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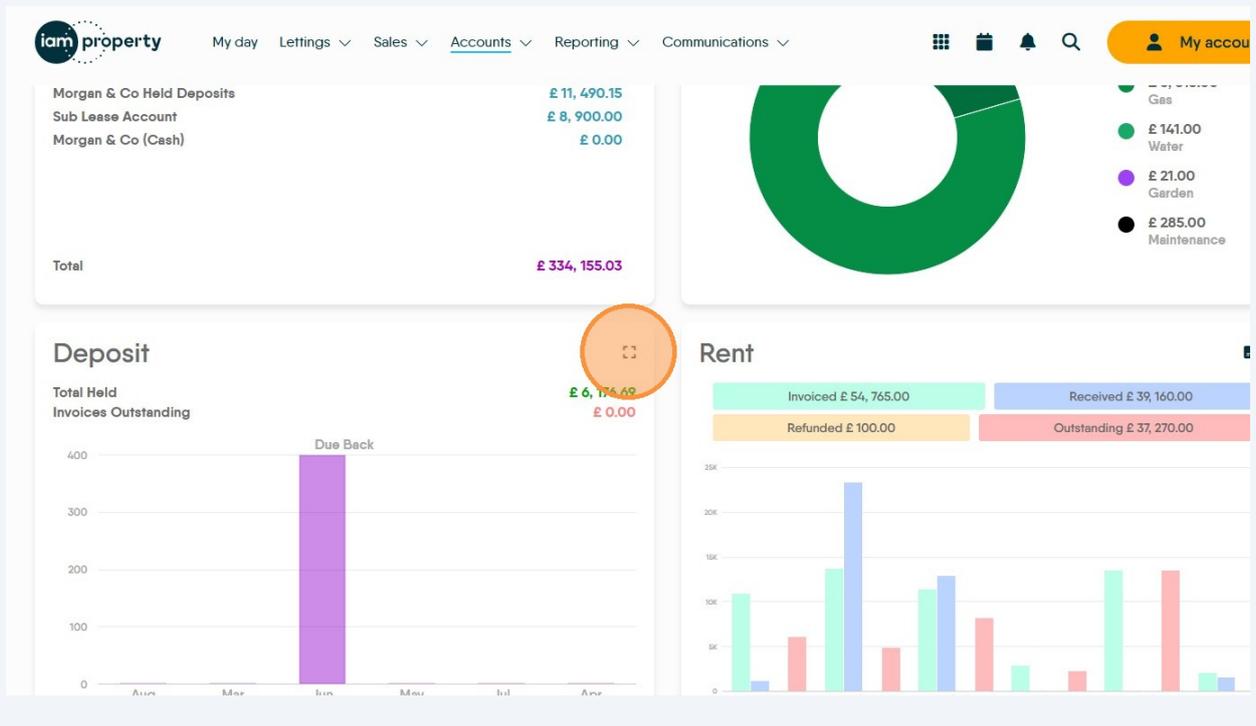
1 Creating a Ledger Transfer is referenced a few times in this guide, the instructions are at the end.

2 Navigate to https://crm.iamproperty.com/Dashboards/Accounts
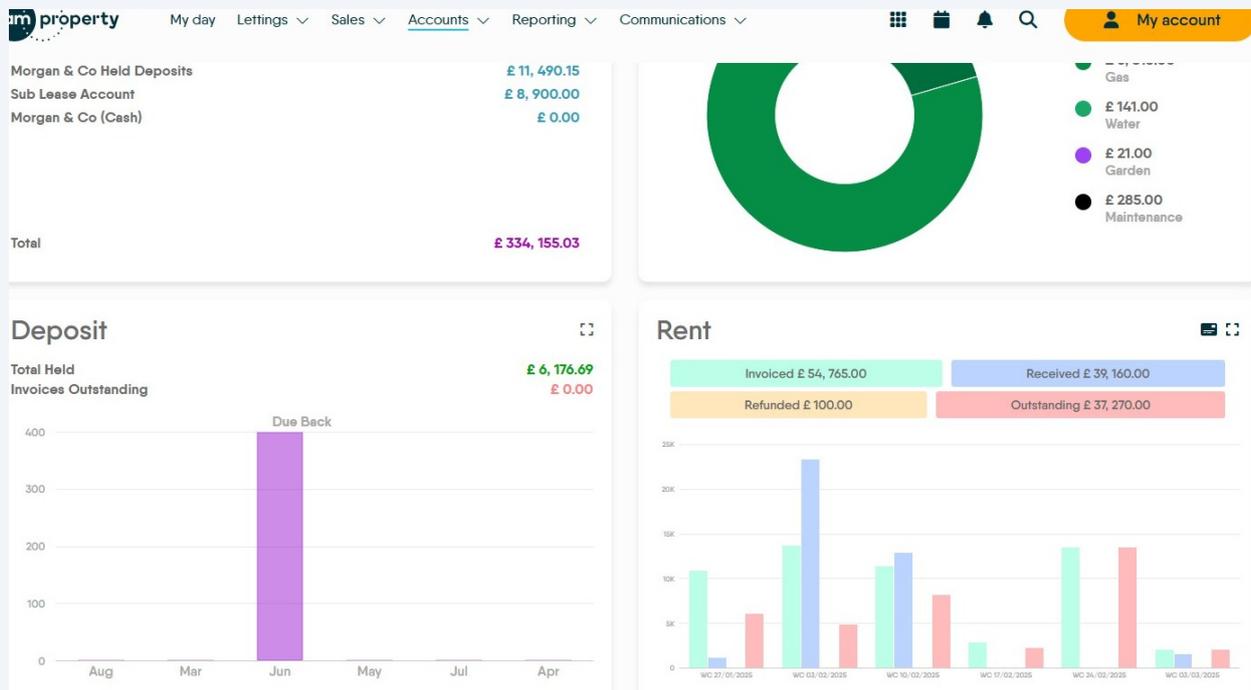
How do you find Deposits?

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

Refunding Deposits

Refunding Deposit - Held in Agent Deposit Account

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

iamproperty   CRM   movebutler

iam property   My day   Lettings ∨   Sales ∨   Accounts ∨   Reporting ∨   Communications ∨

Deposits

ALL Deposits

Search   10 ∨

		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
	☐	cant16	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

View Tenant
View Tenancy

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5   Click "Refund"

Deposits

ALL Deposits

Search   10 ∨

		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
	☐	cant16	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
	☐	icant1...	919 Pelaw Crescent, Che...	Training Dave	£ 1,400.00	18/11/2024	£ 1,400.00

View Tenant
View Tenancy
View Tenant Ledger
Collect
Refund
Transfer

1 to 4 of 4   I<   <   Page 1 of 1   >

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

7 Click "Refund"

Refunding Deposit - Deposit Protection Scheme

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.

9   To create the refund invoice click here.

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

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

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

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

14 Click here to exclude the management fee.

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

Add Invoice ✕

| Deposit Balance | £ 0.00 | Pay with deposit | ⚪ |
| Unallocated Funds | **£ 1, 000.00** | Pay with unallocated | 🔵 |

| Tenant * | Transaction Type * | Sub Type * |
| ‹ Lettings applicant130 – 771 Pelaw Cres▾ | Deposit Invoice ▾ | Deposit ▾ |

| Invoice Date * | Invoice No. | VAT Type | Exclude Man. Fee 🔵 |
| 05/03/2025 | CRM – 527 | Exempt | |

| Amount * | Net | Vat | Total |
| £ 1,000.00 | £ 1,000.00 | £ 0.00 | £ 1,000.00 |

| Description * | ✕ + |
| Enter description | |

| Invoices | Total | **£ 0.00** |

⊙

No Invoices

Cancel   Another   **OK**

16 If you have already receipted 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"

19 Click "No" or "Yes"

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.

