

# Processing Deposit Transfers and Refunds in CRM



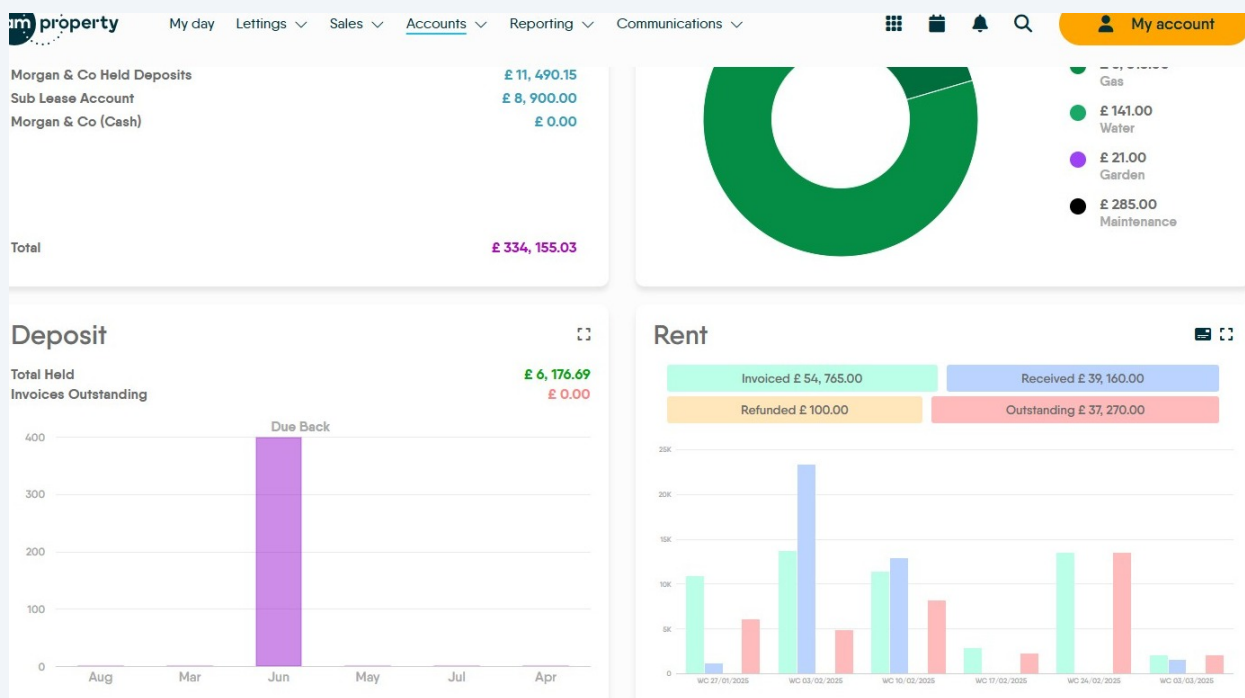
This guide provides a comprehensive step-by-step process for handling deposits the CRM system, transferring deposits to DPS etc and refunding back to tenants.

By following these instructions, users can streamline the receipt and 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.

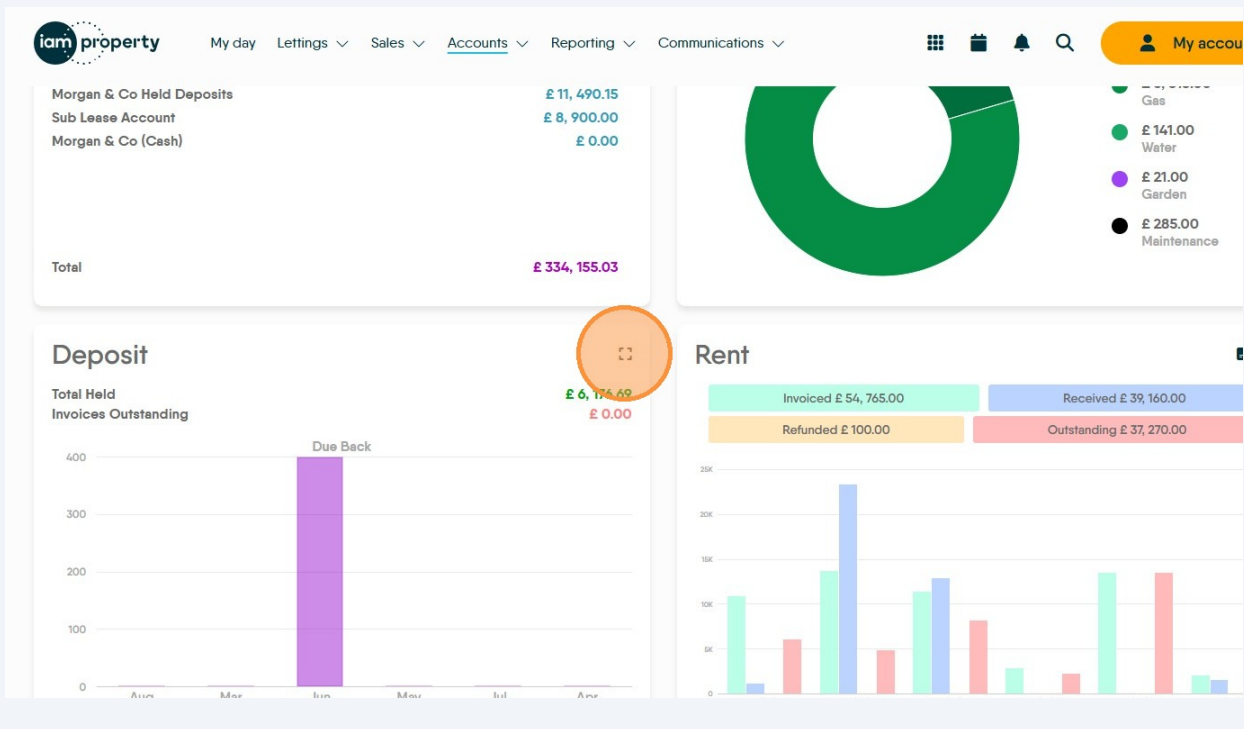
**1** Creating a Ledger Transfer this is referenced a few times in this guide, the instructions are at the end.

**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 rents.



4 The Payment OS column shows the amount that has not been transferred to a scheme, whether that is a deposit protection scheme, a Landlord or a Deposit account you control.

The screenshot shows the 'iam property' dashboard with the 'Deposits' section active. The table below lists deposit transactions with columns for Invoice OS, Payments Total, Payments OS, Adjustments Total, Adjustments OS, and Refunds Total. An orange circle highlights the 'Payments OS' column header.

Ref	Invoice OS	Payments Total	Payments OS	Adjustments Total	Adjustments OS	Refunds Total
00	£ 0.00	£ 1,846.00	£ 1,346.00	£ 0.00	£ 0.00	£ 500.00
.61	£ 0.00	£ 1,384.61	£ 1,384.61	£ 0.00	£ 0.00	£ 0.00
08	£ 0.00	£ 346.08	£ 346.08	£ 0.00	£ 0.00	£ 0.00
00	£ 0.00	£ 800.00	£ 200.00	£ -200.00	£ 0.00	£ 50.00
00	£ 0.00	£ 1,500.00	£ 1,500.00	£ 0.00	£ 0.00	£ 0.00
00	£ 0.00	£ 1,400.00	£ 1,400.00	£ 0.00	£ 0.00	£ 0.00

## How To Transfer the Deposit...

5 Click the 3-dot menu.

The screenshot shows the IAM Property CRM interface. At the top, there is a navigation bar with the IAM Property logo, a menu with options like 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications', and a user profile icon labeled 'My acc'. Below the navigation bar, there is a 'Deposits' section with a search bar and a table of deposit records. The table has columns for 'Tenant', 'Property', 'Negotiator', 'Deposit', 'Due Back', and 'Invoice Total'. A 3-dot menu is highlighted on the first row of the table.

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
Richard Emery	258 Whinfield Road, Darl...	Training Dave	£ 1,384.61	18/09/2024	£ 1,384.61
licant106	Bedroom 9, 63 Woodlan...	David-George Morgan	£ 173.00	17/12/2025	£ 346.08
letting applicant16	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

6 Click "Transfer" the next screen will allow you to select which scheme to use.

The screenshot shows the IAM Property CRM interface, similar to the previous one. The 'Deposits' section is visible, and a 3-dot menu is highlighted on the first row. The dropdown menu is open, showing options like 'View Tenant', 'View Tenancy', 'View Tenant Ledger', 'Collect', 'Refund', and 'Transfer'. The 'Transfer' option is highlighted with an orange circle.

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
Richard Emery	258 Whinfield Road, Darl...	Training Dave	£ 1,384.61	18/09/2024	£ 1,384.61
licant106	Bedroom 9, 63 Woodlan...	David-George Morgan	£ 173.00	17/12/2025	£ 346.08
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

## Selecting the Deposit Scheme to Use



This guide will show the full process for the first option then just the screens after that.

## Deposit Transfer - Protection Scheme

7

Click "To Protection Scheme" and then "Protection Scheme" if not already selected, from the list select the option that you are using

The screenshot shows a 'Deposit Transfer' form with the following fields and options:

- To Protection Scheme** (selected), To Bank Account, To Landlord
- Current Account**: Morgan & Co Held Deposits
- Transfer Date**: 05/03/2025
- Amount**: £1,384.61
- Protection Scheme**: The Dispute Service (highlighted with an orange circle)
- Bank Account**: Morgan & Co Held Deposits...
- Landlord**: Arthur Morgan (Primary)
- Bank Ref.**: Enter bank ref.
- Deposit Registered**:
- Tenant Notified**:

At the bottom, there are **Cancel** and **Transfer** buttons.

8 Check all of the mandatory fields are correctly completed.

The screenshot shows a 'Deposit Transfer' form with the following fields and values:

- To Protection Scheme** (Selected)
- Current Account**: Morgan & Co Held Deposits
- Transfer Date**: 05/03/2025
- Amount**: £ 1,384.61
- Protection Scheme**: The Dispute Service
- Bank Account**: Morgan & Co Held Deposits...
- Landlord**: Arthur Morgan (Primary)
- Cheque No.**: Enter cheque no.
- Bank Ref.**: Enter bank ref. (Highlighted with an orange circle)
- Description**: Deposit for 258 Winfield Road
- Deposit Ref.**: Enter deposit ref.
- Deposit Registered**:
- Tenant Notified**:
- Notes**: Enter tenancy deposit notes

Buttons: Cancel, Transfer

9 Click the "Description" field and update, if required. Best Practice; Make your description as clear as possible as this will help in finding the transaction later.

The screenshot shows the same 'Deposit Transfer' form as above, but with an orange circle highlighting the 'Description' field. The description is 'Deposit for 258 Winfield Road'.

Buttons: Cancel, Transfer

10

If the deposit has already been transferred to the scheme. Click the "Enter deposit ref., Deposit Registered and Tenant Notified" fields. These will update the fields in the Tenancy record.

**Deposit Transfer**

To Protection Scheme To Bank Account To Landlord

Current Account: Morgan & Co Held Deposits  
Transfer Date: 05/03/2025  
Amount: £ 1,384.61

Protection Scheme: The Dispute Service  
Bank Account: Morgan & Co Held Deposits...  
Landlord: Arthur Morgan (Primary)

Cheque No.: Enter cheque no.  
Bank Ref.: Enter bank ref.

