="text" value="Rent Invoice"/>	Sub Type Select sub-type <input type="text"/>
Invoice Date 05/03/2025	Invoice No. CRM - 5	Exclude Man. Fee <input type="checkbox"/>
Amount £ <input type="text"/>	Net £ 0.00	Total £ 0.00

Description ✕ +

Invoices	Total
<p>No Invoices</p>	£ 0.00



33 Click the "Amount" field add the amount of returned deposit.



34 Click the "Description" field and add a clear description.

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

Deposit Balance	£1,400.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£0.00	Pay with unallocated	<input type="checkbox"/>
Tenant	lettings applicant102 - 919 Pelaw Cres	Transaction Type	Deposit Invoice
Sub Type	Deposit	Invoice Date	05/03/2025
Invoice No.	CRM - 528	VAT Type	Exempt
Exclude Man. Fee	<input type="checkbox"/>	Amount	£300
Net	£300.00	Vat	£0.00
Total	£300.00		

The 'Description' field is highlighted with an orange circle and contains the text 'Enter description'. Below the form, there is a 'No Invoices' message and buttons for 'Cancel', 'Another', and 'OK'.

35 Click here to exclude the Management Fee.

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

Deposit Balance	£1,400.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£0.00	Pay with unallocated	<input type="checkbox"/>
Tenant	lettings applicant102 - 919 Pelaw Cres	Transaction Type	Deposit Invoice
Sub Type	Deposit	Invoice Date	05/03/2025
Invoice No.	CRM - 528	VAT Type	Exempt
Exclude Man. Fee	<input type="checkbox"/>	Amount	£300.00
Net	£300.00	Vat	£0.00
Total	£300.00		

The 'Exclude Man. Fee' checkbox is highlighted with an orange circle. The 'Description' field contains the text 'Deposit Returned to Tenant from Landlord'. Below the form, there is a 'No Invoices' message and buttons for 'Cancel', 'Another', and 'OK'.

36 Click here to create the Invoice.

Add Invoice

Deposit Balance	£ 1,400.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 0.00	Pay with unallocated	<input type="checkbox"/>

Tenant lettings applicant102 - 919 Pelaw Cres	Transaction Type Deposit Invoice	Sub Type Deposit
--	-------------------------------------	---------------------

Invoice Date 05/03/2025	Invoice No. CRM - 528	VAT Type Exempt	Exclude Man. Fee <input type="checkbox"/>
----------------------------	--------------------------	--------------------	--

Amount £ 300.00	Net £ 300.00	Vat £ 0.00	Total £ 300.00
--------------------	-----------------	---------------	-------------------

Description
Deposit Returned to Tenant from Landlord

Invoices	Total
! No Invoices	

Cancel Another **OK**

37 Click "OK"

Deposit Balance	£ 1,400.00	Pay with deposit	<input type="checkbox"/>
Unallocated Funds	£ 0.00	Pay with unallocated	<input type="checkbox"/>

Tenant lettings applicant102 - 919 Pelaw Cres	Transaction Type Select transaction type	Sub Type Select sub-type
--	---	-----------------------------

Invoice Date 05/03/2025	Invoice No. CRM - 528	VAT Type	Exclude Man. Fee <input type="checkbox"/>
----------------------------	--------------------------	----------	--

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

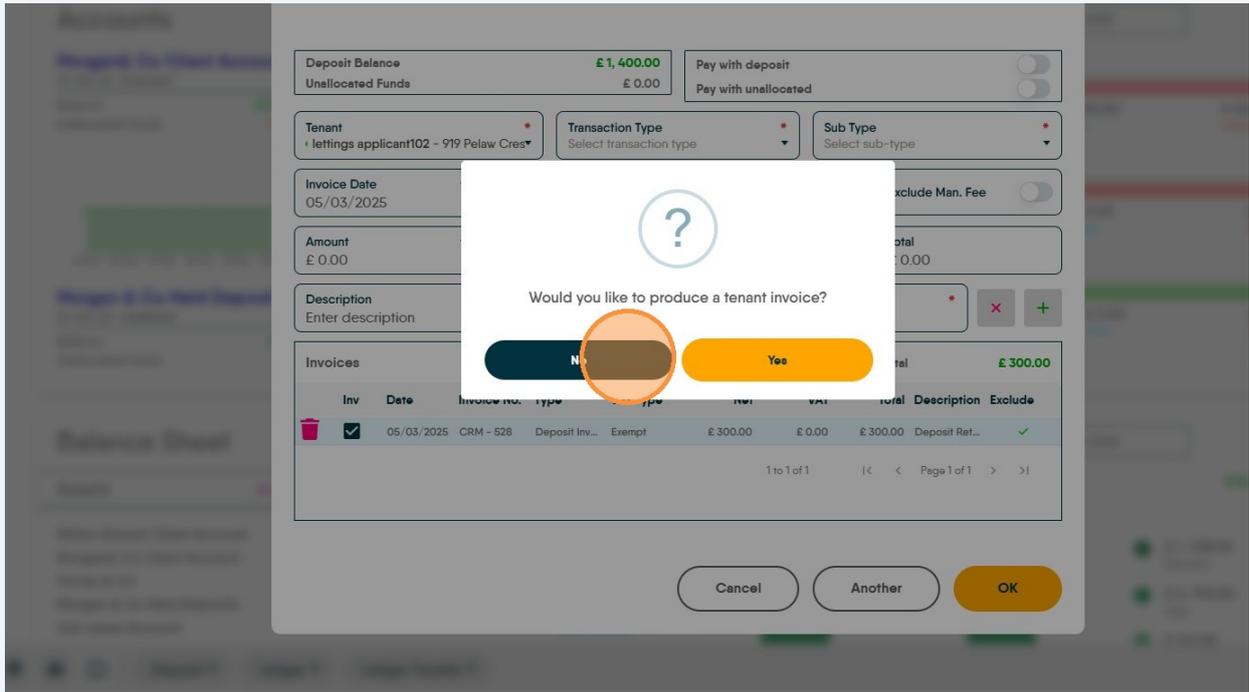
Description
Enter description

Invoices	Total									
£ 300.00										
Inv	Date	Invoice No.	Type	VAT Type	Net	VAT	Total	Description	Exclude	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	05/03/2025	CRM - 528	Deposit Inv...	Exempt	£ 300.00	£ 0.00	£ 300.00	Deposit Ret...	<input checked="" type="checkbox"/>