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

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

Bank Receipt

Record Type *
Landlord

Property *
Select property

Landlord *
Select record

No results found

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

Cancel   Another   Collect

Bank Receipt

Record Type *
Landlord

Property *
Select property

Landlord *
Select record

919

919 Pelaw Crescent, Chester le Street

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

Cancel   Another   Collect

14

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

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

26 Click "Collect"

Bank Receipt ✕

Record Type *	Property *		Landlord *
Landlord ▼	919 Pelaw Crescent, Chester le Street ▼	🔍	Adrian Green ▼ 🔍

Collection Date *	Amount *	Bank Account *	Payment Method *
05/03/2025	£ 300.00	Morgan& Co Client Account ▼	Bank Transfer ▼

Sub Type/Nominal Code *	Cheque No.	Bank Reference
BACS Transfer ▼	Enter cheque no.	Enter bank reference

Description *
Deposit returned to Tenant

Outstanding Invoices   ⇄ Upcoming

⚠
No Outstanding Invoices

Cancel   Another   Collect

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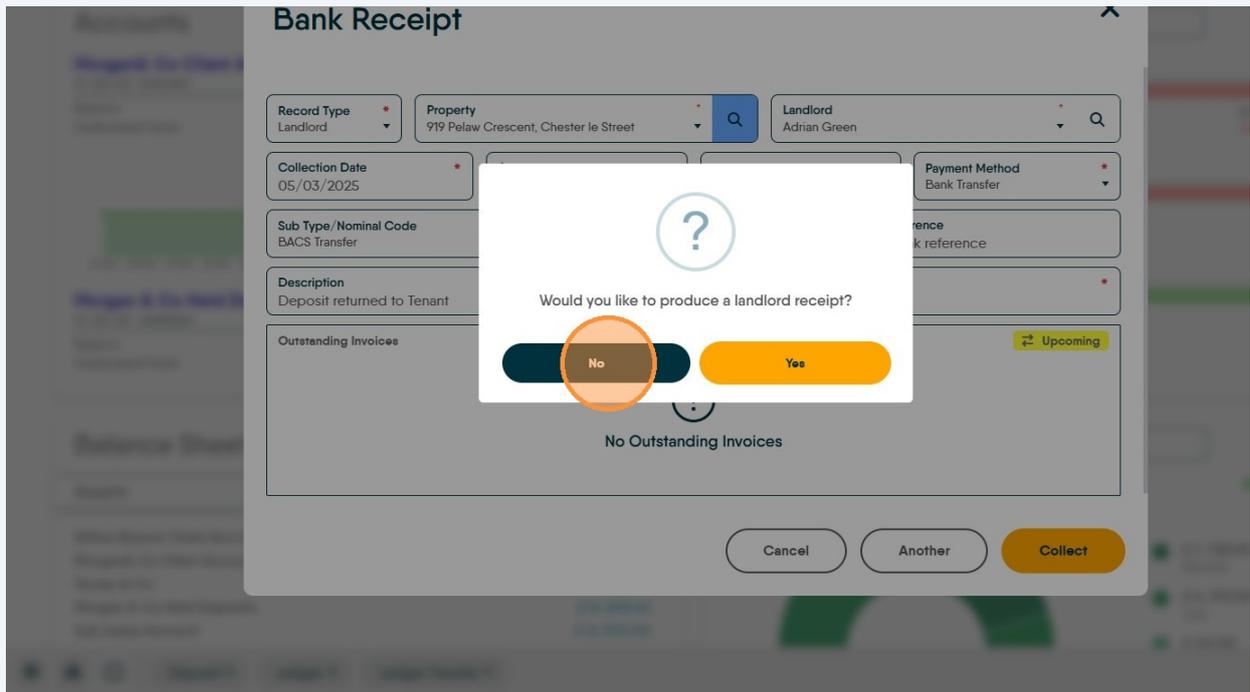
28 Ledger transfer the Landlord bank receipt to the tenant ledger from the property ledger.