Description: Deposit for 258 Winfield Road

Deposit Ref.: Enter deposit ref. (highlighted with orange circle)  
Deposit Registered:   
Tenant Notified:

Notes: Enter tenancy deposit notes

Cancel Transfer

**Deposit Transfer**

To Protection Scheme To Bank Account To Landlord

Current Account: Morgan & Co Held Deposits  
Transfer Date: 05/03/2025  
Amount: £ 1,384.61

Protection Scheme: The Dispute Service  
Bank Account: Morgan & Co Held Deposits...  
Landlord: Arthur Morgan (Primary)

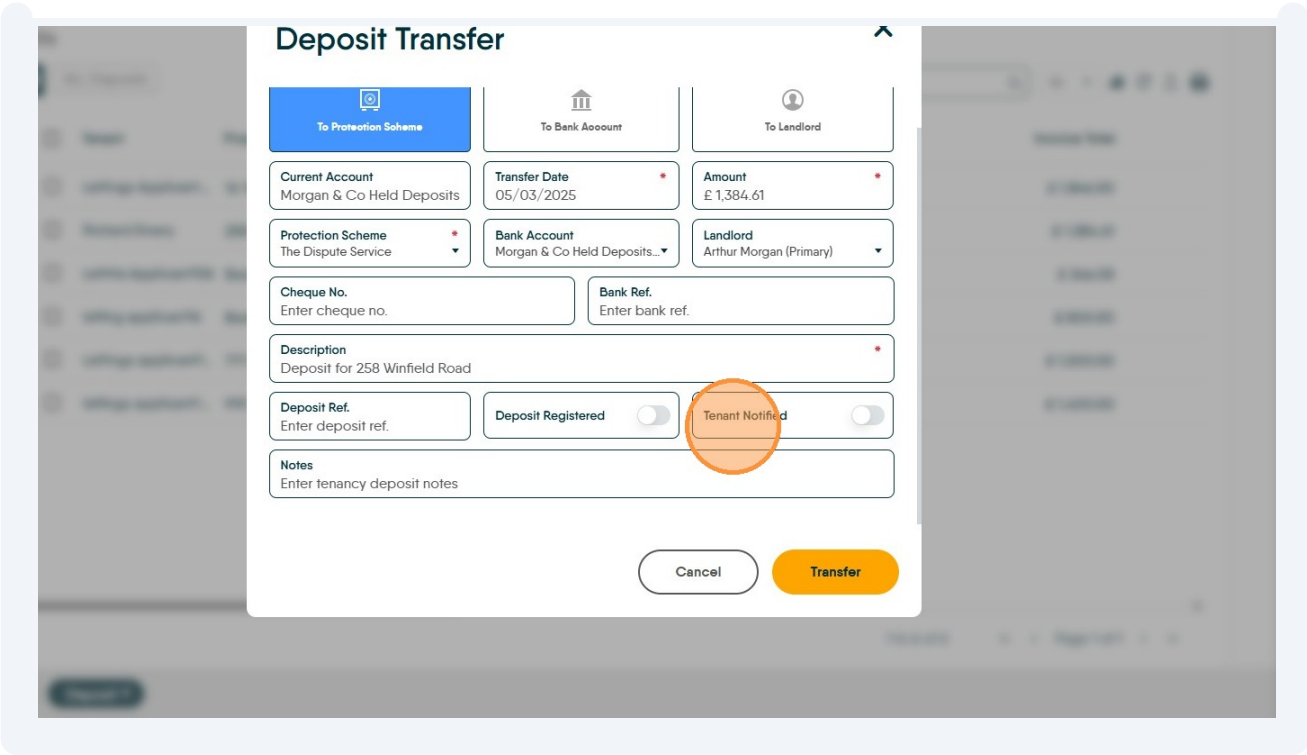
Cheque No.: Enter cheque no.  
Bank Ref.: Enter bank ref.

Description: Deposit for 258 Winfield Road

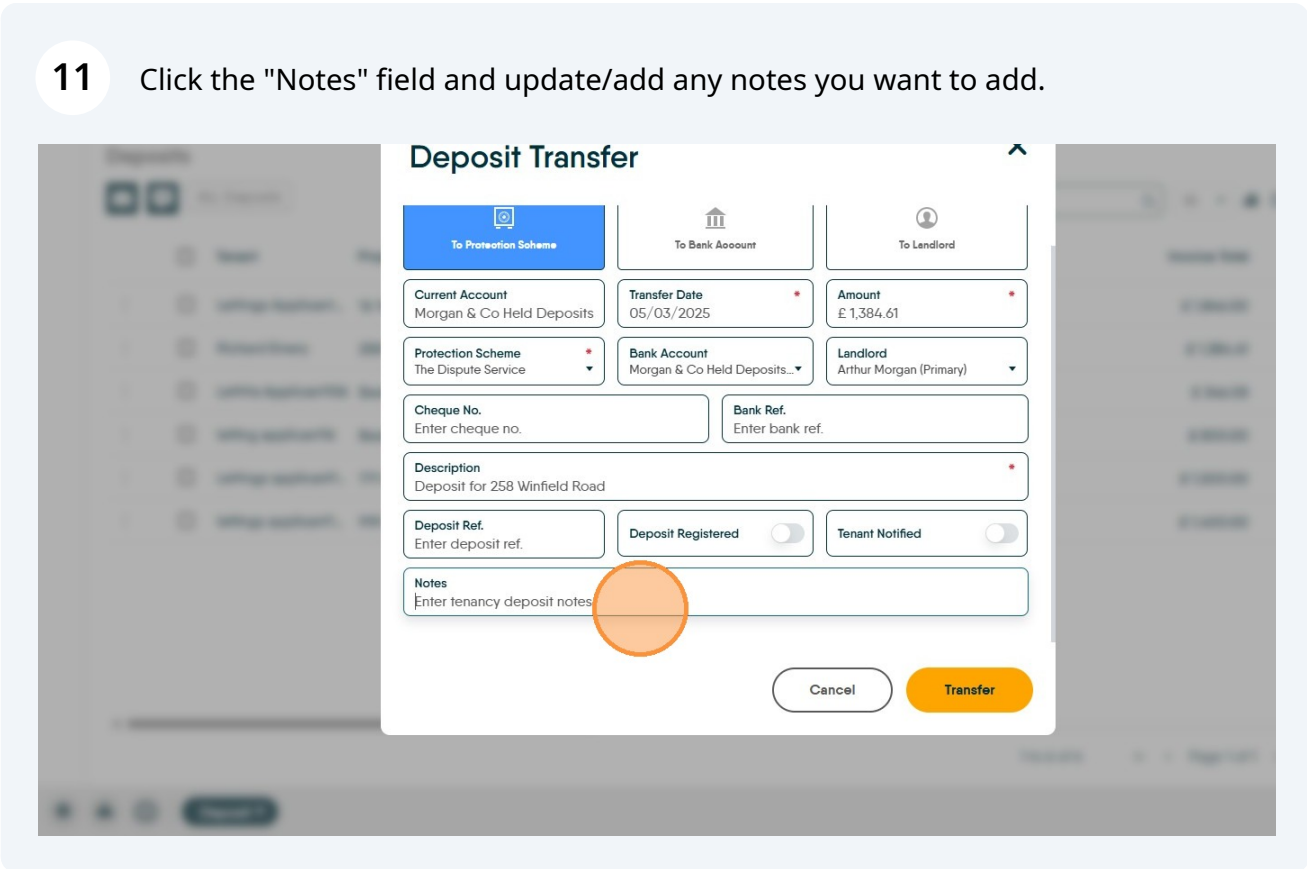
Deposit Ref.: Enter deposit ref.  
Deposit Registered:  (highlighted with orange circle)  
Tenant Notified:

Notes: Enter tenancy deposit notes

Cancel Transfer



11 Click the "Notes" field and update/add any notes you want to add.



12

Click "Transfer" and the transfer within CRM is done. Transferring to a protection scheme will create a payment line in the Client Account. The payment still needs to be made to the Deposit Protection Scheme by Bank transfer

**Deposit Transfer**

**To Protection Scheme** | To Bank Account | To Landlord

Current Account: Morgan & Co Held Deposits | Transfer Date: 05/03/2025 | Amount: £1,384.61

Protection Scheme: The Dispute Service | Bank Account: Morgan & Co Held Deposits... | Landlord: Arthur Morgan (Primary)

Cheque No.: Enter cheque no. | Bank Ref.: Enter bank ref.

Description: Deposit for 258 Winfield Road

Deposit Ref.: Enter deposit ref. | Deposit Registered:  | Tenant Notified:

Notes: Enter tenancy deposit notes

Cancel | **Transfer**

## Deposit Transfer To Bank Account - Agent Deposit Account

13

Click the "To Bank Account" option. Check and update the details for the account the deposit is being transferred to, also the amount etc.

The payment now needs to be transferred to the Deposit account.

The screenshot shows a 'Deposit Transfer' form with the following fields and options:

- To Protection Scheme** (icon)
- To Bank Account** (blue button, icon)
- To Landlord** (icon, highlighted with an orange circle)
- Current Account**: Morgan& Co Client Account
- Transfer Date**: 05/03/2025
- Amount**: £ 346.08
- Protection Scheme**: N/A (Tenancy)
- Bank Account**: Morgan& Co Client Account...
- Landlord**: Arthur Morgan (Primary)
- Cheque No.**: Enter cheque no.
- Bank Ref.**: Enter bank ref.
- Description**: Deposit payment for bed 9 63 Woodlands
- Deposit Ref.**: 123456
- Deposit Registered**:
- Tenant Notified**:
- Notes**: Enter tenancy deposit notes

Buttons: Cancel, Transfer

## Deposit Transfer to Landlord

**14** Select Landlord. Check all the mandatory fields are correct and click "Transfer.

The deposit transfer to a Landlord can be done via BACS from CRM if the landlord is setup or as a Bank Transfer from your Client account

**Deposit Transfer**

To Protection Scheme | To Bank Account | **To Landlord**

Current Account: Morgan& Co Client Account | Transfer Date: 05/03/2025 | Amount: £ 346.08

Bank Account: Morgan& Co Client Account (Current) | Landlord: Arthur Morgan (Primary)

Cheque No.: Enter cheque no. | Bank Ref.: Enter bank ref.

Description: Deposit payment for bed 9 63 Woodlands

Deposit Ref.: 123456 | Deposit Registered:  | Tenant Notified:

Notes: Enter tenancy deposit notes

Cancel | **Transfer**

## Refunding Deposits

### Refunding Deposit - Held in Agent Deposit Account

15 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, and a menu with 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Deposits' section has a search bar and a table with columns: Tenant, Property, Negotiator, Deposit, Due Back, and Invoice Total. A context menu is open over the first row, with 'Refund' highlighted.

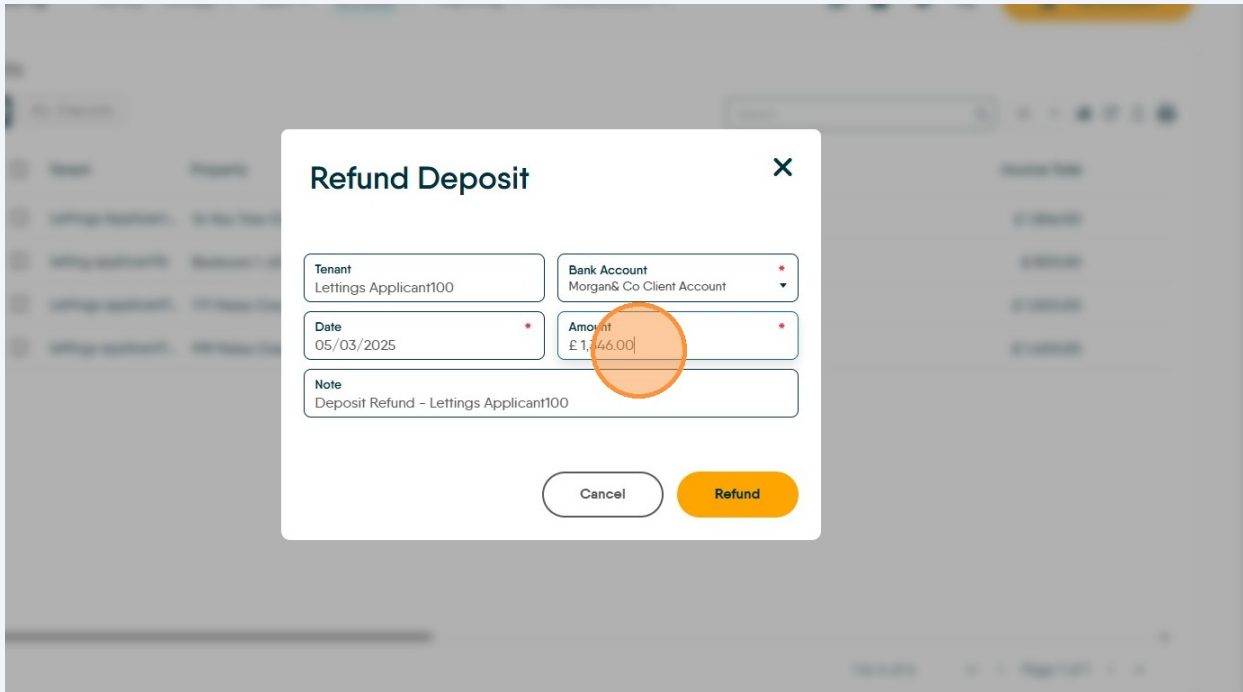
Tenant	Property	Negotiator	Deposit	Due Back	Invoice Total
Lettings Applicant...	16 Yew Tree Close, Hurw...	Training Dave	£ 1,846.00	13/11/2025	£ 1,846.00
licant16	Bedroom 1, 63 Woodlan...	David-George Morgan	£ 100.00	07/06/2025	£ 800.00
Lettings applicant1...	771 Pelaw Crescent, Che...	Training Dave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