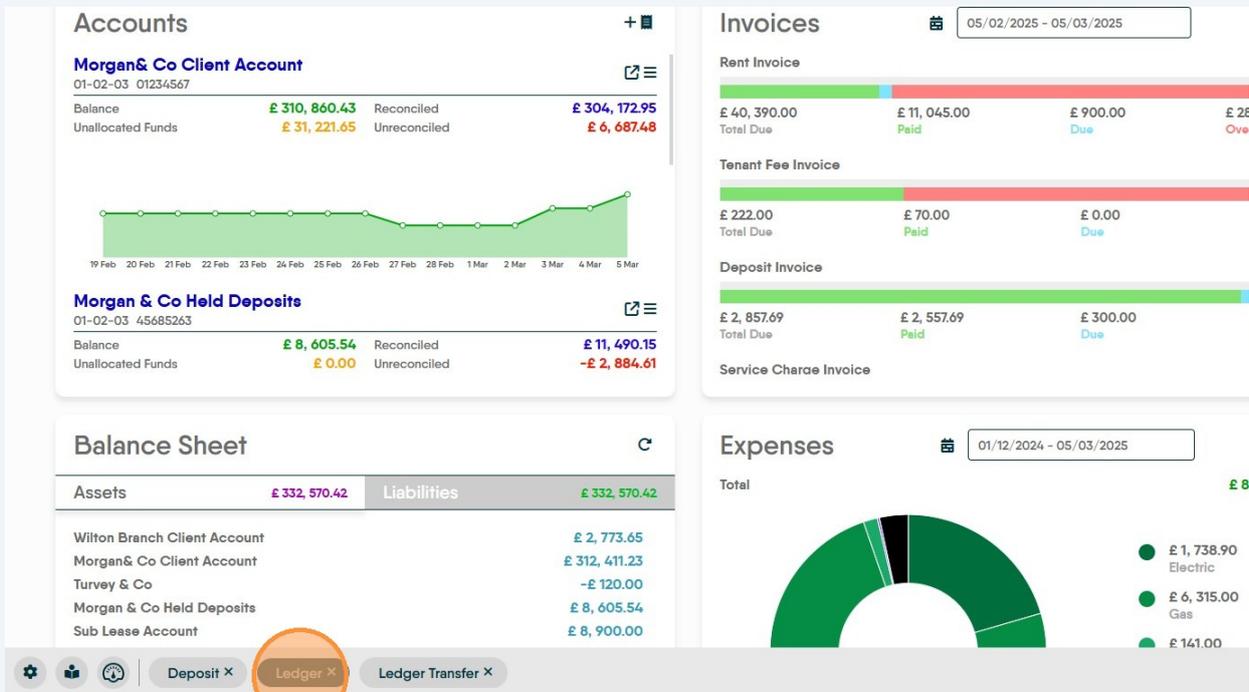
1 to 1 of 1 |< < Page 1 of 1 > >|

Cancel Another **OK**

38 Click "No" or "Yes"



39 Once the Invoice is created, go to the Tenant Ledger and use the retained funds to pay the Invoice. Click "Ledger"



40 Click "Tenant Ledger"

The screenshot shows the ianproperty CRM interface. The 'Accounts' menu is open, and the 'Tenant Ledger' option is highlighted with an orange circle. The main area displays a record for 'lettings applicant102 - 919 Pelaw Crescent, Chester le Stre' with a balance of £ 300.00. Below this, there is a table of transactions.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant from
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/20
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/20
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/20
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/20
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/20
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/20

41 Search for and select the tenant from the drop down list.

The screenshot shows the same ianproperty CRM interface. The 'Tenant Ledger' dropdown menu is open, and a search box is visible with the text 'Please enter 1 or more characters'. The table of transactions is also visible below.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25605825	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant from
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/20
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/20
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/20
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/20
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/20
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/20

42 Click here.

The screenshot shows the 'iam property' software interface. At the top, there are navigation tabs: 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. Below these, there are filters for 'Ledger Type' (Tenant Ledger) and 'Record' (lettings applicant102 - 919 Pelaw Crescent, Chester le Stre). Summary statistics show 'Outstanding Invoices' at £ 300.00 and 'Funds to Allocate' at £ 300.00. A table of transactions is displayed with columns: ID, Transaction Date, Transaction Type, Transaction Sub-Type, Invoice No, and Description. The entry with ID 25606575 is highlighted, and a red circle is drawn around the three-dot menu icon next to its ID.

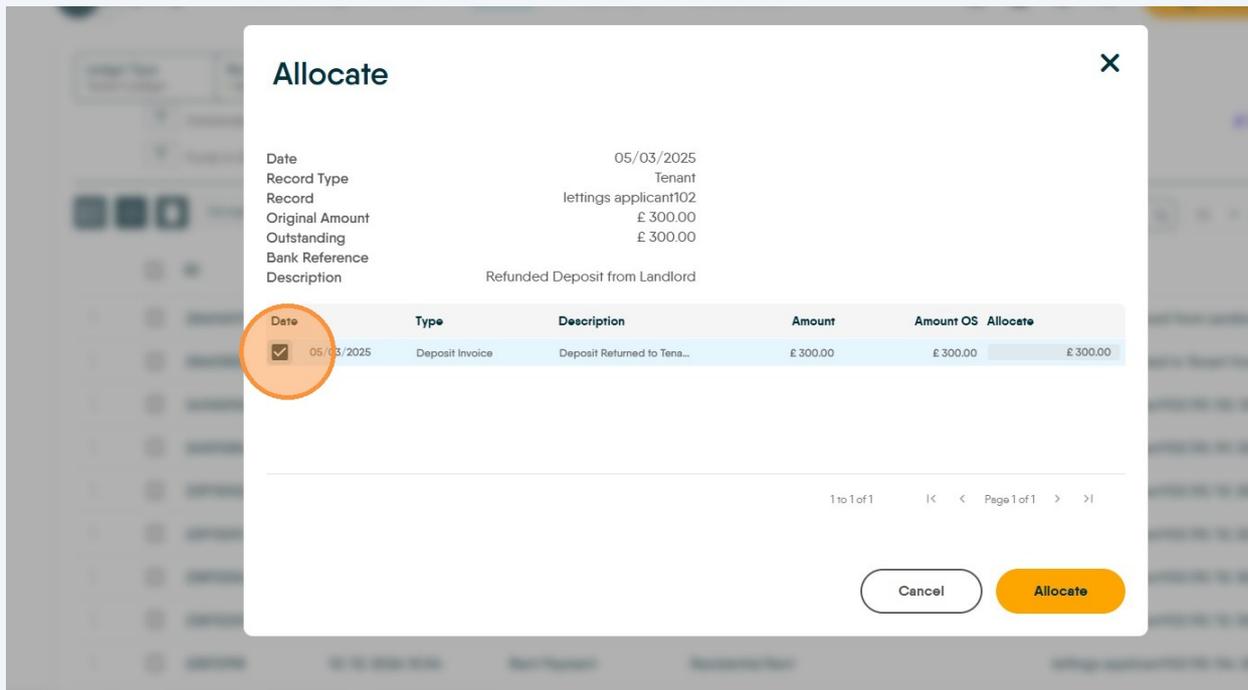
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlo
	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant fro
24745056	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2)
24301284	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2)
23972052	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2)
23972051	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2)
23872256	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2)
23872255	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2)