Click "Accounts"
Click "General" then "Ledger Transfer"
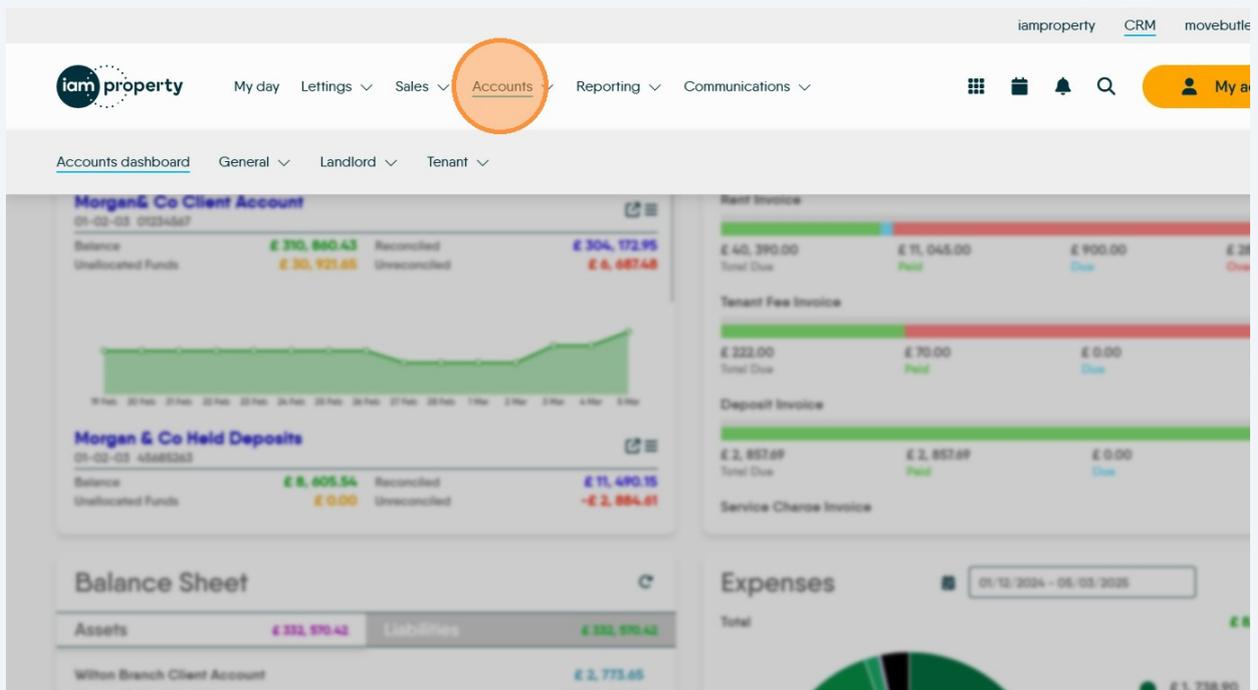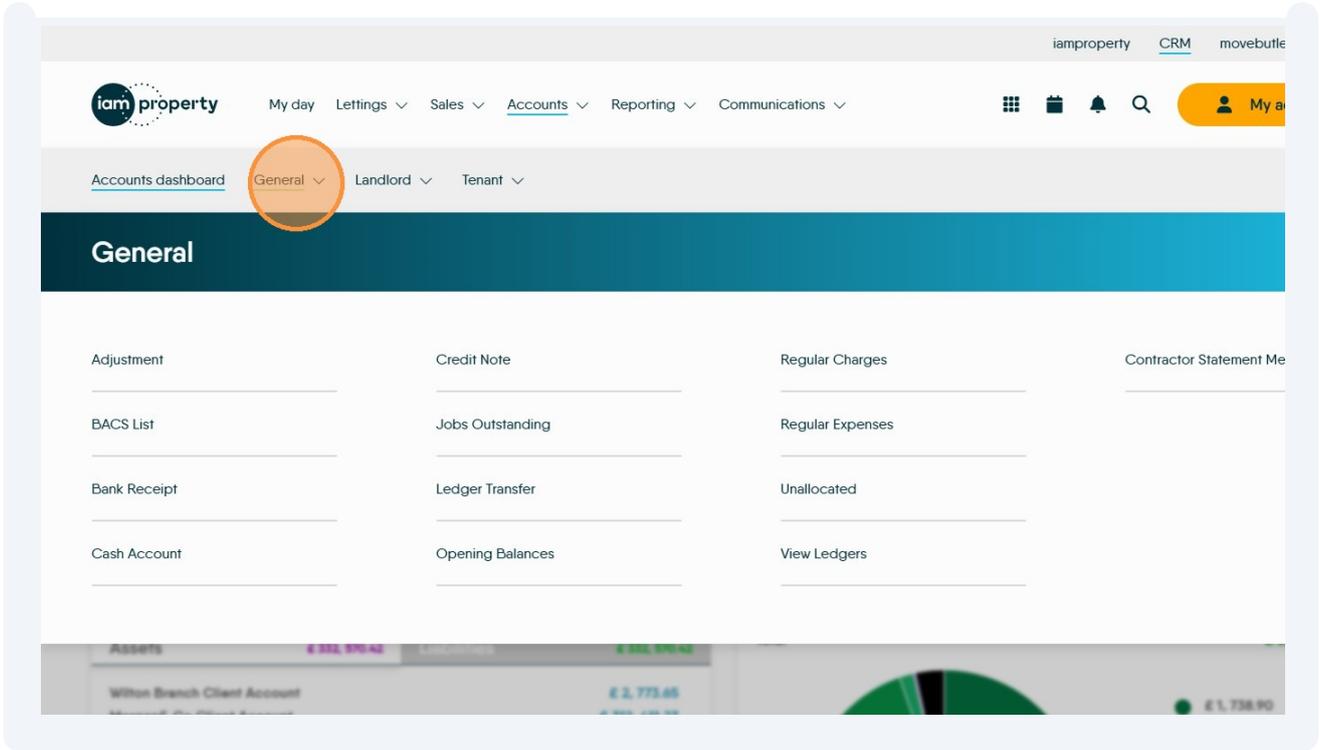
29 Click "Select ledger". Click "Property Ledger". Click "Select record" and search for and select the property record.
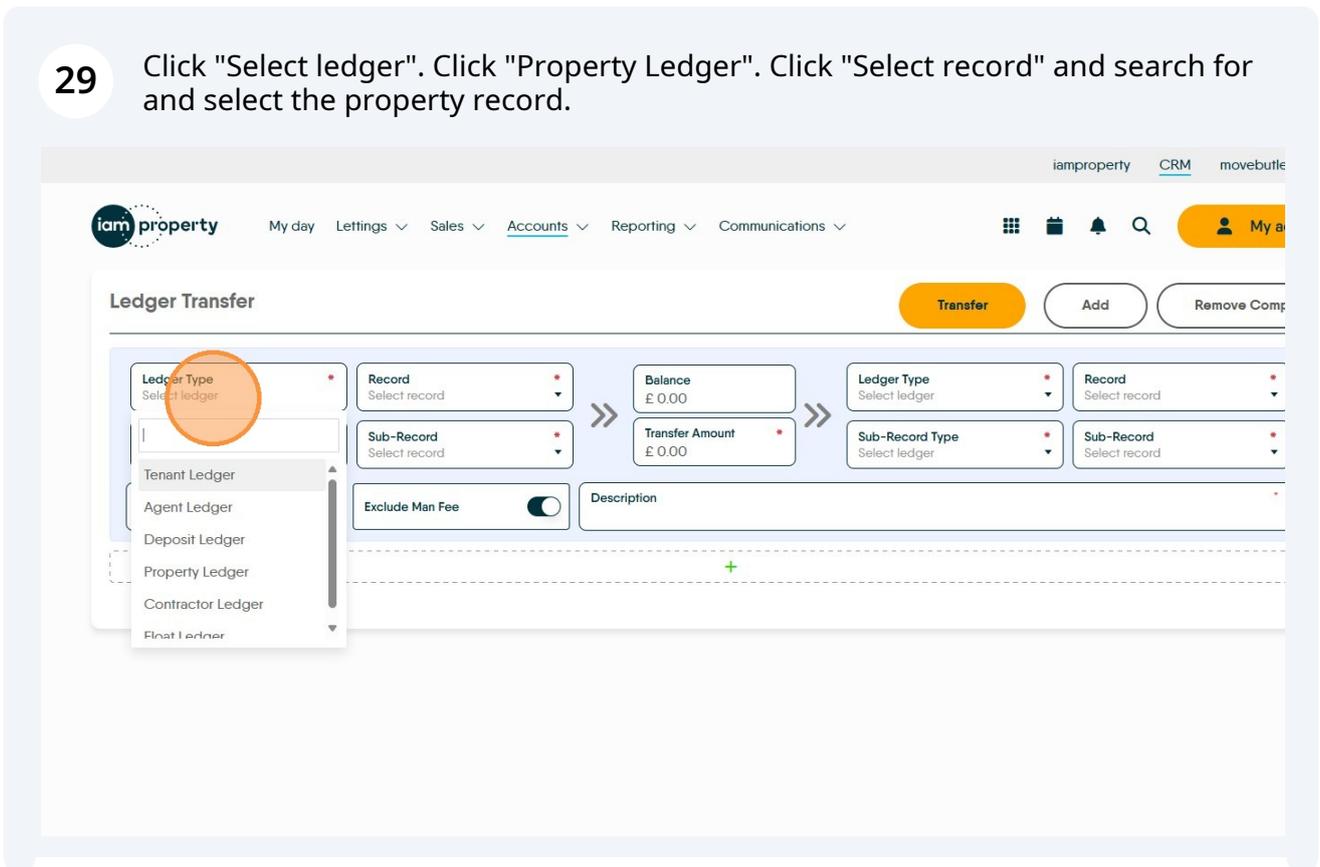
⚠ Alert! If the Returned Deposit funds are being held to pay for refurbishment works transfer them to the Float Ledger rather than the Tenant Ledger.

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

perty   My day   Lettings ⌄   Sales ⌄   Accounts ⌄   Reporting ⌄   Communications ⌄   ⠿   📅   🔔   🔍   👤 My account

Transfer   **Transfer**   (Add)   (Remove Complete)

⌁er Type * rty 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 ▾	
⌁er Date * 5/2025	Exclude Man Fee ⬤		Description		Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Float Ledger		🔧

                                                    +

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perty   My day   Lettings ⌄   Sales ⌄   Accounts ⌄   Reporting ⌄   Communications ⌄   ⠿   📅   🔔   🔍   👤 My account

Transfer   **Transfer**   (Add)   (Remove Complete)

⌁er Type * rty 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 ▾	
⌁er Date * 5/2025	Exclude Man Fee ⬤		Description		Tenant Ledger Agent Ledger Deposit Ledger Property Ledger Contractor Ledger Float Ledger		🔧

                                                    +

...erty   My day   Lettings ⌄   Sales ⌄   Accounts ⌄   Reporting ⌄   Communications ⌄   ⊞ 📅 🔔 🔍   👤 My account

...r Transfer   Transfer   Add   Remove Complete

...er Type ...rty Ledger	*	Record 919 Pelaw Crescent, Chester le ... ▼	*	Balance £ 0.00		Ledger Type Tenant Ledger	*	Record Select record	*
...ecord Type ...ord	*	Sub-Record Mr Adrian Green ▼	*	Transfer Amount £ 0.00	*	Sub-Record Type Tenancy	*	Please enter 1 or more characters	

...er Date ...5/2025 *   Exclude Man Fee 🔘   Description

➕

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

➕

21

31 Click "Transfer" to transfer the funds to the Tenant Ledger.
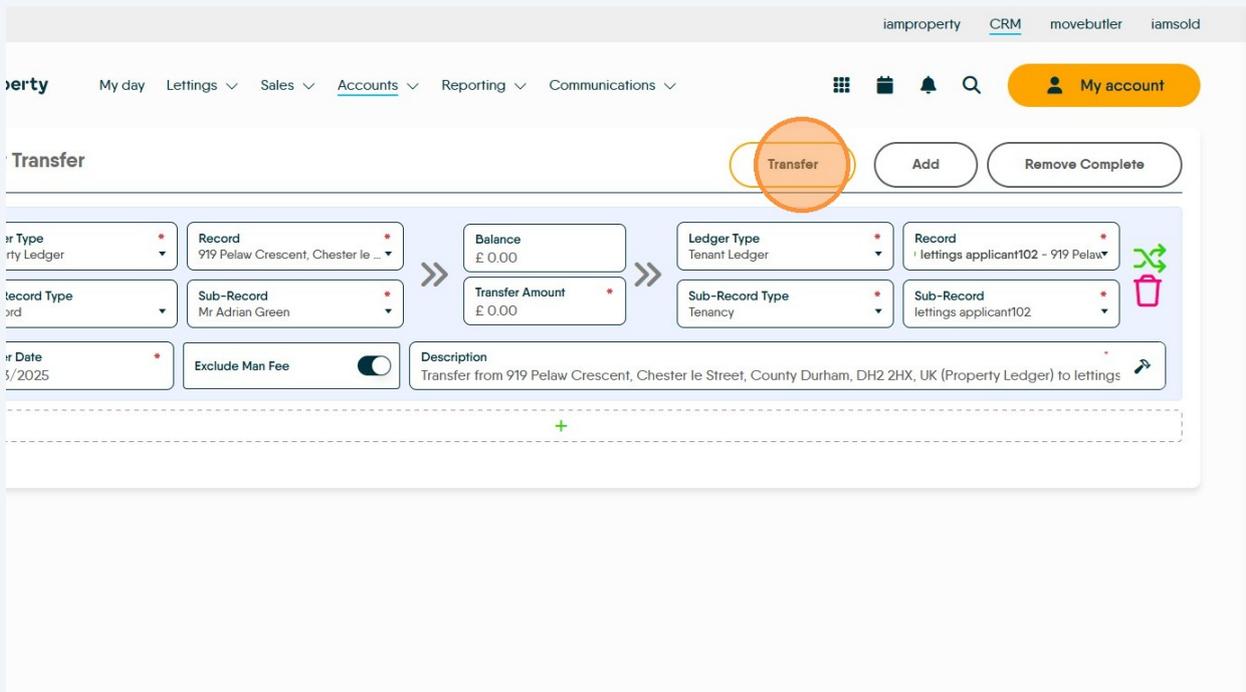
32 If the funds are being transferred back to the Tenant, it is best practice to create a deposit invoice.