16 Click "Refund"

The screenshot shows the 'Deposits' screen on the Accounts dashboard. The interface includes a navigation bar with 'iamproperty', 'CRM', and 'movebutler' logos, and a menu with 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The 'Deposits' section has a search bar and a table with columns: Tenant, Property, Negotiator, Deposit, Due Back, and Invoice Total. A context menu is open over the first row, with 'Refund' 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
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

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

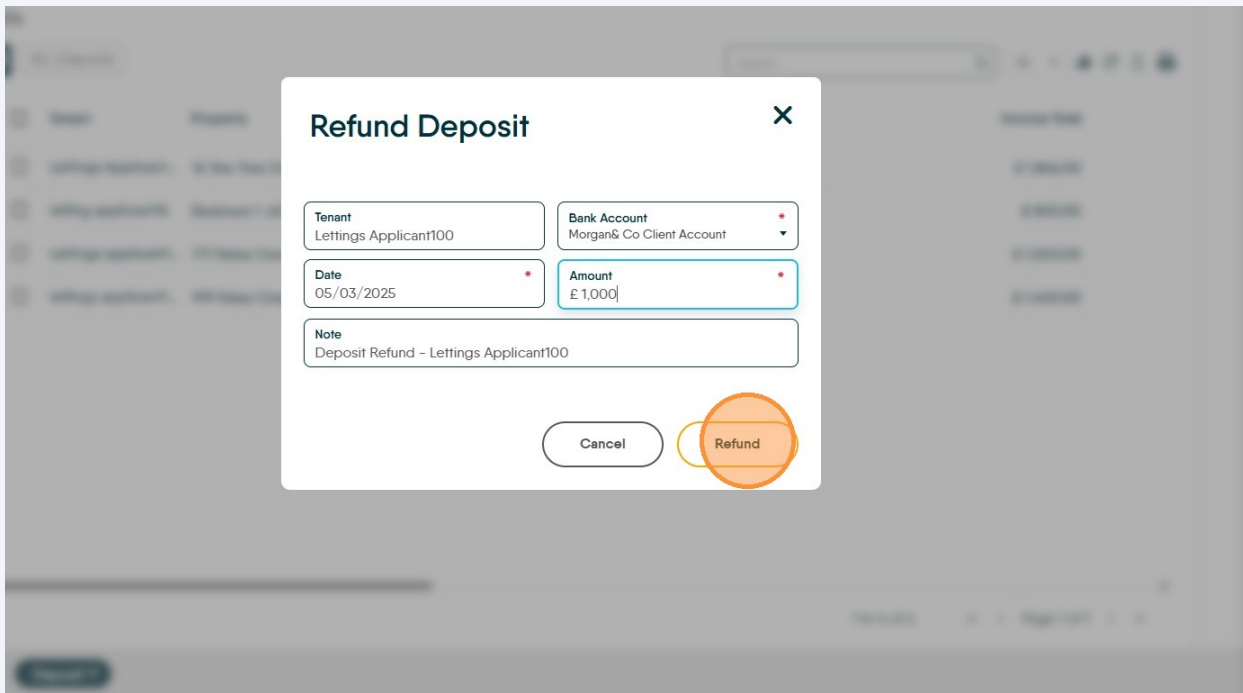


The screenshot shows a 'Refund Deposit' modal form. The form contains the following fields and values:

Tenant	Lettings Applicant100	Bank Account	Morgan& Co Client Account
Date	05/03/2025	Amount	£ 1,446.00
Note	Deposit Refund - Lettings Applicant100		

At the bottom of the form are two buttons: 'Cancel' and 'Refund'. The 'Amount' field is highlighted with an orange circle.

18 Click "Refund"



The screenshot shows the same 'Refund Deposit' modal form as in the previous step. The 'Amount' field now contains the value '£ 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.

19

The retained deposit needs to be receipted into the CRM. Click here to open the Bank Receipt.

The screenshot shows the 'Accounts' section of the iamproperty CRM. A red circle highlights the 'Add Bank Receipt' button. The interface includes a navigation bar with 'iamproperty', 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. The main content area is divided into several panels:

- Morgan & Co Client Account:** Shows a balance of £309,560.43 (Reconciled) and £304,172.95 (Unreconciled). Unallocated funds are £30,921.65. A line graph shows the account balance over time from 19 Feb to 5 Mar.
- Morgan & Co Held Deposits:** Shows a balance of £11,490.15 (Reconciled) and £11,490.15 (Unreconciled). Unallocated funds are £0.00.
- Balance Sheet:** Shows Assets of £334,155.03 and Liabilities of £334,155.03.
- Invoices:** Lists several invoices for the period 05/02/2025 - 05/03/2025, including Rent Invoice, Tenant Fee Invoice, Deposit Invoice, and Service Charge Invoice. Each invoice shows Total Due, Paid, and Due amounts.
- Expenses:** Shows a total expense of £8,500.00 for the period 01/12/2024 - 05/03/2025.

20

Either click "Select property" and type the property details or click "Tenant" and add the Tenants details.

### Bank Receipt

Record Type: Tenant

Property: Select property

Tenant: Select record

Collection Date: 05/03/2025

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: Cancel, Another, Collect

### Bank Receipt

Record Type: Tenant

Property: Select property

Tenant: Select record

Collection Date: 05/03/2025

Amount: £ 0.00

Bank Account: Select payment account

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: Cancel, Another, Collect

21 Or use the Tenant option search for and select the name in the drop down box.

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

- Record Type: Tenant
- Property: Select property
- Tenant: Select record (dropdown menu is open, showing 'Lettings applicant130' selected)
- Collection Date: 05/03/2025
- Amount: £ 0.00
- Bank Account: Select pay
- 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

22 The screen will populate with the details. Click the "Amount" field and add the amount of the retained deposit returned by the scheme.

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

- Record Type: Tenant
- Property: 771 Pelaw Crescent, Chester le Street
- Tenant: Lettings applicant130
- Collection Date: 05/03/2025
- 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: No Outstanding Invoices (Upcoming)

Buttons at the bottom: Cancel, Another, Collect

23

Click "Select payment account" this is the account that the retained deposit from the scheme was paid into.

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

- Record Type: Tenant
- Property: 771 Pelaw Crescent, Chester le Street
- Tenant: Lettings applicant130
- Collection Date: 05/03/2025
- Amount: £1,000.00
- Bank Account: Select payment account (dropdown menu is open)
- 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

The dropdown menu for 'Bank Account' is open, showing the following options:

- Morgan & Co Client Account
- Morgan & Co Held Deposits
- Sub Lease Account

Buttons at the bottom: Cancel, Another, Collect

24

Click "Select payment method" i.e. how it was paid to you.

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

- Record Type: Tenant
- Property: 771 Pelaw Crescent, Chester le Street
- Tenant: Lettings applicant130
- Collection Date: 05/03/2025
- Amount: £1,000.00
- Bank Account: Morgan & Co Client Account
- Payment Method: Select payment method (dropdown menu is open)
- 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

The dropdown menu for 'Payment Method' is open, showing the following options:

- Bank Transfer
- BACS
- Standing Order
- Direct Debit
- Cheque
- Cash

Buttons at the bottom: Cancel, Another, Collect

25 Click the "Description" field.

Best practice is to use a detailed description e.g. "Withheld Deposit transferred from DPS" as this helps with tracking the transaction.

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

- Record Type:** Tenant
- Property:** 771 Pelaw Crescent, Chester le Street
- Tenant:** Lettings applicant130
- Collection Date:** 05/03/2025
- Amount:** £1,000.00
- 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:** Enter transaction description (highlighted with an orange circle)
- Outstanding Invoices:** No Outstanding Invoices (with an 'Upcoming' button)

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

26 Click "Collect" to show the refund in the CRM.

This brings the funds in as 'Unallocated' to the tenant ledger.

Best practice here is to allocate these funds to an invoice, as shown below.

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

- Record Type: Tenant
- Property: 771 Pelaw Crescent, Chester le Street
- Tenant: Lettings applicant130
- Collection Date: 05/03/2025
- Amount: £1,000.00
- Bank Account: MorganS Co Client Account
- Payment Method: Bank Transfer
- Sub Type/Nominal Code: BACS Transfer
- Cheque No.: Enter cheque no.
- Bank Reference: Enter bank reference
- Description: With held Deposit transferred from DPS.

Below the description is a section for 'Outstanding Invoices' which is currently empty and contains a 'No Outstanding Invoices' message with an exclamation mark icon. At the bottom right of this section is a yellow 'Upcoming' button. At the bottom of the form are three buttons: 'Cancel', 'Another', and 'Collect'. The 'Collect' button is highlighted with an orange circle.

27 Click "No" or "Yes" to this.

This screenshot shows the same 'Bank Receipt' form as above, but with a confirmation dialog box overlaid in the center. The dialog box contains a question mark icon and the text: 'Would you like to produce a tenant receipt?'. Below the text are two buttons: 'No' (dark blue) and 'Yes' (yellow). The 'No' button is highlighted with an orange circle. The background form is dimmed, showing the same fields and the 'Outstanding Invoices' section with the 'No Outstanding Invoices' message. At the bottom of the form, the 'Cancel', 'Another', and 'Collect' buttons are visible.



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

28 To create the refund invoice click here.

The screenshot displays the iamproperty CRM interface. At the top, there are navigation tabs for 'iamproperty', 'CRM', 'movebutler', and 'iamsold'. Below this, a navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A 'My account' button is visible in the top right corner.

The main content area is divided into several sections:

- Accounts:** Shows 'Co Client Account' with a balance of £310,560.43 (Reconciled) and £304,172.95 (Unreconciled). Below this is a line chart showing account activity from Feb 21 to Mar 5.
- Invoices:** A section for 'Invoices' with a date range of 05/02/2025 - 05/03/2025. It lists three types of invoices: 'Rent Invoice' (Total Due: £40,390.00, Paid: £11,045.00, Due: £900.00, Overdue: £28,445.00), 'Tenant Fee Invoice' (Total Due: £222.00, Paid: £70.00, Due: £0.00, Overdue: £152.00), and 'Deposit Invoice' (Total Due: £1,557.69, Paid: £1,557.69, Due: £0.00, Overdue: £0.00). A 'Service Charge Invoice' is also listed.
- Balance Sheet:** Shows 'Liabilities' with a value of £332,270.42.
- Expenses:** Shows a total expense of £8,500.90 for the period 01/12/2024 - 05/03/2025.

A red circle highlights the 'Add Invoice' button in the top right corner of the Invoices section.