43 Click "Allocate"

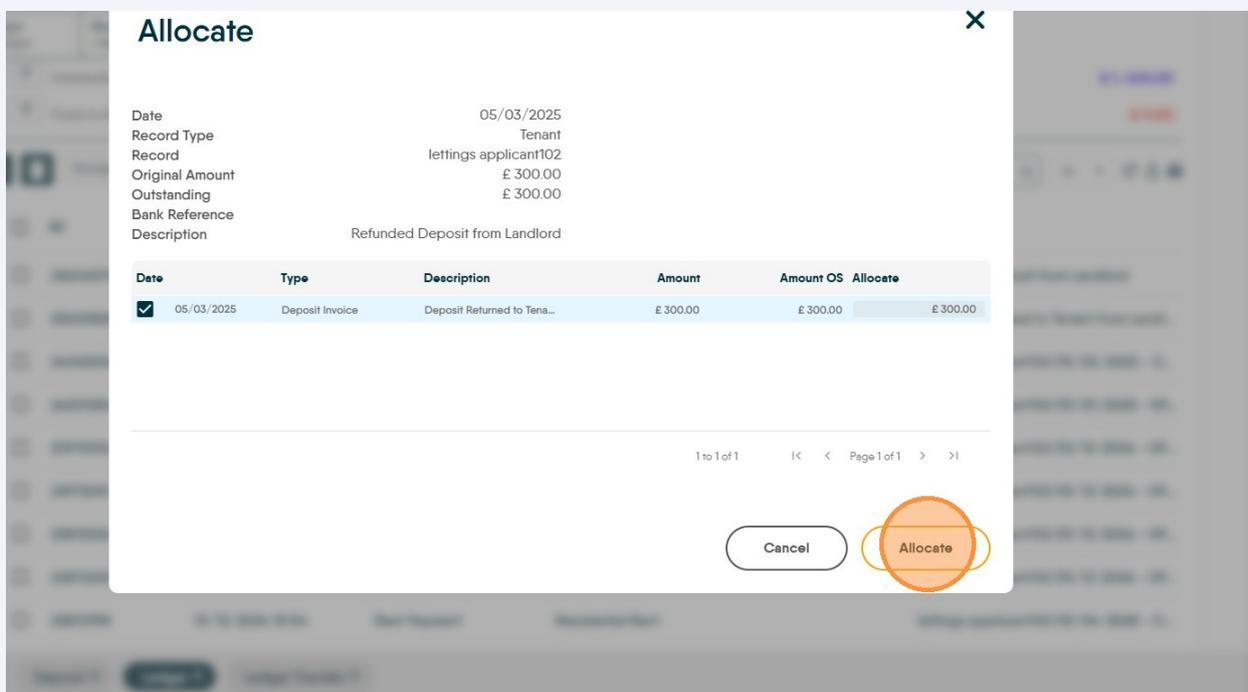
This screenshot is similar to the previous one, but the dropdown menu for the entry with ID 25606575 is open. The 'Allocate' option is highlighted with a red circle. The table of transactions is the same as in slide 42.

ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlo
	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant fro
	10/02/2025 00:05	Rent Invoice	Residential Rent	CRM - 507	lettings applicant102 (10/02/2)
	10/01/2025 00:07	Rent Invoice	Residential Rent	CRM - 481	lettings applicant102 (10/01/2)
	17/12/2024 15:03	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2)
	17/12/2024 15:03	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2)
	10/12/2024 10:57	Rent Payment	Residential Rent	CRM - 443	lettings applicant102 (10/12/2)
	10/12/2024 10:57	Tenant Bank Receipt	Online Transfer	CRM - 443	lettings applicant102 (10/12/2)
	10/12/2024 10:54	Rent Payment	Residential Rent		lettings applicant102 (10/04/2)