Click here to create a Deposit Invoice.
Click "Select tenant"
Click "Select transaction type"
Click "Deposit Invoice"

Add Invoice

Deposit Balance	£ 0.00
Unallocated Funds	£ 0.00

Pay with deposit
Pay with unallocated

Tenant *
Select tenant

Transaction Type *
Select transaction type

Sub Type *
Select sub-type

Please enter 3 or more characters

No. - 528

VAT Type

Exclude Man. Fee

£

£ 0.00

Vat
£ 0.00

Total
£ 0.00

Description *
Enter description

Invoices   Total   **£ 0.00**

No Invoices

Add Invoice

Deposit Balance	£ 1, 400.00
Unallocated Funds	£ 0.00

Pay with deposit
Pay with unallocated

Tenant *
‹ lettings applicant102 – 919 Pelaw Cres▾

Transaction Type *
Select transaction type

Sub Type *
Select sub-type

Invoice Date
05/03/2025

Invoice N
CRM – 5

Rent Invoice

Exclude Man. Fee

Amount *
£

Net
£ 0.00

£ 0.00

Total
£ 0.00

Description *
Enter description

Invoices   Total   **£ 0.00**

No Invoices

Add Invoice

Deposit Balance £ 1,400.00

Unallocated Funds £ 0.00

Pay with deposit

Pay with unallocated

Tenant *
lettings applicant102 - 919 Pelaw Cres▾

Transaction Type *
Select transaction type

Sub Type *
Select sub-type ▾

Invoice Date *
05/03/2025

Invoice N
CRM - 5

Exclude Man. Fee

Amount *
£

Net
£ 0.00

Total
£ 0.00

Description *
Enter description

× +

Invoices

Total £ 0.00

(!)

No Invoices

Cancel   Another   OK

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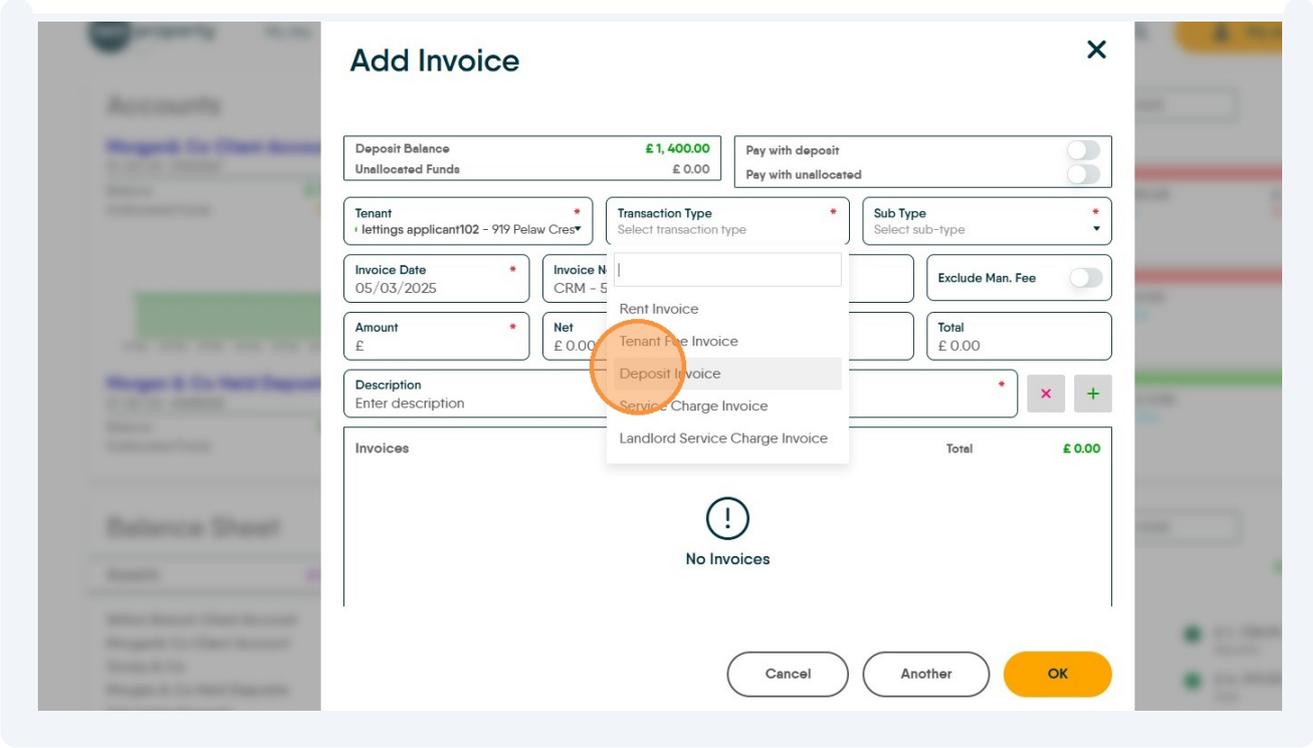
33   Click the "Amount" field add the amount of returned deposit.

Add Invoice

Deposit Balance £ 1,400.00

Unallocated Funds £ 0.00

Pay with deposit

Pay with unallocated

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

Amount *
£ 1,400.00

Net
£ 1,400.00

Vat
£ 0.00

Total
£ 1,400.00

Description *
Enter description

× +

Invoices

Total £ 0.00

(!)

No Invoices

Cancel   Another   OK

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

35 Click here to exclude the Management Fee.

36 Click here to create the Invoice.

Add Invoice ✕

| Deposit Balance | £ 1,400.00 | Pay with deposit | ⭘ |
| Unallocated Funds | £ 0.00 | Pay with unallocated | ⭘ |

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 ⬤

Amount *
£ 300.00

Net
£ 300.00

Vat
£ 0.00

Total
£ 300.00

Description *
Deposit Returned to Tenant from Landlord   ‹ +

| Invoices | | Total | £ 0.00 |

⚠
No Invoices

Cancel   Another   **OK**

---

37 Click "OK"

| Deposit Balance | £ 1,400.00 | Pay with deposit | ⭘ |
| Unallocated Funds | £ 0.00 | Pay with unallocated | ⭘ |

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 ⭘

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
🗑	☑	05/03/2025	CRM – 528	Deposit Inv…	Exempt	£ 300.00	£ 0.00	£ 300.00	Deposit Ret…	✓