29 Click "Select tenant" and type the tenants name, select the tenant name from the drop down menu.

### 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	Transaction Type Select transaction type	Sub Type Select sub-type
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Invoice Date 05/03/2025	Invoice No. CRM - 527	VAT Type	Exclude Man. Fee <input type="checkbox"/>
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Amount £	Net £ 0.00	Vat £ 0.00	Total £ 0.00
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Description ✕ +  
 Enter description

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

### 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	Transaction Type Select transaction type	Sub Type Select sub-type
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<input type="text" value="applicant130"/> <span style="border: 1px solid #ccc; padding: 2px;">A Lettings applicant130 771...</span>	Invoice No. CRM - 527	VAT Type	Exclude Man. Fee <input type="checkbox"/>
--	--------------------------	----------	--

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

Description ✕ +  
 Enter description

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

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

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	Select transaction type
Invoice Date	05/03/2025	Sub Type	Select sub-type
Amount	£ 0.00	Exclude Man. Fee	<input type="checkbox"/>
Net	£ 0.00	Total	£ 0.00

The 'Transaction Type' dropdown menu is open, showing the following options:

- Rent Invoice
- Tenant Fee Invoice
- Deposit Invoice (highlighted)
- Service Charge Invoice
- Landlord Service Charge Invoice

The 'Description' field contains the text 'Enter description'. The 'Invoices' table is empty, and the 'Total' is £ 0.00. The 'No Invoices' message is displayed at the bottom of the table. The 'OK' button is highlighted in orange.

31 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	Exclude Man. Fee	<input type="checkbox"/>
Invoice Date	05/03/2025	Invoice No.	CRM - 527
VAT Type	Exempt	Total	£ 1,500.00
Amount	£ 1,500.00	Net	£ 1,500.00
Vat	£ 0.00	Description	Enter description

The 'Amount' field is highlighted in orange. The 'Description' field contains the text 'Enter description'. The 'Invoices' table is empty, and the 'Total' is £ 0.00. The 'No Invoices' message is displayed at the bottom of the table. The 'OK' button is highlighted in orange.

32 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		

The 'Description' field contains the text 'Enter description'. Below the form, there is a section for 'Invoices' with a 'Total' of £ 0.00 and a message 'No Invoices'.

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

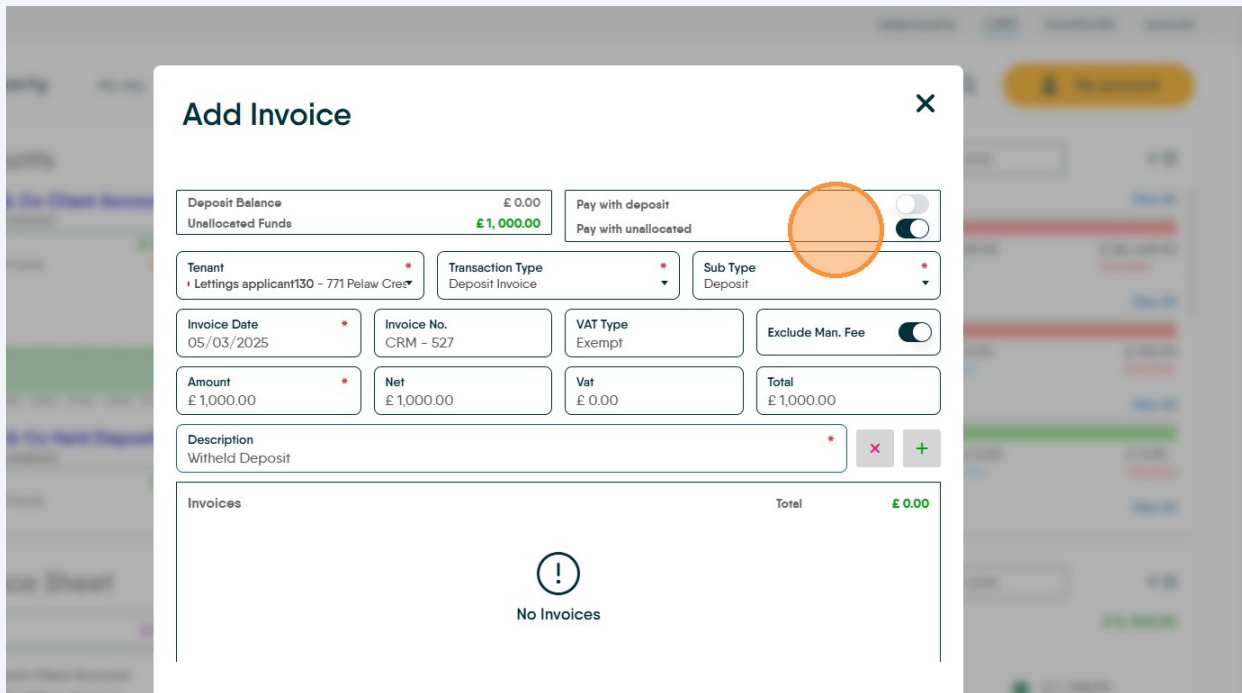
The screenshot shows the 'Add Invoice' form with the following fields and values:

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	£ 1,000.00
Net	£ 1,000.00	Vat	£ 0.00
Total	£ 1,000.00		

The 'Description' field is highlighted with an orange circle and contains the text 'Enter description'. Below the form, there is a section for 'Invoices' with a 'Total' of £ 0.00 and a message 'No Invoices'. At the bottom of the form, there are three buttons: 'Cancel', 'Another', and 'OK'.

**34** Click here and select "Pay with unallocated".

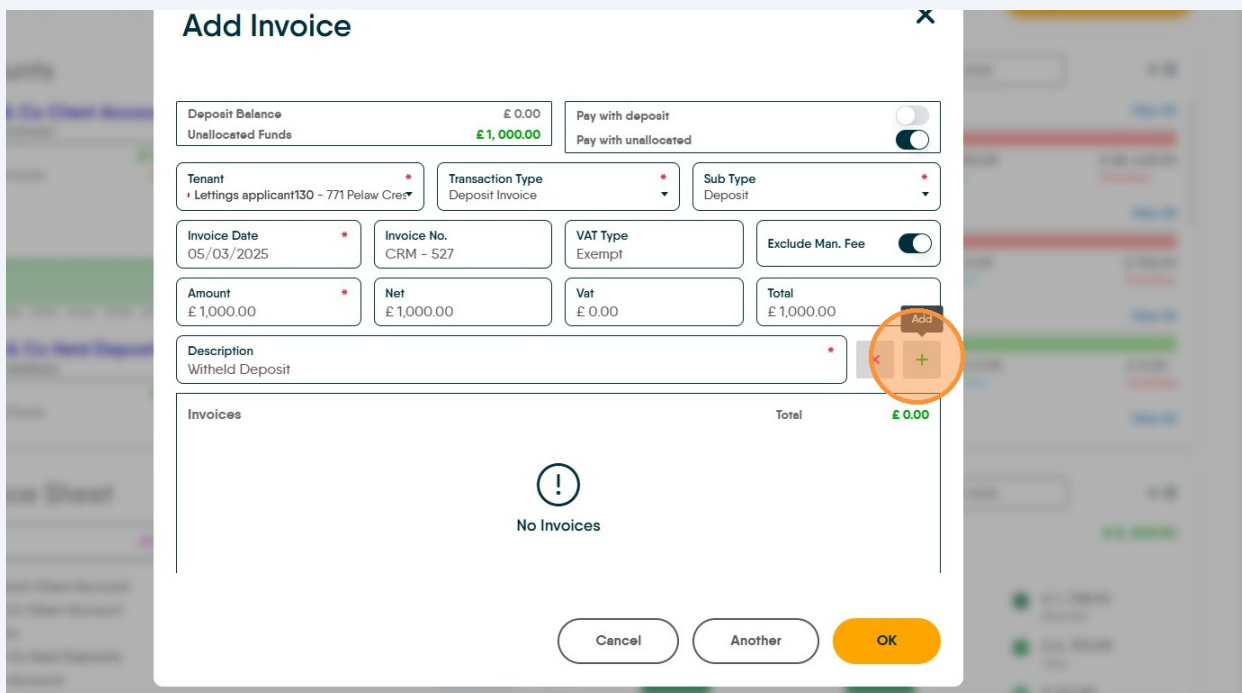
This will allocate the Unallocated funds (aka 'Retained Deposit') to the Invoice.



The screenshot shows the 'Add Invoice' form with the following details:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £ 1,000.00
- Pay with deposit:**
- Pay with unallocated:**  (highlighted with an orange circle)
- 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:**
- Amount:** £ 1,000.00
- Net:** £ 1,000.00
- Vat:** £ 0.00
- Total:** £ 1,000.00
- Description:** Withheld Deposit
- Invoices:** No Invoices (Total: £ 0.00)

**35** Click here to create the invoice.



The screenshot shows the 'Add Invoice' form with the following details:

- Deposit Balance:** £ 0.00
- Unallocated Funds:** £ 1,000.00
- Pay with deposit:**
- Pay with unallocated:**
- 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:**
- Amount:** £ 1,000.00
- Net:** £ 1,000.00
- Vat:** £ 0.00
- Total:** £ 1,000.00
- Description:** Withheld Deposit
- Invoices:** No Invoices (Total: £ 0.00)

The 'Add' button (a plus sign in a circle) is highlighted with an orange circle. At the bottom of the form, there are three buttons: 'Cancel', 'Another', and 'OK'.

### 36 Click "OK"

Deposit Balance £ 0.00  
Unallocated Funds £ 1,000.00

Pay with deposit   
Pay with unallocated

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

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"/>

1 to 1 of 1 | Page 1 of 1

Cancel Another **OK**

### 37 Click "No" or "Yes"

Deposit Balance £ 0.00  
Unallocated Funds £ 1,000.00

Pay with deposit   
Pay with unallocated

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

Would you like to produce a tenant invoice?

**No** Yes

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"/>

1 to 1 of 1 | Page 1 of 1

Cancel Another **OK**

38

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.