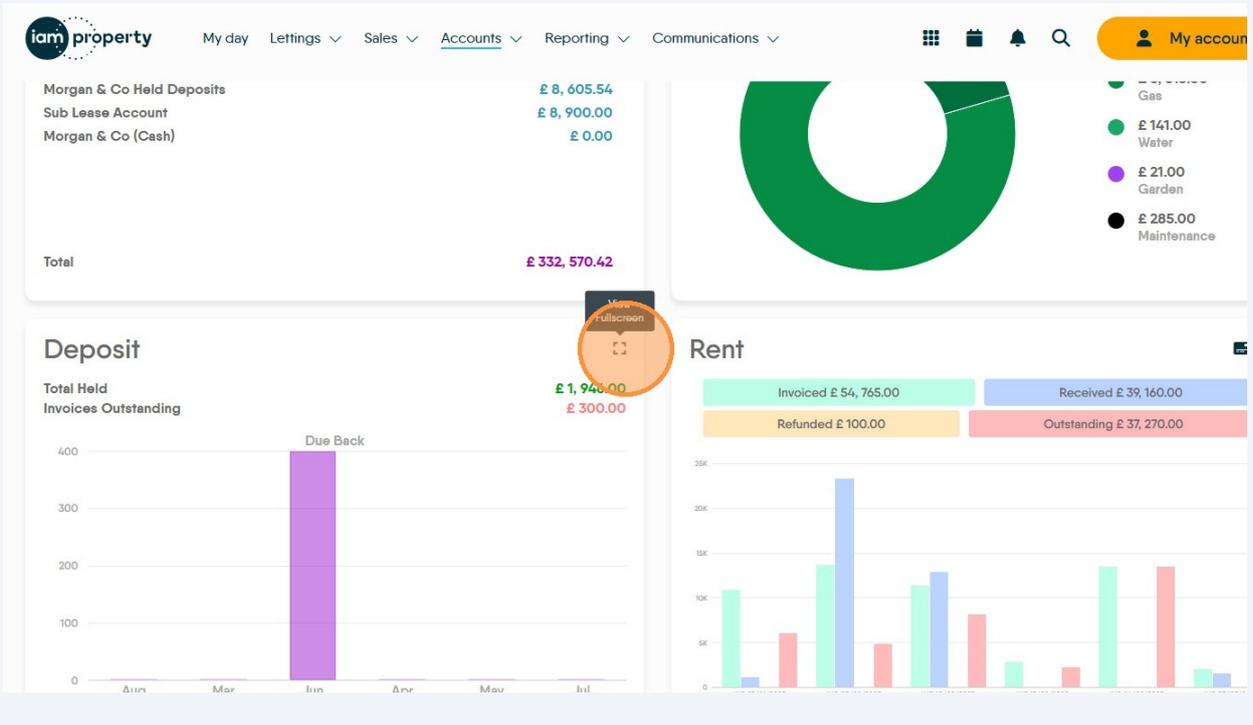
44 Click this checkbox to select the invoice we are allocating the funds to.



45 Click "Allocate"



46 Return to the Accounts dashboard and click here.



47 In the deposits list, find the deposit you are returning and click the 3-dot menu

Deposits List

Tenant	Property	Negotiator	Deposit	Due Back	Invoice
Lettings Applicant100	16 Yew Tree Close, Hurw...	Training Dave	£ 1,846.00	13/11/2025	£ 1,84
letting applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 80
lettings applicant102	919 Pelaw Crescent, Che...	Training Dave	£ 1,400.00	18/11/2024	£ 1,40

Menu Options for Deposit (£100.00):

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

48 Click "Refund"

The screenshot shows a table with columns: Tenant, Property, Negotiator, Deposit, Due Back, and Invoice. A context menu is open over the first row, with 'Refund' highlighted. The table data is as follows:

Tenant	Property	Negotiator	Deposit	Due Back	Invoice
Lettings Applicant100	16 Yew Tree Close, Hurw...	Training Dave	£1,846.00	13/11/2025	£1,84
lettings applicant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£100.00	07/06/2025	£80
lettings applicant102	919 Pelaw Crescent, Che...	Training Dave	£1,400.00	18/11/2024	£140

At the bottom of the interface, there are tabs for 'Deposit', 'Ledger', and 'Ledger Transfer', with 'Deposit' currently selected.

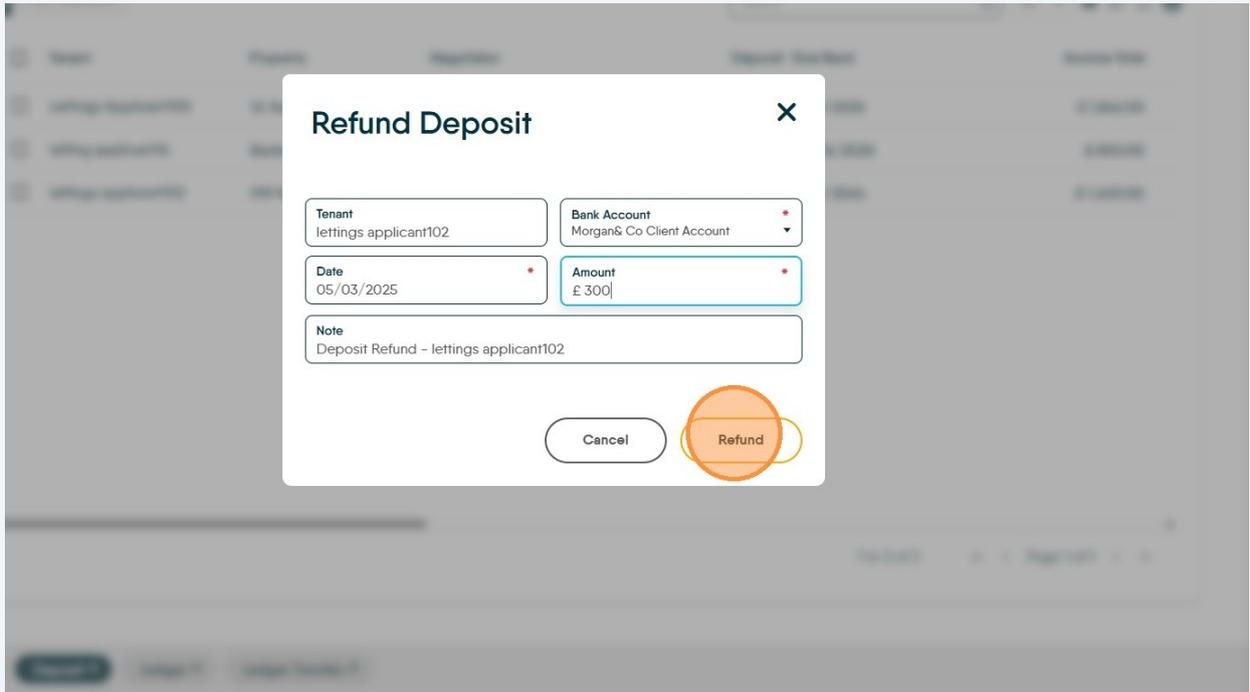
49 Click the "Amount" field and update with the amount you are refunding.