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

Cancel   Another   **OK**

38 Click "No" or "Yes"
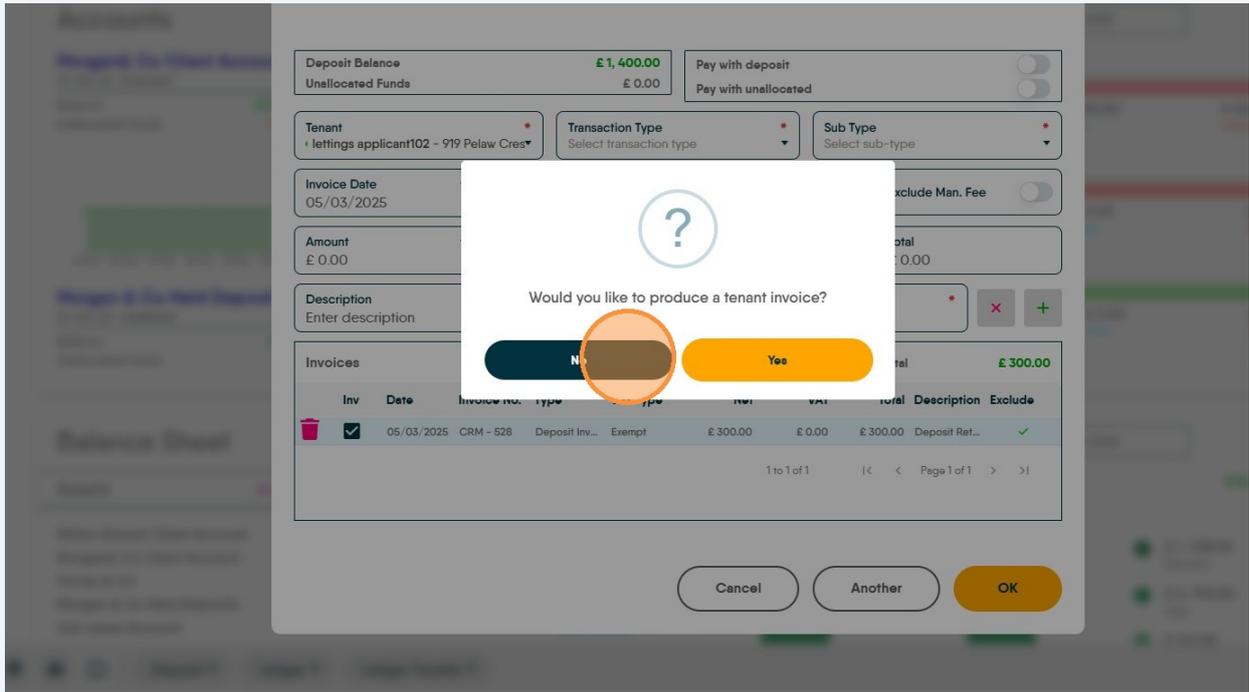
39 Once the Invoice is created, go to the Tenant Ledger and use the retained funds to pay the Invoice. Click "Ledger"
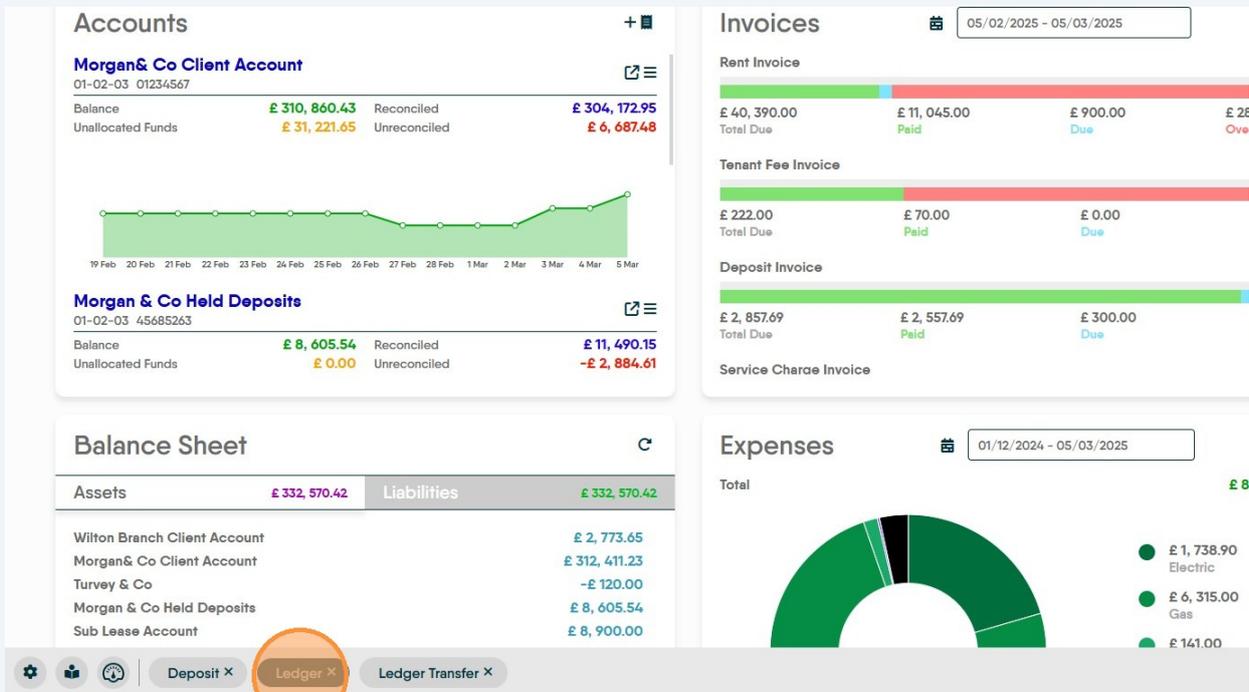
40 Click "Tenant Ledger"

| | | | iamproperty | CRM | movebutler |

iam property   My day   Lettings ⌄   Sales ⌄   Accounts ⌄   Reporting ⌄   Communications ⌄

Ledger Type
Tenant Ledger

Record
• lettings applicant102 – 919 Pelaw Crescent, Chester le Stre⌄

Tenant Ledger	
Agent Ledger	
Deposit Ledger	
Property Ledger	
Contractor Ledger	
Tax Ledger	

ing Invoices   £ 300.00   Deposit   £ 1,4
Allocate   £ 0.00   Rent

p By Batch   Search   10 ⌄

			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 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(

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

| | | | iamproperty | CRM | movebutler |

iam property   My day   Lettings ⌄   Sales ⌄   Accounts ⌄   Reporting ⌄   Communications ⌄

Ledger Type
Tenant Ledger

Record
• lettings applicant102 – 919 Pelaw Crescent, Chester le Stre

Outs   300.00   Deposit   £ 1,

Please enter 1 or more characters

Fund   £ 0.00   Rent

Group By Batch   Search   10 ⌄

			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 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(

42 Click here.

	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 (10/01/20
⋮ ☐	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

43 Click "Allocate"

	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 (10/01/20
		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
⋮ ☐	23872198	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.

Allocate   ✕

Date		05/03/2025			
Record Type		Tenant			
Record		lettings applicant102			
Original Amount		£ 300.00			
Outstanding		£ 300.00			
Bank Reference					
Description		Refunded Deposit from Landlord			

Date	Type	Description	Amount	Amount OS	Allocate
☑ 05/03/2025	Deposit Invoice	Deposit Returned to Tena...	£ 300.00	£ 300.00	£ 300.00

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

Cancel   **Allocate**

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45 Click "Allocate"

Allocate   ✕

Date		05/03/2025			
Record Type		Tenant			
Record		lettings applicant102			
Original Amount		£ 300.00			
Outstanding		£ 300.00			
Bank Reference					
Description		Refunded Deposit from Landlord			

Date	Type	Description	Amount	Amount OS	Allocate
☑ 05/03/2025	Deposit Invoice	Deposit Returned to Tena...	£ 300.00	£ 300.00	£ 300.00