39

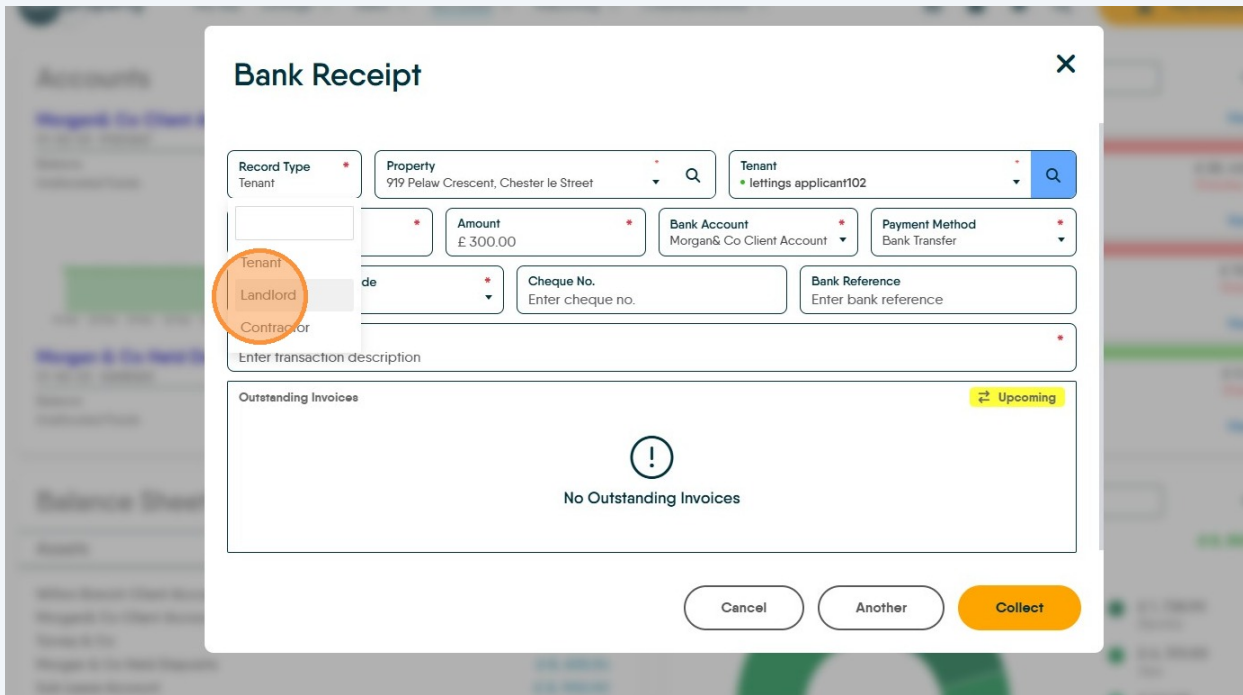
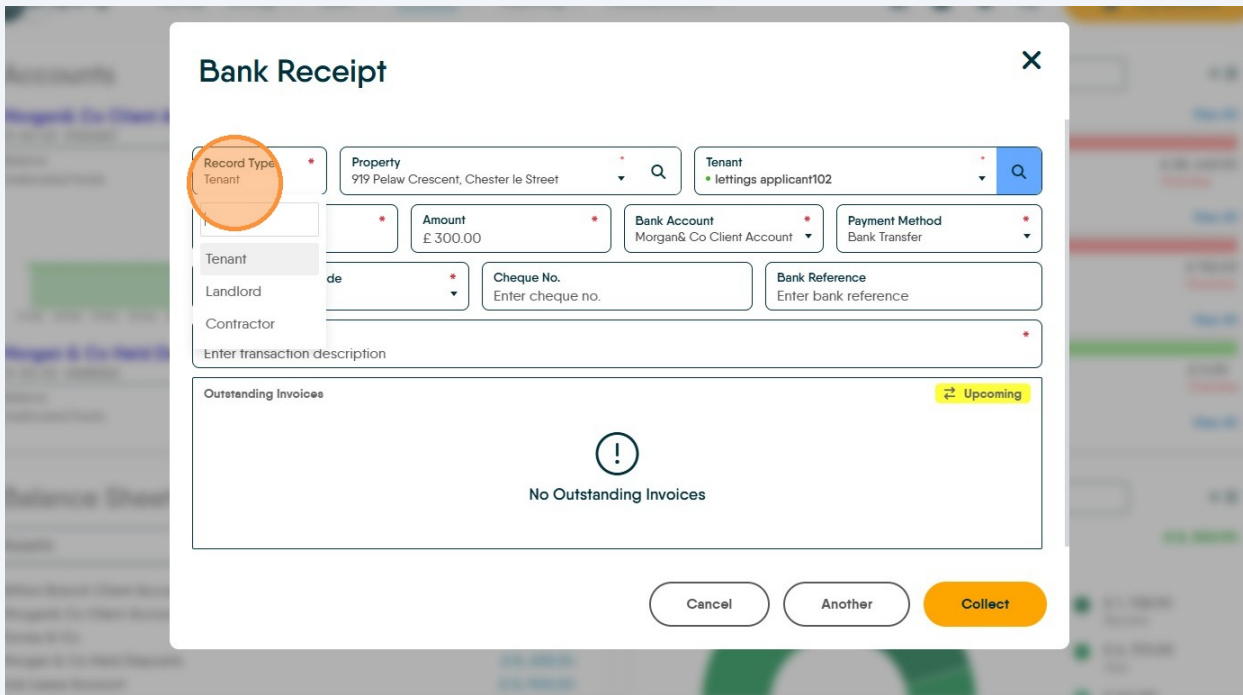
Click here to create the Landlord bank receipt.

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

- Accounts:** Displays 'Morgan & Co Client Account' and 'Morgan & Co Held Deposits'. A red circle highlights the 'Add Receipt' button in the Accounts section.
- Invoices:** Shows a list of invoices for the period 05/02/2025 - 05/03/2025, including Rent Invoice, Tenant Fee Invoice, Deposit Invoice, and Service Charge Invoice.
- Balance Sheet:** Shows Assets (£ 332,270.42) and Liabilities (£ 332,270.42).
- Expenses:** Shows a total expense of £ 8,500.00 for the period 01/12/2024 - 05/03/2025.

40

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



41

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

**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

**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

42

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 'Upcoming' button)

Buttons at the bottom: Cancel, Another, Collect.

43

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

The screenshot shows the same 'Bank Receipt' form as in step 42, but with the 'Amount' field now containing '£ 300.00' and the 'Description' field highlighted with an orange circle. The 'Description' field contains the text 'Enter transaction description'.

Buttons at the bottom: Cancel, Another, Collect.

## 44 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

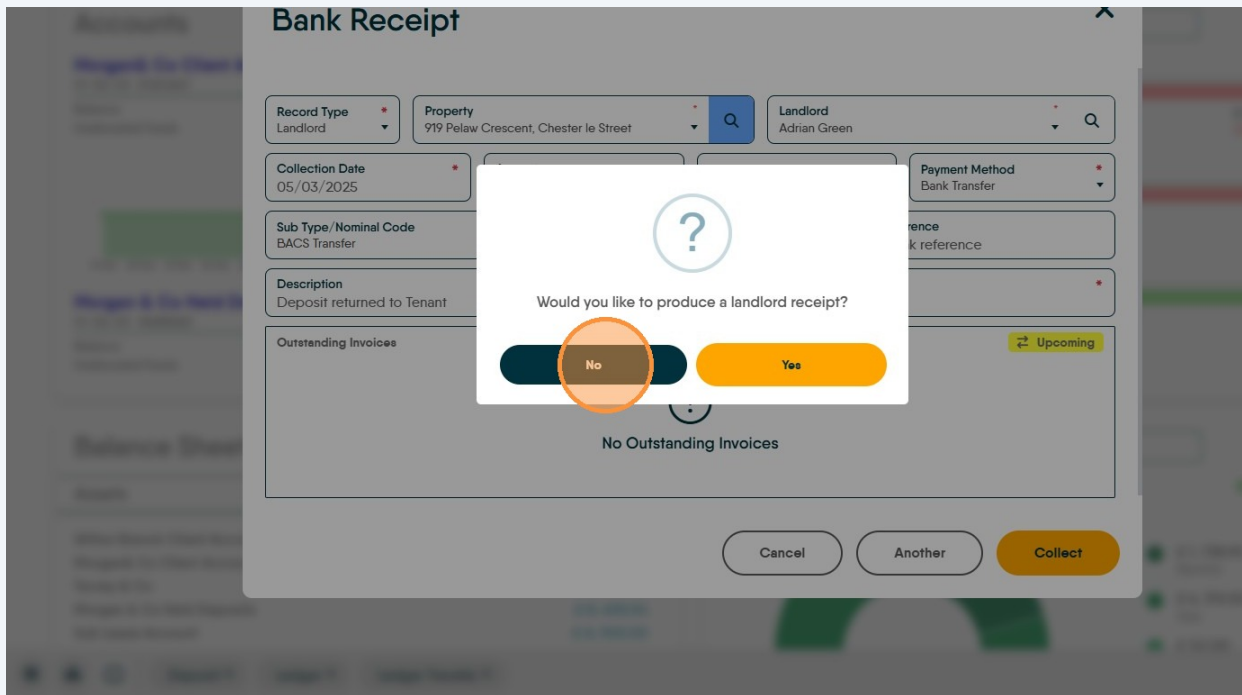
Below the description is a section for 'Outstanding Invoices' which is currently empty and contains a warning icon and the text 'No Outstanding Invoices'. A yellow 'Upcoming' button is visible in the top right of this section.

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



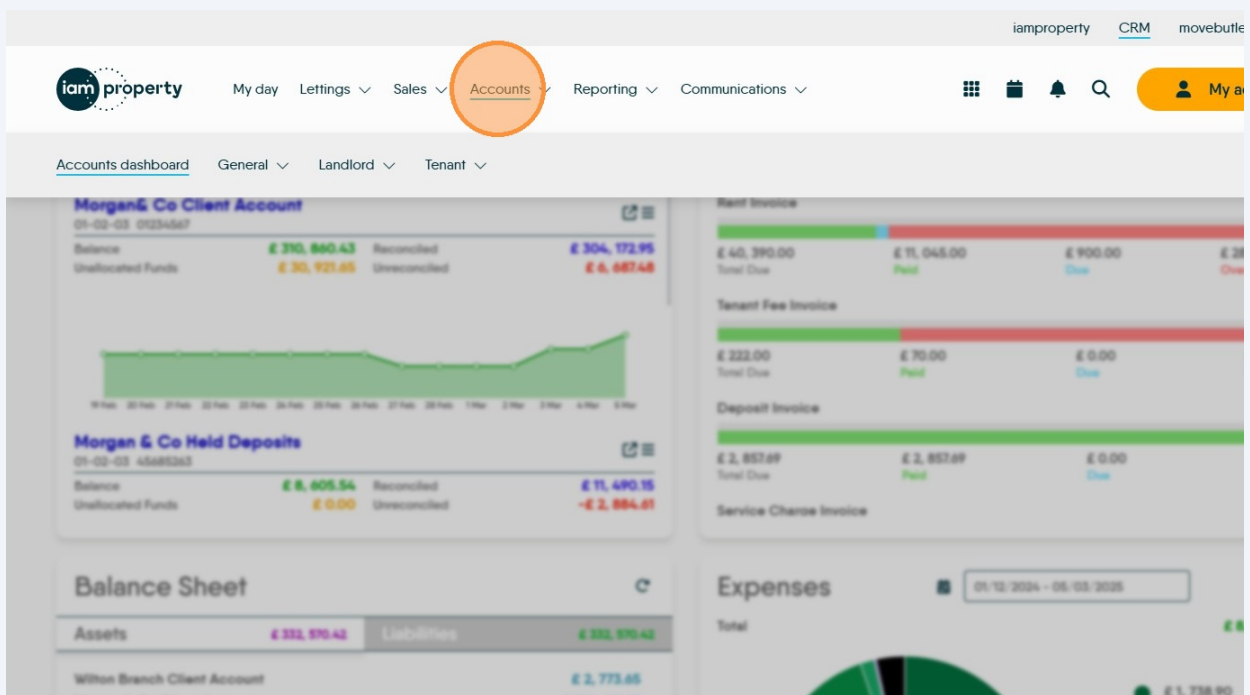
Alert! This will collect the funds as 'Unallocated' to the Property Ledger, the funds need to be moved to either the Tenant Ledger or the Float Ledger. If this is not done and 'Perform Payments' is done then the Landlord payment will be sent back to the Landlord.

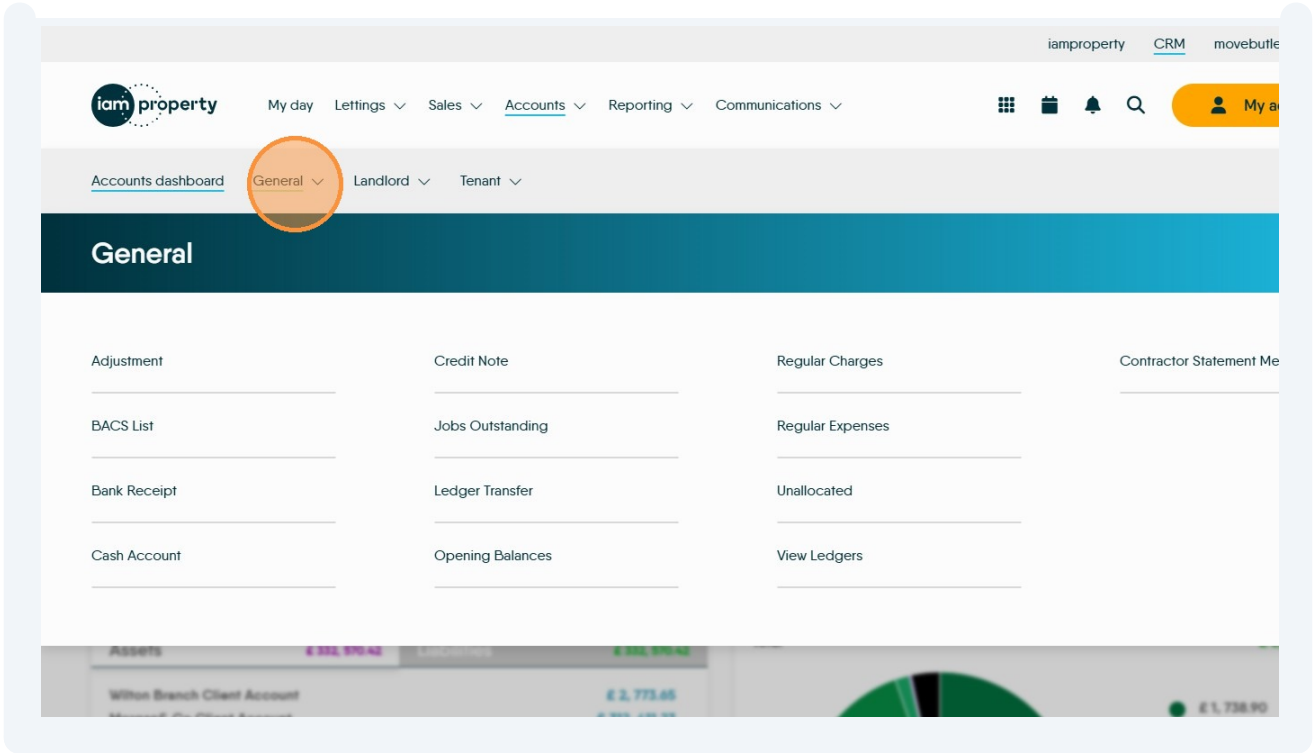
45 Click "No" or "Yes"