The screenshot shows a 'Refund Deposit' modal form with the following fields:

- Tenant: lettings applicant102
- Bank Account: Morgan& Co Client Account
- Date: 05/03/2025
- Amount: £1,400.00 (highlighted with an orange circle)
- Note: Deposit Refund - lettings applicant102

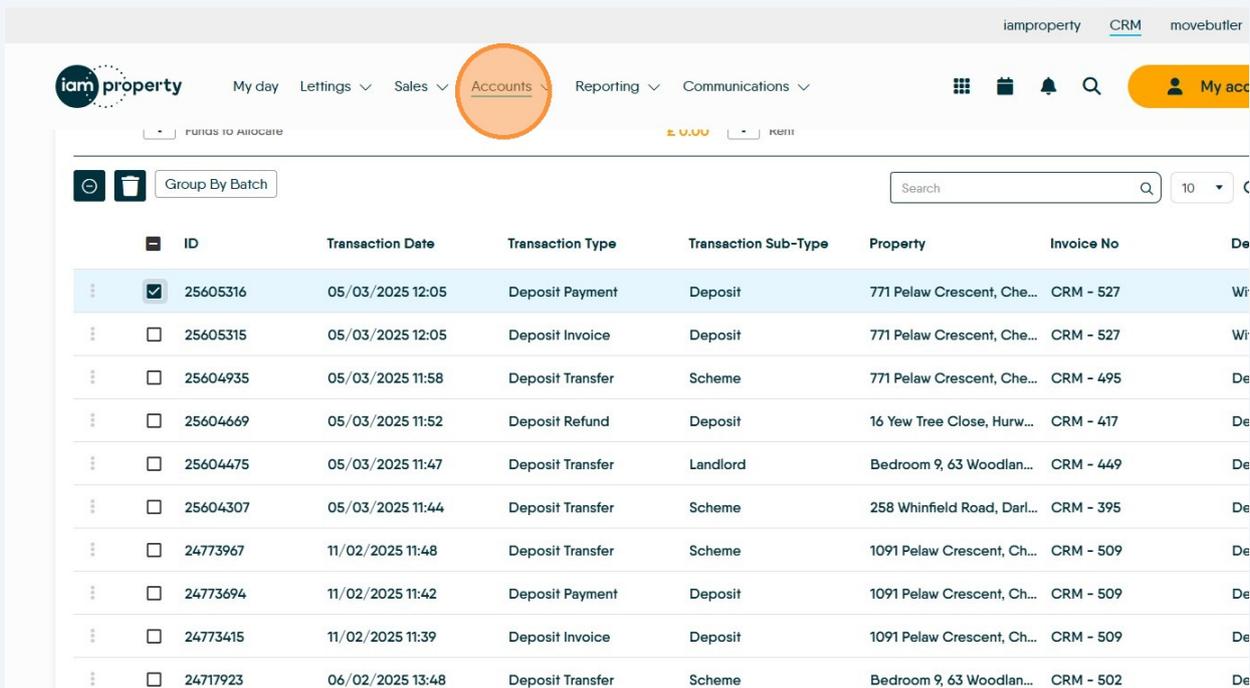
At the bottom of the modal, there are 'Cancel' and 'Refund' buttons.

50 Click "Refund"

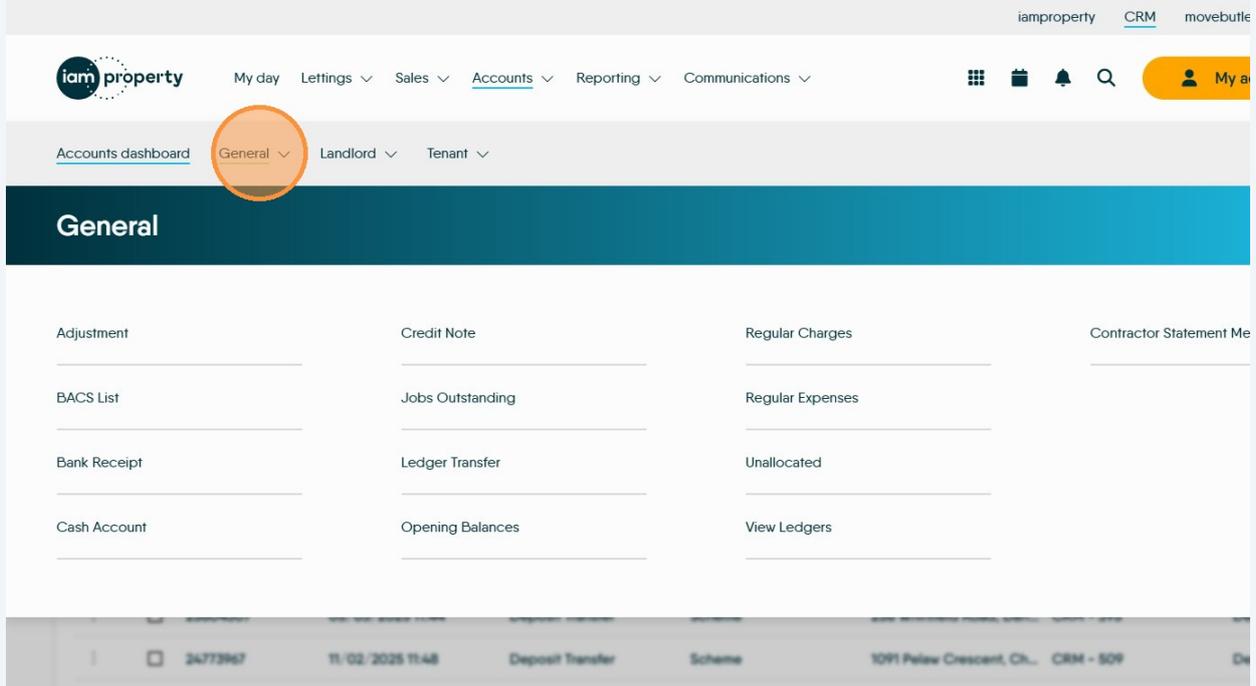


How to Ledger Transfer funds in CRM.