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

Cancel   Allocate

46 Return to the Accounts dashboard and click here.
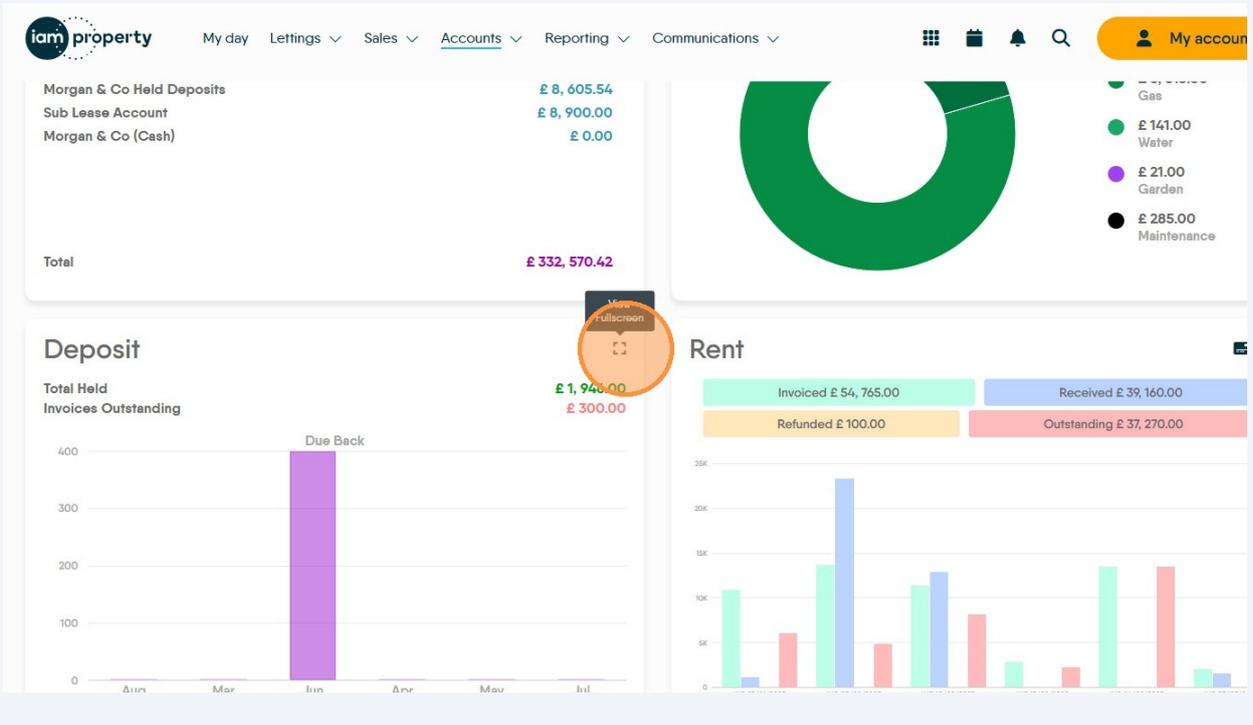
47 In the deposits list, find the deposit you are returning and click the 3-dot menu

48 Click "Refund"

	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

View Tenant
View Tenancy
View Tenant Ledger
Collect
Refund
Transfer

1 to 3 of 3 |<   <   Page 1 of 1   >

Deposit ✕   Ledger ✕   Ledger Transfer ✕

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

Refund Deposit ✕

Tenant
lettings applicant102

Bank Account *
Morgan& Co Client Account ▼

Date *
05/03/2025

Amount *
£ 1,400.00

Note
Deposit Refund - lettings applicant102

Cancel   Refund

50 Click "Refund"

Refund Deposit ✕

Tenant
lettings applicant102

Bank Account *
Morgan& Co Client Account ▾

Date *
05/03/2025

Amount *
£ 300

Note
Deposit Refund – lettings applicant102

Cancel   Refund
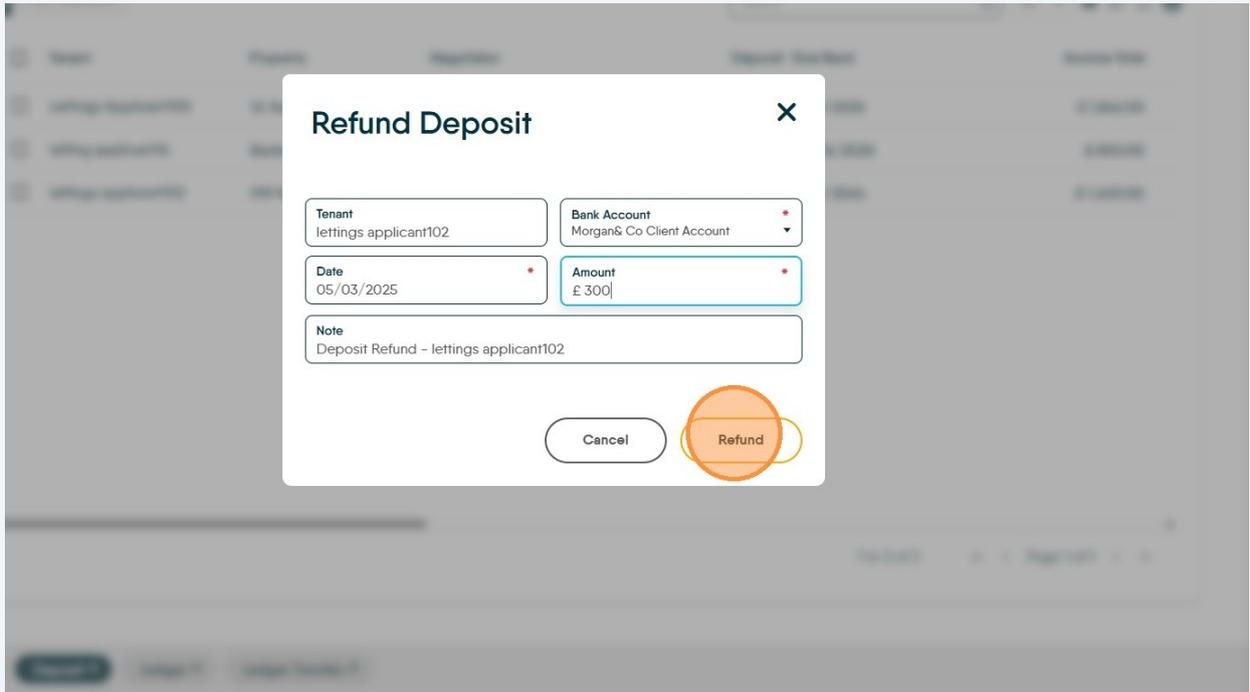
How to Ledger Transfer funds in CRM.

51 Click "Accounts"

iam property   My day   Lettings ⌄   Sales ⌄   Accounts ⌄   Reporting ⌄   Communications ⌄   ▦ 📅 🔔 🔍   👤 My acc

Funds to Allocate   £ 0.00   Rent

⊖ 🗑 Group By Batch   Search 🔍   10 ▾

	ID	Transaction Date	Transaction Type	Transaction Sub-Type	Property	Invoice No	De
☑	25605316	05/03/2025 12:05	Deposit Payment	Deposit	771 Pelaw Crescent, Che...	CRM - 527	Wi
☐	25605315	05/03/2025 12:05	Deposit Invoice	Deposit	771 Pelaw Crescent, Che...	CRM - 527	Wi
☐	25604935	05/03/2025 11:58	Deposit Transfer	Scheme	771 Pelaw Crescent, Che...	CRM - 495	De
☐	25604669	05/03/2025 11:52	Deposit Refund	Deposit	16 Yew Tree Close, Hurw...	CRM - 417	De
☐	25604475	05/03/2025 11:47	Deposit Transfer	Landlord	Bedroom 9, 63 Woodlan...	CRM - 449	De
☐	25604307	05/03/2025 11:44	Deposit Transfer	Scheme	258 Whinfield Road, Darl...	CRM - 395	De
☐	24773967	11/02/2025 11:48	Deposit Transfer	Scheme	1091 Pelaw Crescent, Ch...	CRM - 509	De
☐	24773694	11/02/2025 11:42	Deposit Payment	Deposit	1091 Pelaw Crescent, Ch...	CRM - 509	De
☐	24773415	11/02/2025 11:39	Deposit Invoice	Deposit	1091 Pelaw Crescent, Ch...	CRM - 509	De
☐	24717923	06/02/2025 13:48	Deposit Transfer	Scheme	Bedroom 9, 63 Woodlan...	CRM - 502	De

52   Click "General" then click "Ledger Transfer"

iamproperty   CRM   movebutle

iam property   My day   Lettings ∨   Sales ∨   Accounts ∨   Reporting ∨   Communications ∨   ⊞   🗓   🔔   🔍   👤 My a

Accounts dashboard   General ∨   Landlord ∨   Tenant ∨

General

Adjustment	Credit Note	Regular Charges	Contractor Statement Me
BACS List	Jobs Outstanding	Regular Expenses	
Bank Receipt	Ledger Transfer	Unallocated	
Cash Account	Opening Balances	View Ledgers	

☐					
☐	24773967	11/02/2025 11:48	Deposit Transfer	Scheme	1091 Pelew Crescent, Ch... CRM - 509	De