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

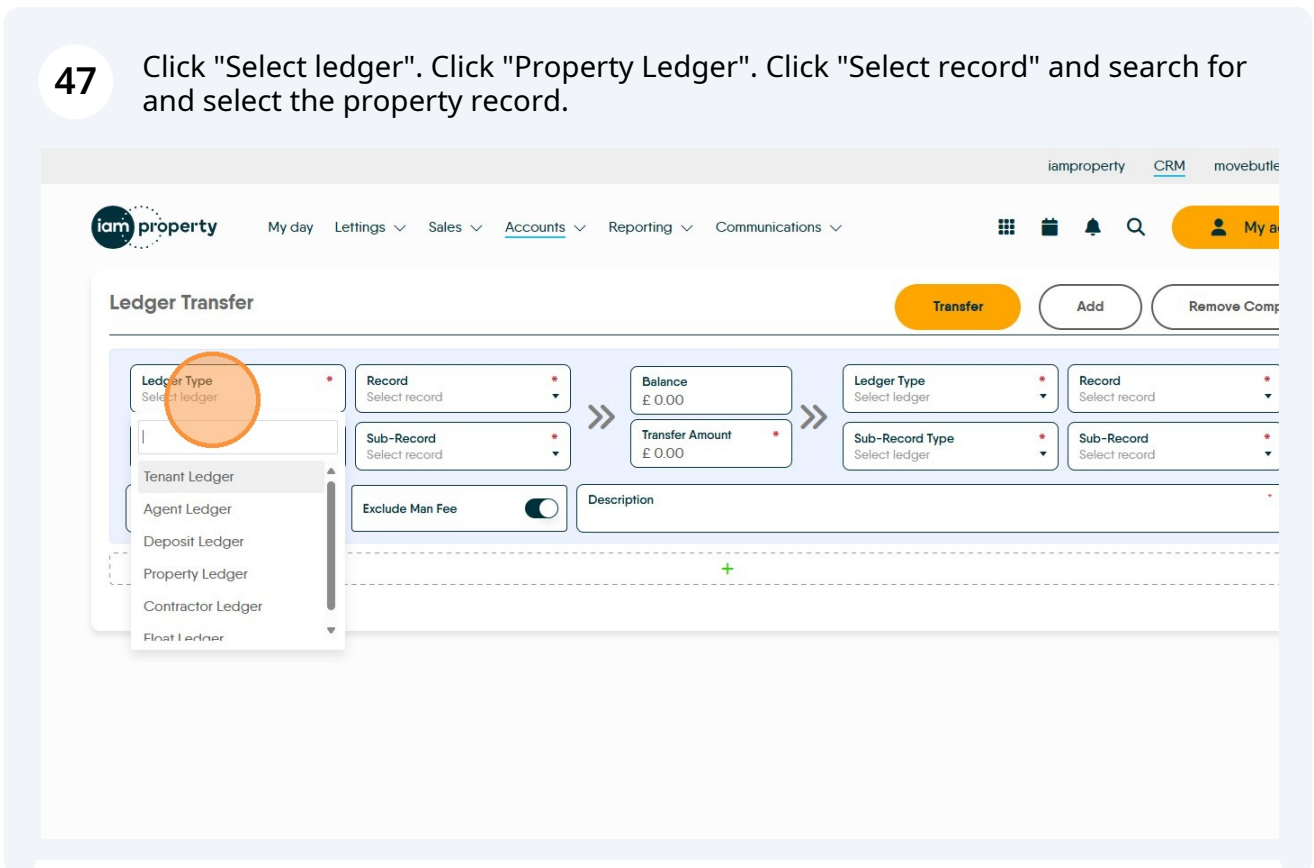
Click "Accounts"  
Click "General" then "Ledger Transfer"





47

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



**Ledger Transfer** Transfer Add Remove Comp

**Ledger Type** Select ledger  
 Tenant Ledger  
 Agent Ledger  
 Deposit Ledger  
 Property Ledger  
 Contractor Ledger  
 Float Ledger

**Record** Select record

**Sub-Record** Select record

**Exclude Man Fee**

**Balance** £ 0.00

**Transfer Amount** £ 0.00

**Ledger Type** Select ledger

**Sub-Record Type** Select ledger

**Record** Select record

**Sub-Record** Select record

**Description**

**Ledger Transfer** Transfer Add Remove Comp

**Ledger Type** Property Ledger

**Sub-Record Type** Landlord

**Transfer Date** 05/03/2025

**Record** Select record  
 Please enter 3 or more characters

**Balance** £ 0.00

**Transfer Amount** £ 0.00

**Ledger Type** Select ledger

**Sub-Record Type** Select ledger

**Record** Select record

**Sub-Record** Select record

**Description**



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.

48

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  
 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

49

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

The screenshot shows the 'Transfer' form in the software interface. The 'Transfer' button is highlighted with an orange circle. The form includes the following fields:

- Record: 919 Pelaw Crescent, Chester le ...
- Balance: £ 0.00
- Ledger Type: Tenant Ledger
- Sub-Record: Mr Adrian Green
- Sub-Record Type: Tenancy
- Description: Transfer from 919 Pelaw Crescent, Chester le Street, County Durham, DH2 2HX, UK (Property Ledger) to lettings

50

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"

The screenshot shows the 'Invoices' section in the software interface. The 'Add Invoice' button is highlighted with an orange circle. The interface displays a list of invoices:

- Rent Invoice**: Total Due £ 28,445.00 (Overdue), Paid £ 11,045.00, Due £ 900.00.
- Tenant Fee Invoice**: Total Due £ 152.00 (Overdue), Paid £ 70.00, Due £ 0.00.
- Deposit Invoice**: Total Due £ 0.00 (Overdue), Paid £ 2,557.69, Due £ 0.00.
- Service Charge Invoice**: Total Due £ 0.00 (Overdue).

## 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 <span style="border: 1px solid orange; border-radius: 50%; padding: 2px;">tenant</span>	Transaction Type Select transaction type ▼	Sub Type Select sub-type ▼
--	--	----------------------------------

Invoice No. 528	VAT Type	Exclude Man. Fee <input type="checkbox"/>	
--------------------	----------	--	--

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

Description  
 Enter description ✕ +

Invoices	Total
 No Invoices	£ 0.00

## Add Invoice ✕

Deposit Balance <span style="color: green;">£ 1,400.00</span>	Pay with deposit <input type="checkbox"/>
Unallocated Funds £ 0.00	Pay with unallocated <input type="checkbox"/>

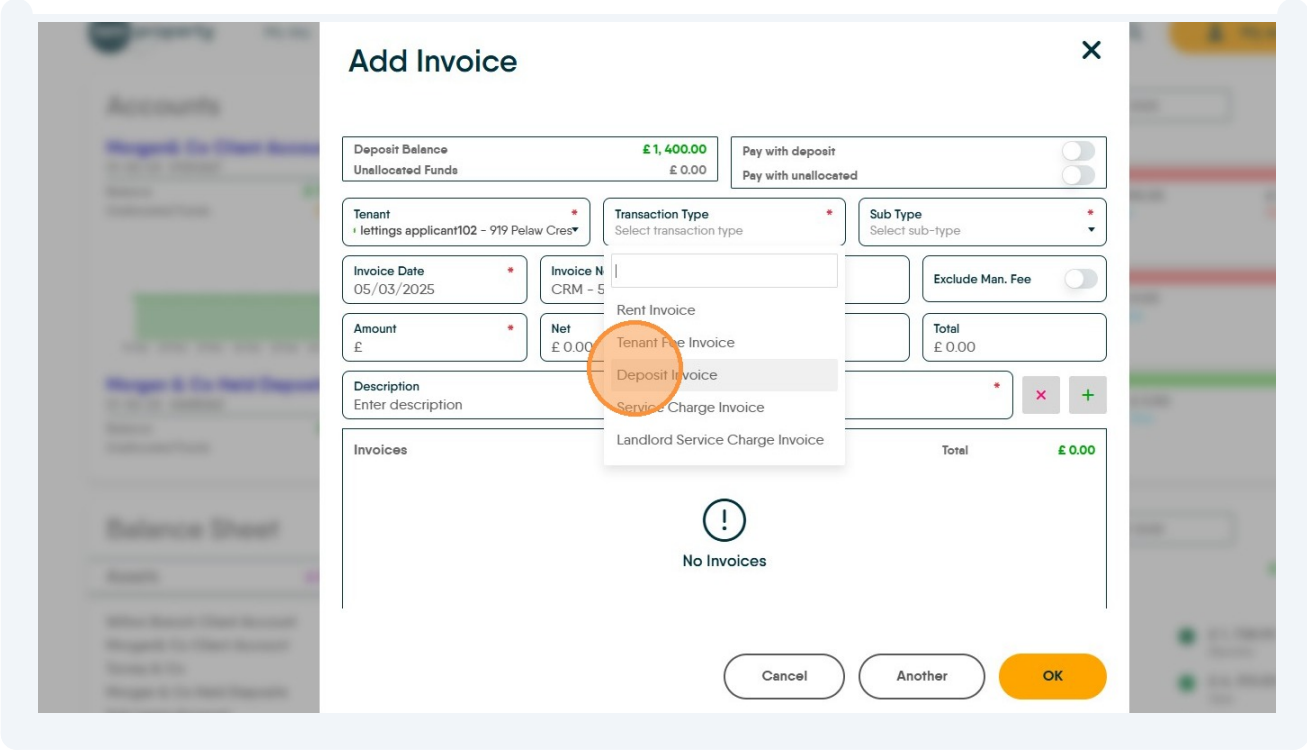
Tenant Select tenant # lettings applicant102 - 919 Pelaw Cres	Transaction Type Select transaction type <span style="border: 1px solid orange; border-radius: 50%; padding: 2px;">Rent Invoice</span>	Sub Type Select sub-type ▼
---	--	----------------------------------

Invoice Date 05/03/2025	Invoice No. CRM - 5	Exclude Man. Fee <input type="checkbox"/>	
----------------------------	------------------------	--	--