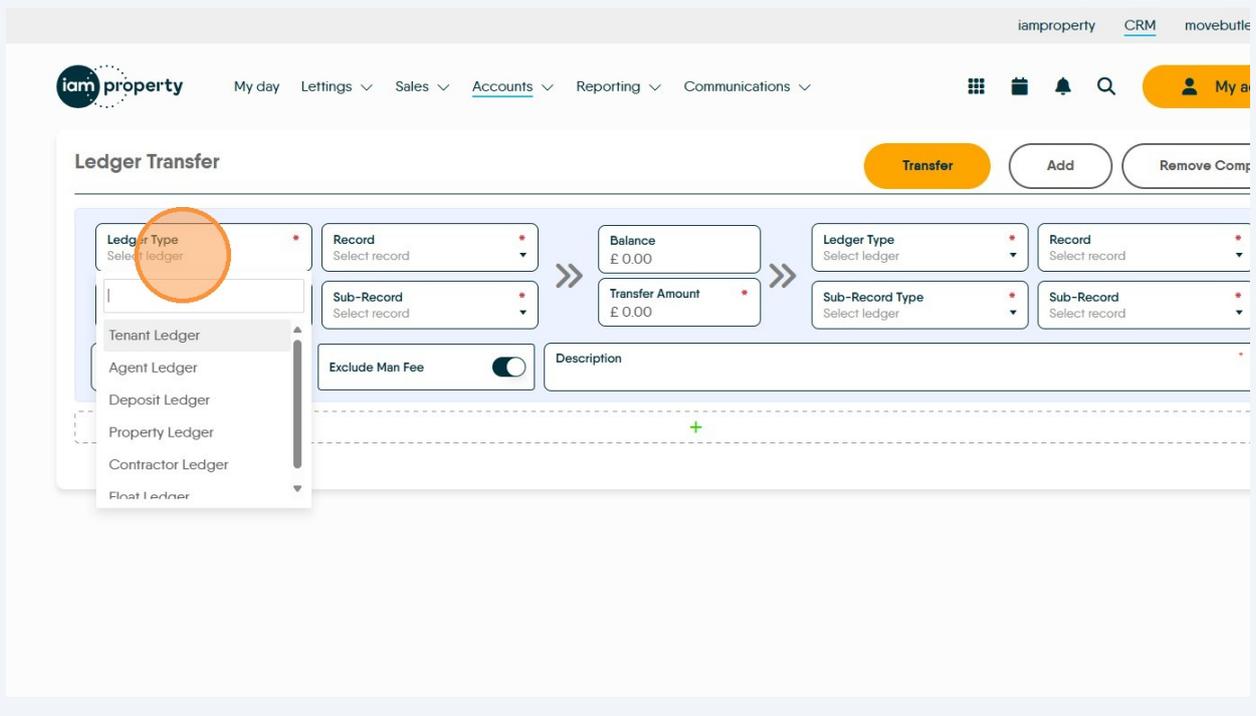
51 Click "Accounts"



52 Click "General" then click "Ledger Transfer"



53 In the Ledger Transfer screen. Click "Select ledger" then click "Deposit Ledger"



Ledger Transfer

Transfer

Add

Remove Comp

Ledger Type
Select ledger

- Tenant Ledger
- Agent Ledger
- Deposit Ledger
- Property Ledger
- Contractor Ledger
- Flat Ledger

Record
Select record

Sub-Record
Select record

Exclude Man Fee

Balance
£ 0.00

Transfer Amount
£ 0.00

Description

Ledger Type
Select ledger

Record
Select record

Sub-Record Type
Select ledger

Sub-Record
Select record

54

Click "Select record" and type the tenant name and select from the drop down menu.