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

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iam property   My day   Lettings ∨   Sales ∨   Accounts ∨   Reporting ∨   Communications ∨   ⊞   🗓   🔔   🔍   👤 My a
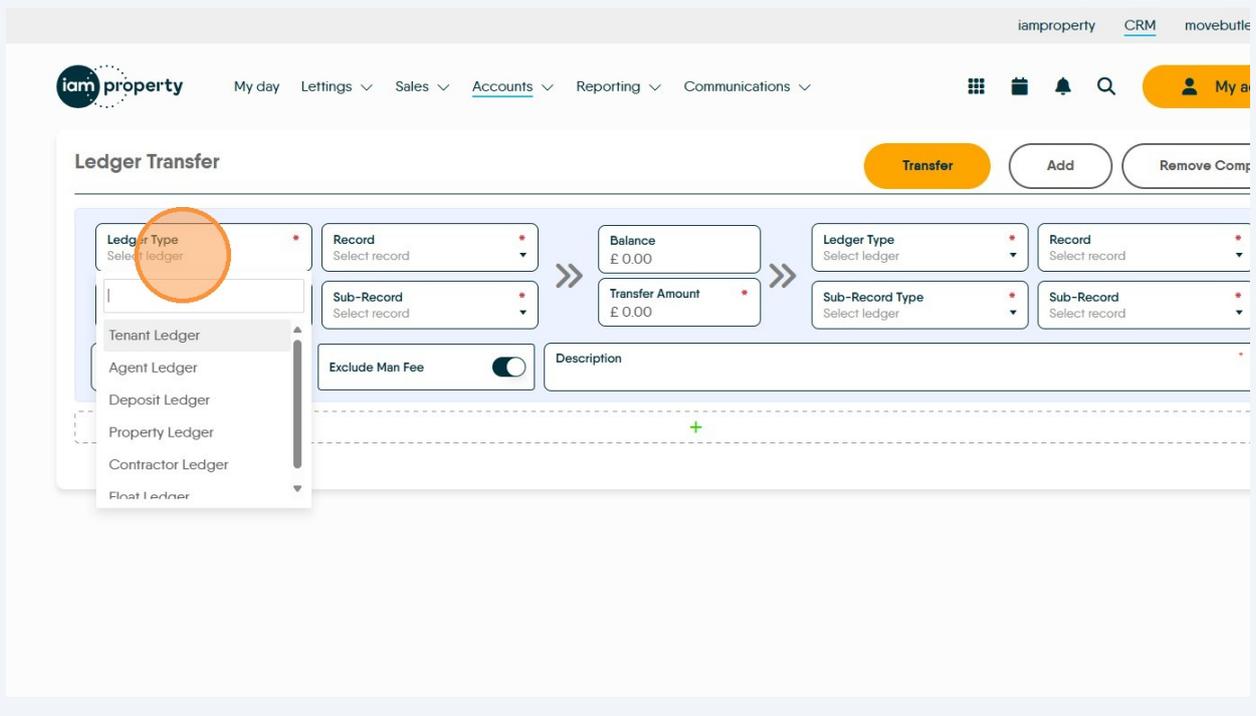
Ledger Transfer   (Transfer)   (Add)   (Remove Comp

Ledger Type * Select ledger	Record * Select record	Balance £ 0.00	Ledger Type * Select ledger	Record * Select record

[ ]	Sub-Record * Select record	Transfer Amount * £ 0.00	Sub-Record Type * Select ledger	Sub-Record * Select record

Tenant Ledger
Agent Ledger
Deposit Ledger
Property Ledger
Contractor Ledger
Float Ledger