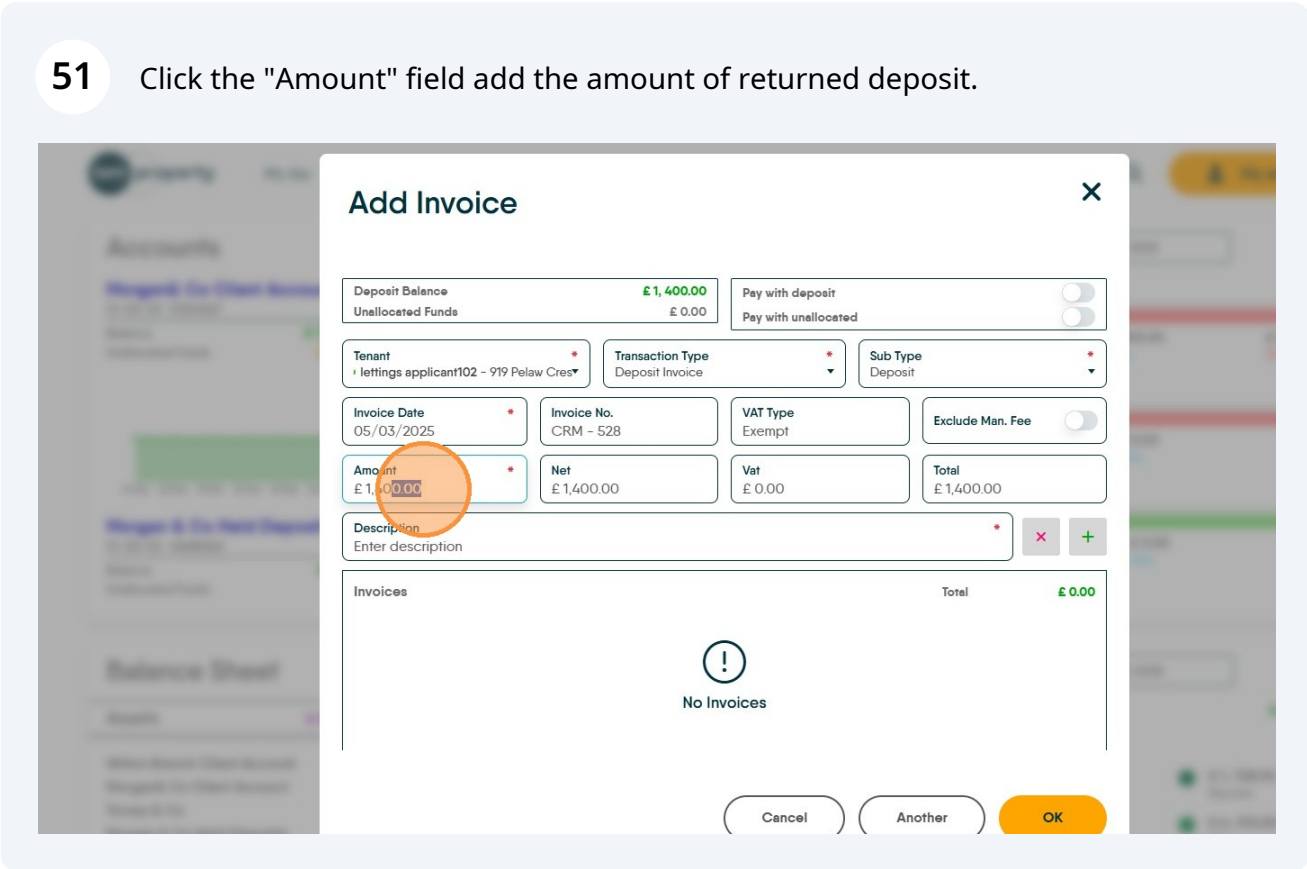
Amount £	Net £ 0.00	Vat £ 0.00	Total £ 0.00
-------------	---------------	---------------	-----------------

Description  
 Enter description ✕ +

Invoices	Total
 No Invoices	£ 0.00



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



52 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 three buttons: 'Cancel', 'Another', and 'OK'.

53 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 three buttons: 'Cancel', 'Another', and 'OK'.

54 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**

55 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
------------------	---------------	---------------	-----------------

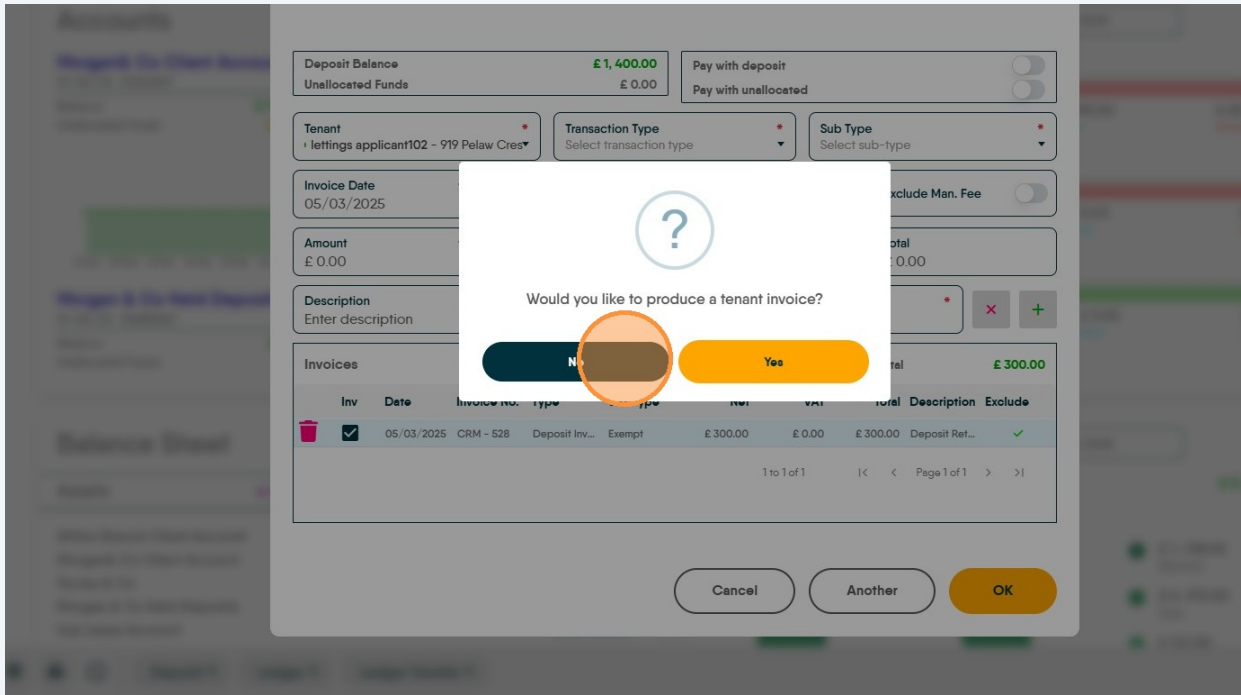
Description  
Enter description

Invoices								Total		
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"/>

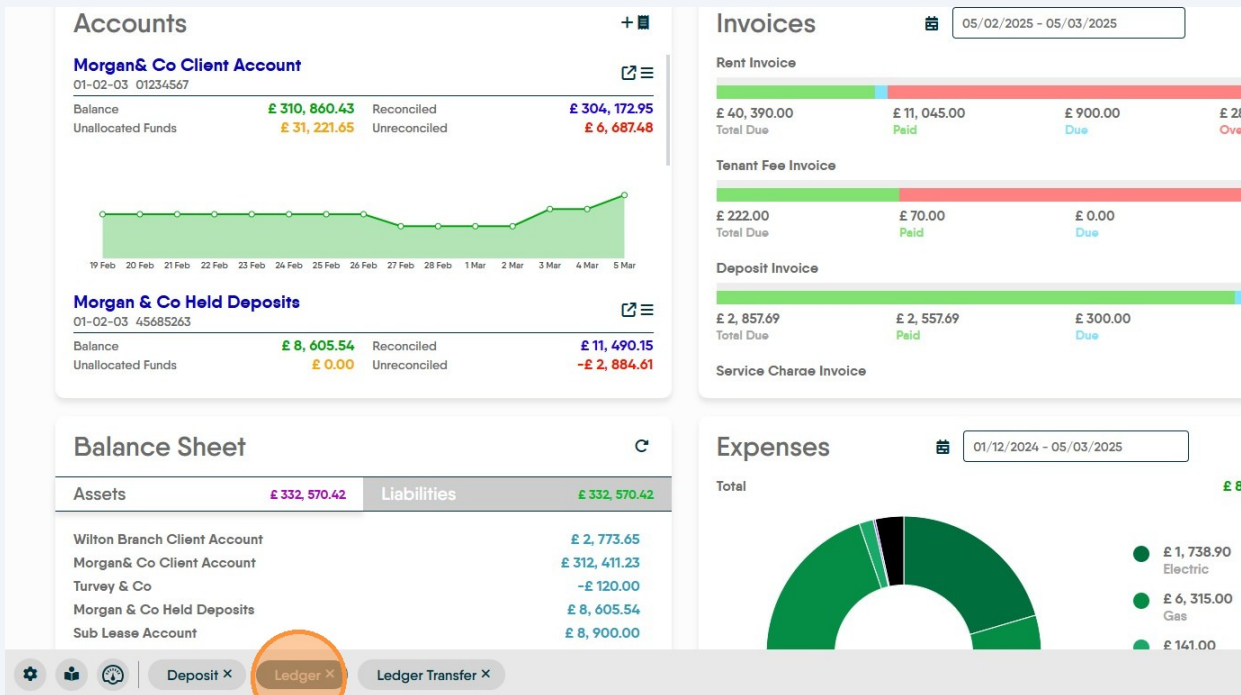
1 to 1 of 1 |< < Page 1 of 1 > >|

Cancel Another **OK**

56 Click "No" or "Yes"



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



## 58 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

## 59 Search for and select the tenant from the drop down list.

The screenshot shows the ianproperty CRM interface. The 'Tenant Ledger' dropdown menu is open, and a search dropdown is visible. The search dropdown contains a list of tenants, with 'lettings applicant102 - 919 Pelaw Crescent, Chester le Stre' highlighted in orange. 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
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

60 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' and 'Funds to Allocate' both at £ 300.00, with 'Deposit' and 'Rent' sub-totals of £ 1,400.00.

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 context menu is open over it, with the 'Allocate' option circled in red.

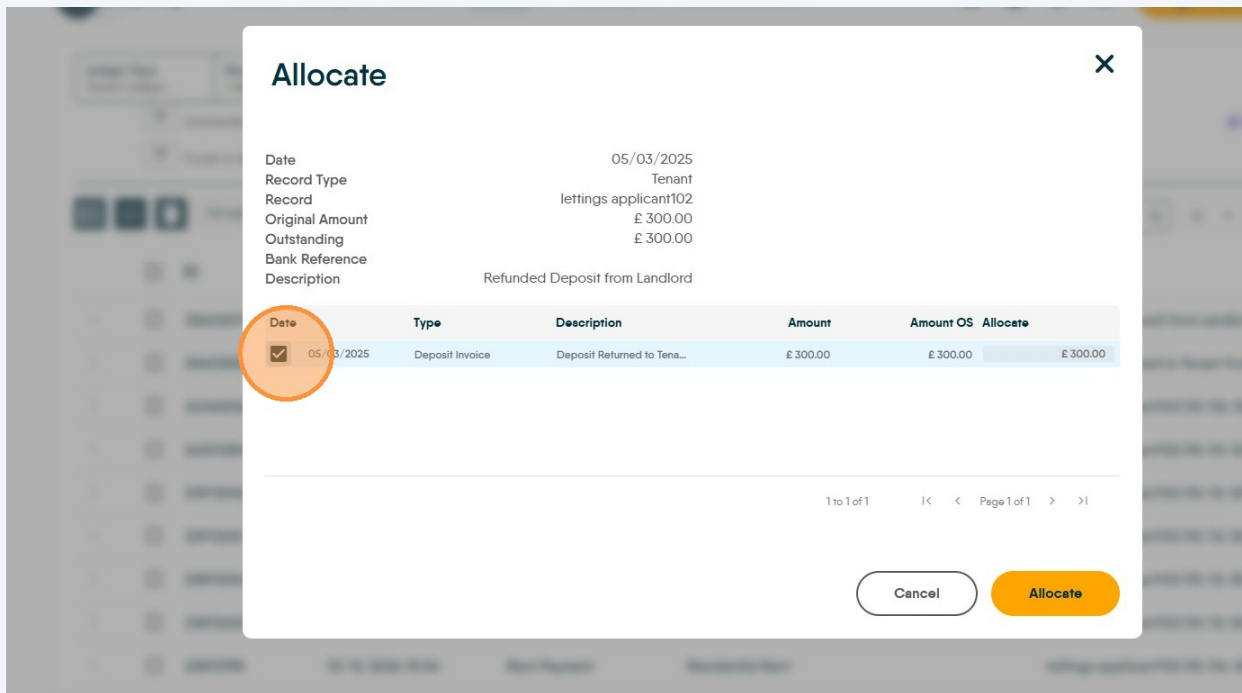
ID	Transaction Date	Transaction Type	Transaction Sub-Type	Invoice No	Description
25606575	05/03/2025 12:27	Ledger Transfer	Ledger Transfer		Refunded Deposit from Landlo
25606575	05/03/2025 12:11	Deposit Invoice	Deposit	CRM - 528	Deposit Returned to Tenant fro
24745056	10/02/2025 00:05	Rent Invoice	Residential 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)