Ledger Transfer

Transfer

Add

Remove Comp

Ledger Type
Deposit Ledger

Sub-Record Type
Tenancy

Transfer Date
05/03/2025

Record
Select record

Please enter 1 or more characters

Balance
£ 0.00

Transfer Amount
£ 0.00

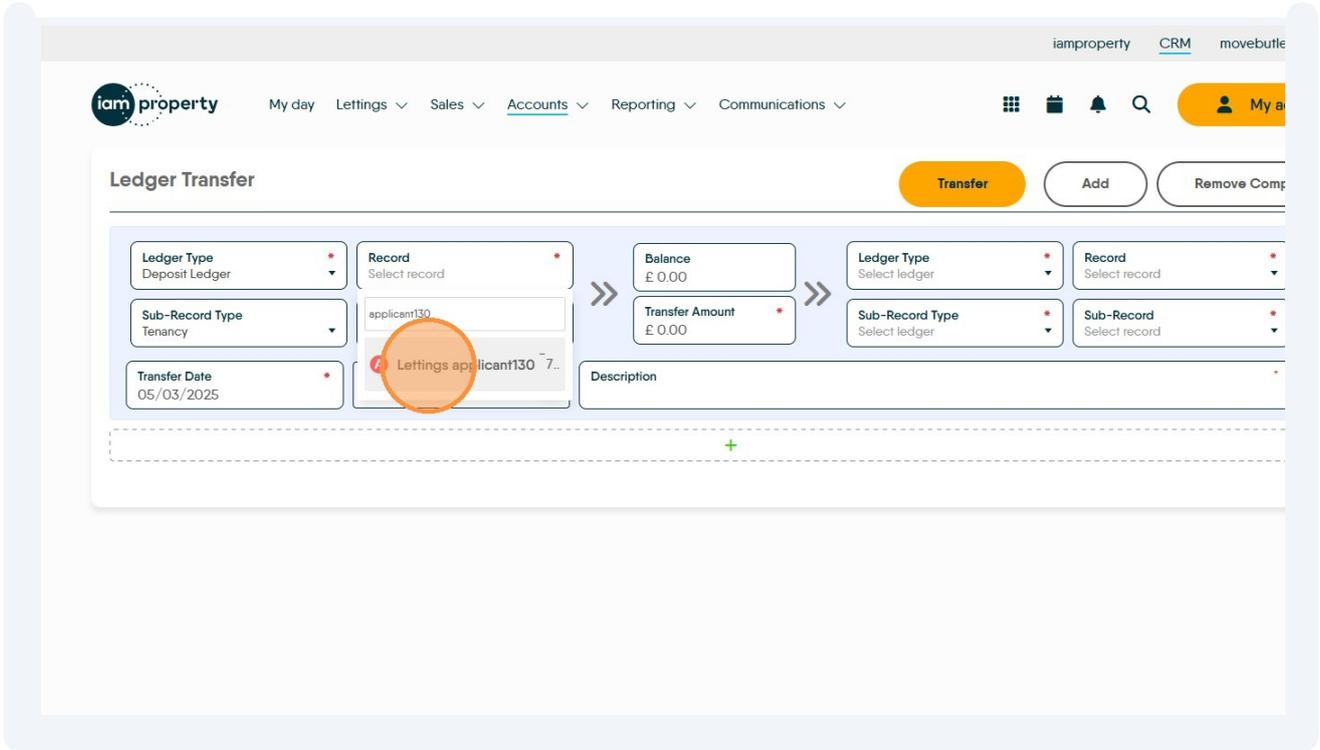
Description

Ledger Type
Select ledger

Record
Select record

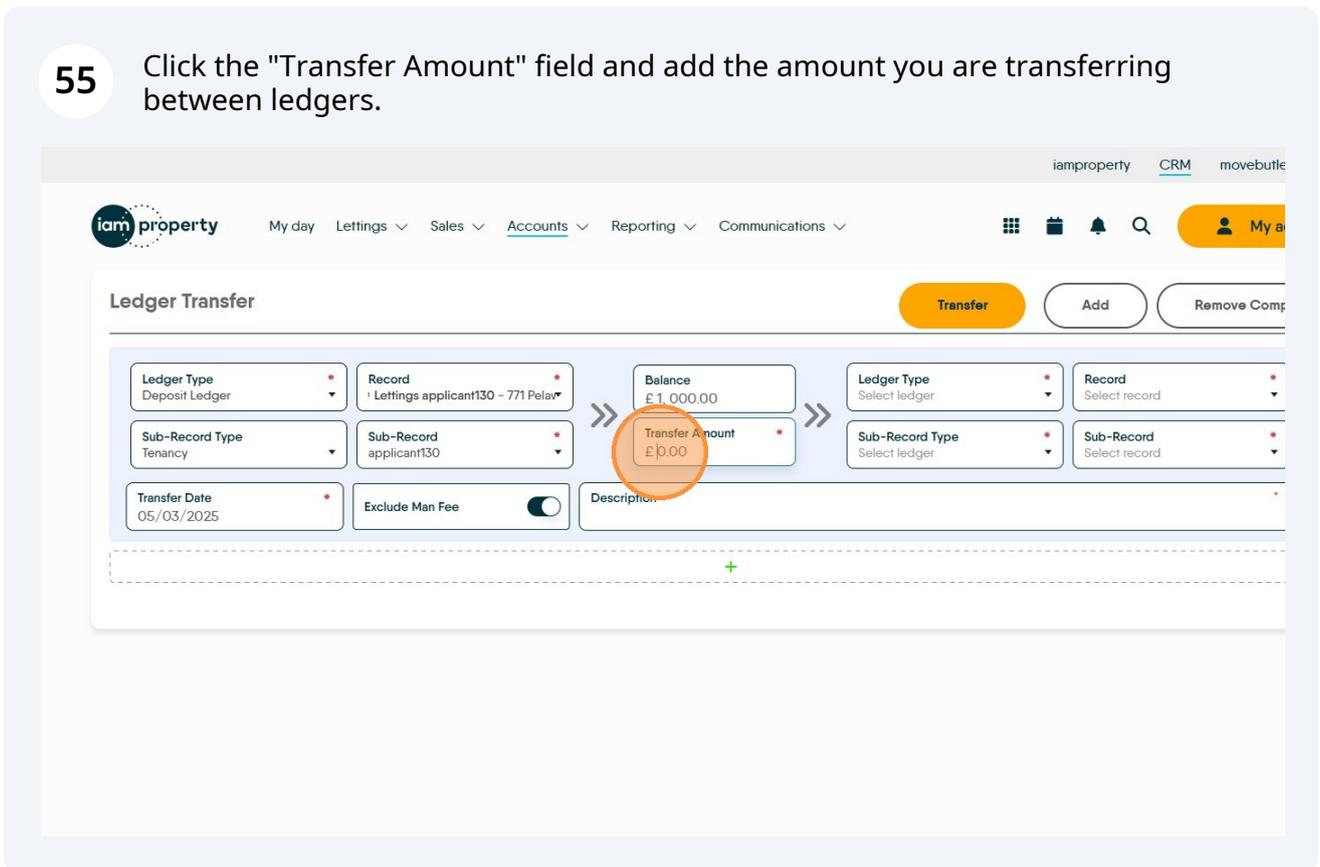
Sub-Record Type
Select ledger

Sub-Record
Select record



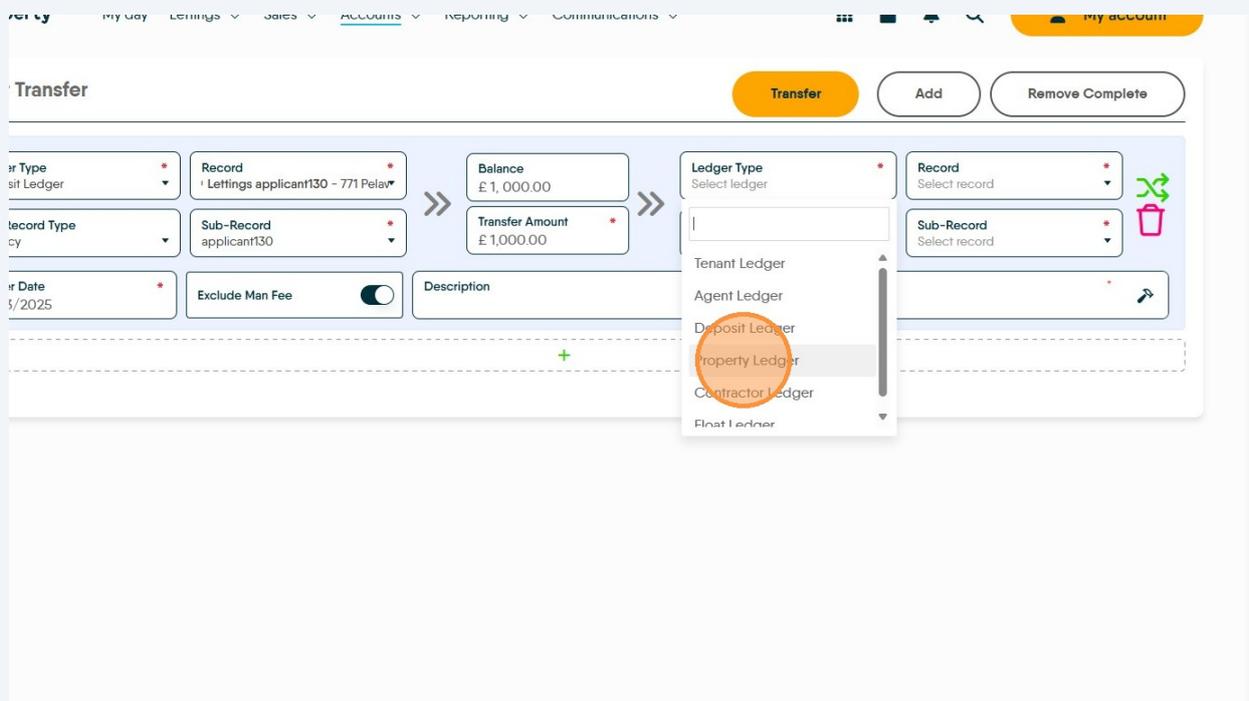
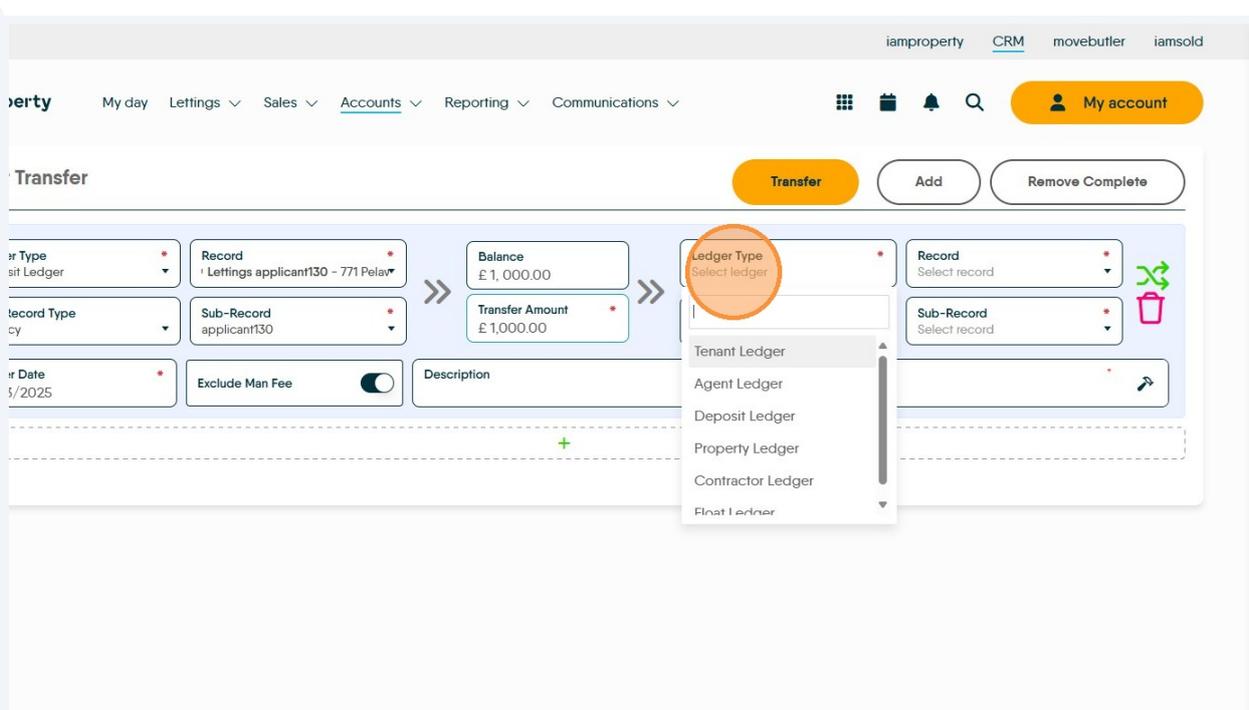
55

Click the "Transfer Amount" field and add the amount you are transferring between ledgers.



56

Click "Select ledger" then click "Property Ledger"



57

Click "Select record" type the property address and select from the drop down menu.

Transfer

Transfer

Add

Remove Complete

Record Type Property Ledger	Record Lettings applicant130 - 771 Pelaw	Balance £ 1,000.00	Ledger Type Property Ledger	Record Select record
Record Type Landlord	Sub-Record applicant130	Transfer Amount £ 1,000.00	Sub-Record Type Landlord	
Record Date 5/2025	Exclude Man Fee <input type="checkbox"/>	Description		

Please enter 3 or more characters

Transfer

Transfer

Add

Remove Complete

Record Type Property Ledger	Record Lettings applicant130 - 771 Pelaw	Balance £ 1,000.00	Ledger Type Property Ledger	Record 771 Pelaw Crescent, Chester le