Exclude Man Fee 🔘   Description

＋

54 Click "Select record" and type the tenant name and select from the drop down menu.
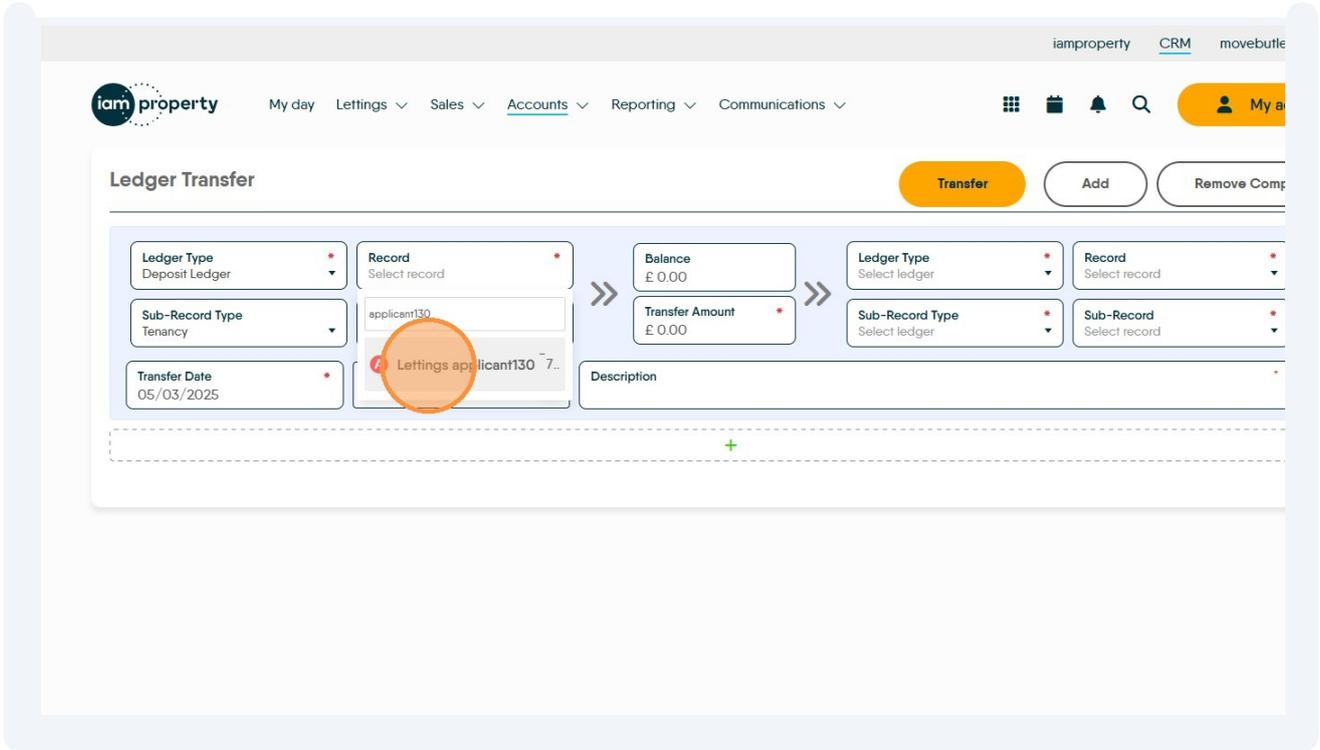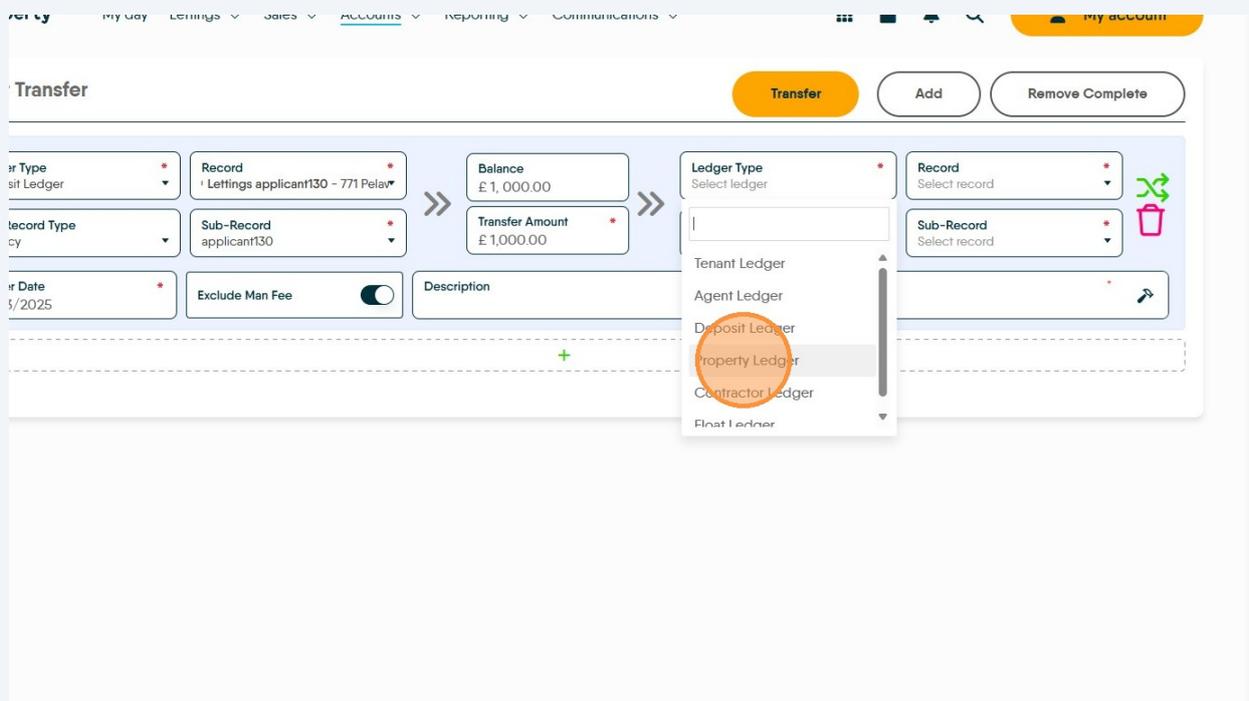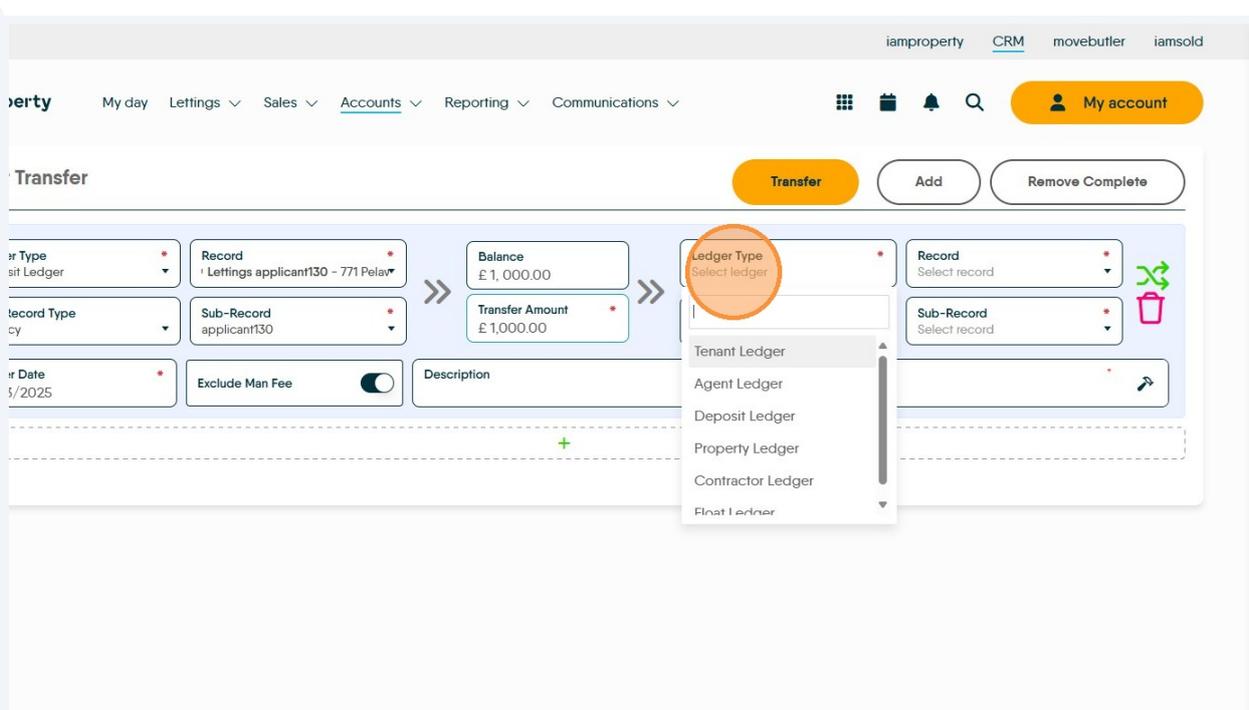
55 Click the "Transfer Amount" field and add the amount you are transferring between ledgers.
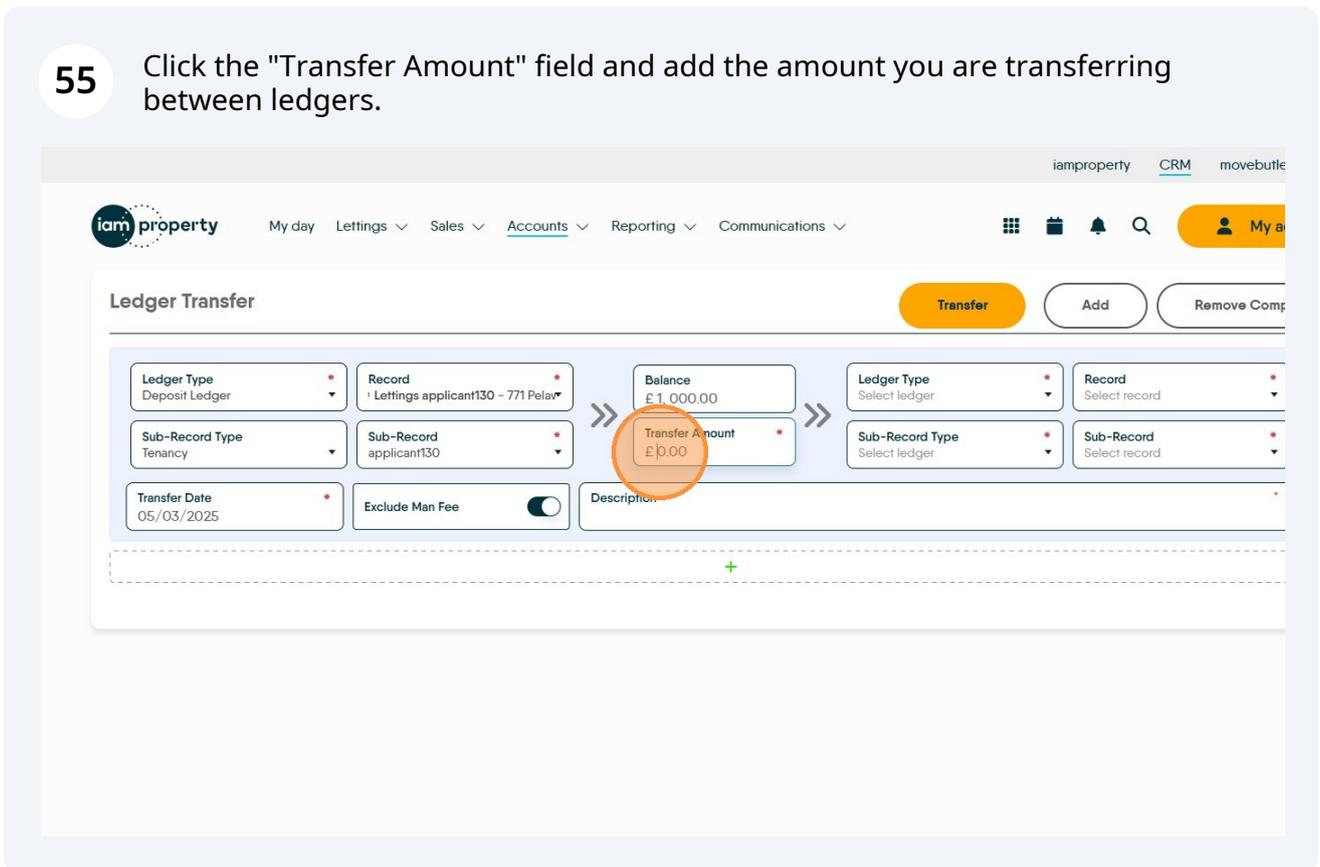
56 Click "Select ledger" then click "Property Ledger"

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

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'

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

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