Record Type Landlord	Sub-Record applicant130	Transfer Amount £ 1,000.00	Sub-Record Type Landlord	Sub-Record Select record
Record Date 5/2025	Exclude Man Fee <input type="checkbox"/>	Description		

58

Click here to create a description for the transfer, edit as required. Although this is a very complete description, we would suggest adding that this is a 'Withheld Deposit'

Property Ledger

Lettings applicant130 - 771 Pelaw

Property Ledger

771 Pelaw Crescent, Chester le ...

cy

applicant130

£1,000.00

Landlord

Mr Arthur Morgan

5/2025

Exclude Man Fee

Description
Transfer from Lettings applicant130 (Deposit Ledger) to 771 Pelaw Crescent, Chester le Street, County Durham

59

Click "Transfer" to move the funds between the ledgers.

Property Ledger

Lettings applicant130 - 771 Pelaw

Property Ledger

771 Pelaw Crescent, Chester le ...

cy

applicant130

£1,000.00

Landlord

Mr Arthur Morgan

5/2025

Exclude Man Fee

Description
Withheld deposit returned to Landlord. Transfer from Lettings applicant130 (Deposit Ledger) to 771 Pelaw Cresc



Alert! If transferring the funds to the Property Ledger they will be paid to the Landlord next time you do Perform Payments.