61 Click "Allocate"

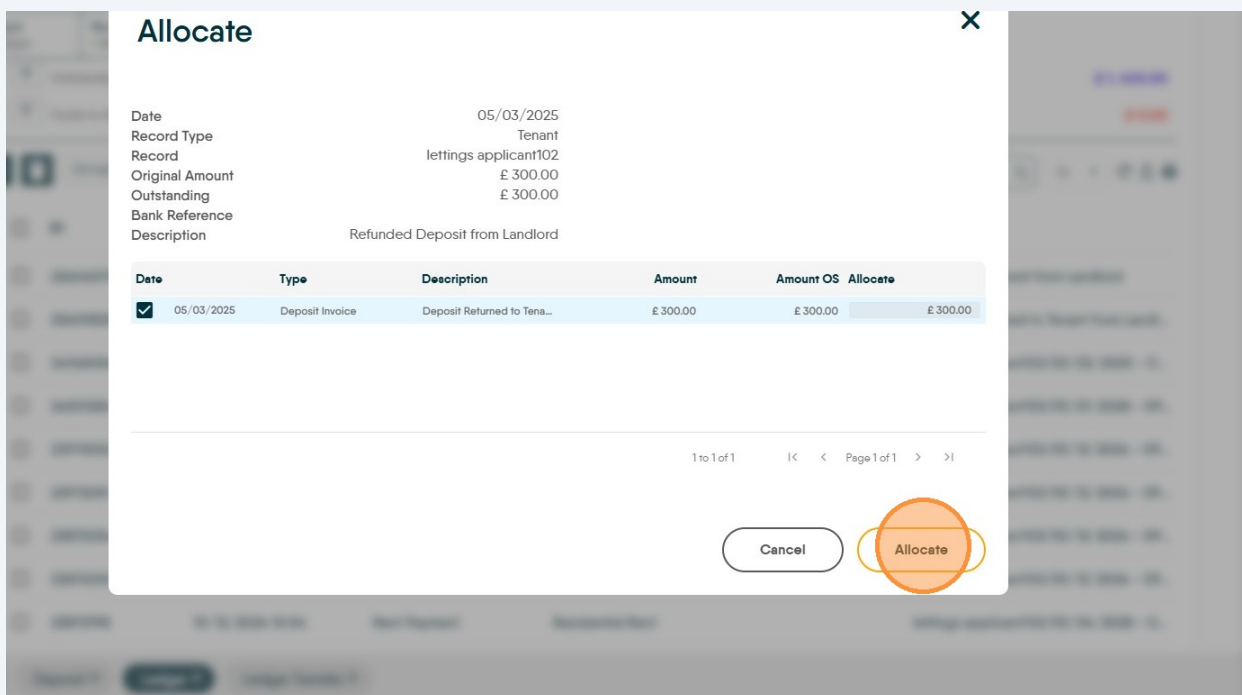
This screenshot is similar to the one in step 60, showing the same ledger entry and context menu. The 'Allocate' option in the context menu is circled in red.

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
25606575	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)
23872198	10/12/2024 10:54	Rent Payment	Residential Rent		lettings applicant102 (10/04/2)

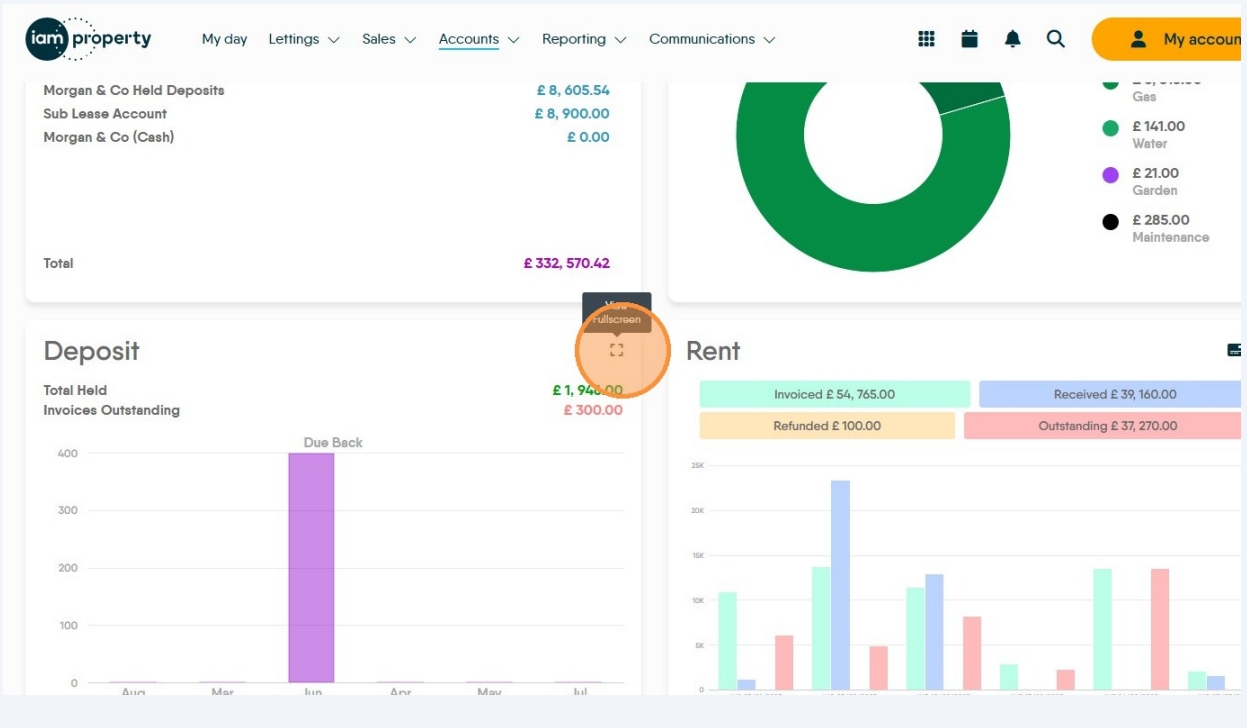
62 Click this checkbox to select the invoice we are allocating the funds to.



63 Click "Allocate"



64 Return to the Accounts dashboard and click here.



65 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 'lettings applicant102':**

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

## 66 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	£1,40

At the bottom of the interface, there are tabs for 'Deposit x', 'Ledger x', and 'Ledger Transfer x'. The 'Deposit x' tab is currently selected.

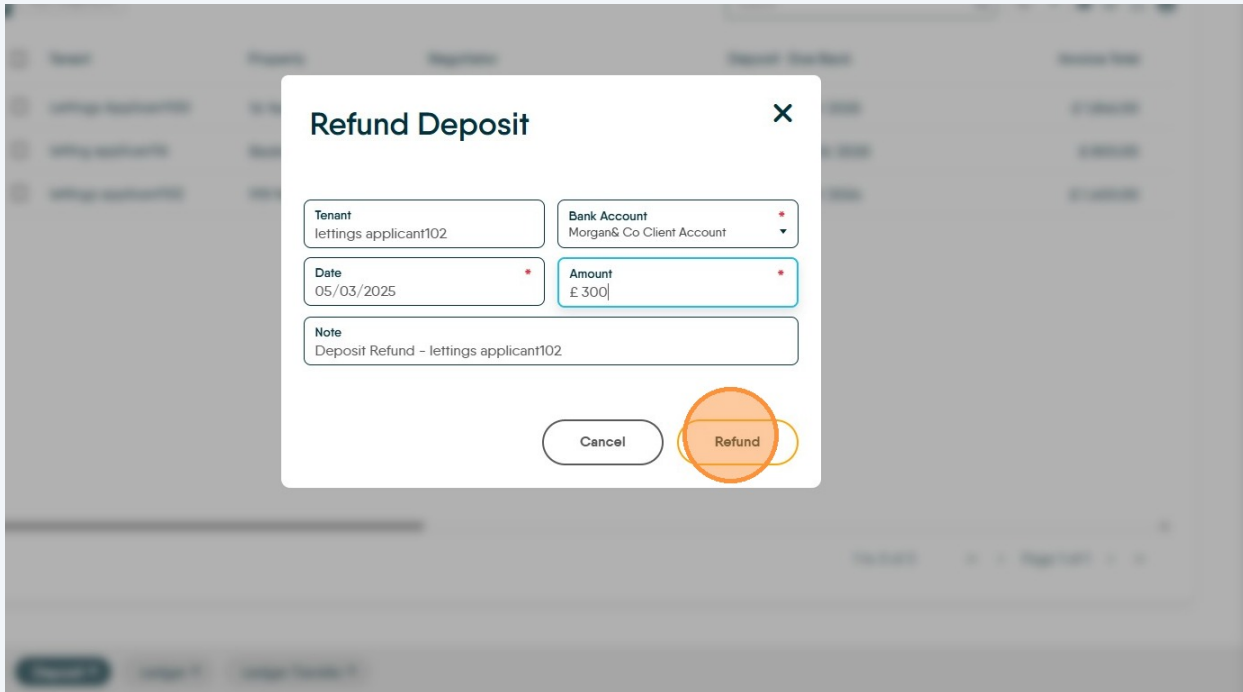
## 67 Click the "Amount" field and update with the amount you are refunding.

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

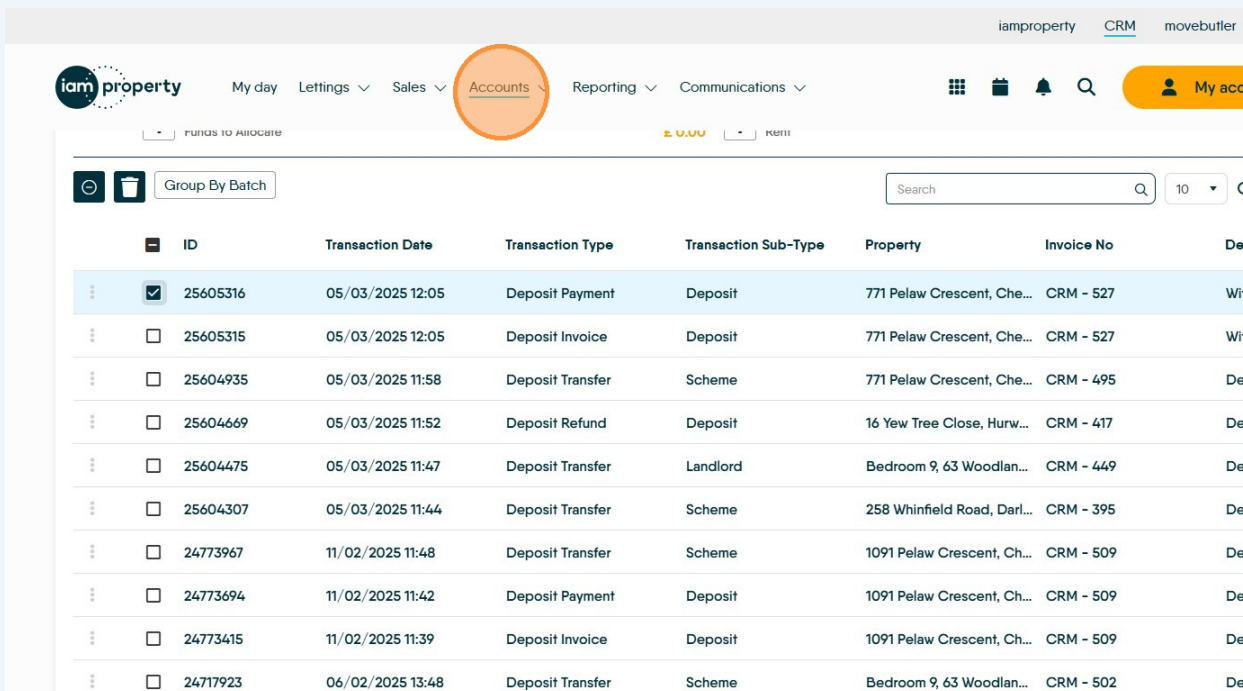
At the bottom of the modal, there are two buttons: 'Cancel' and 'Refund'.

68 Click "Refund"

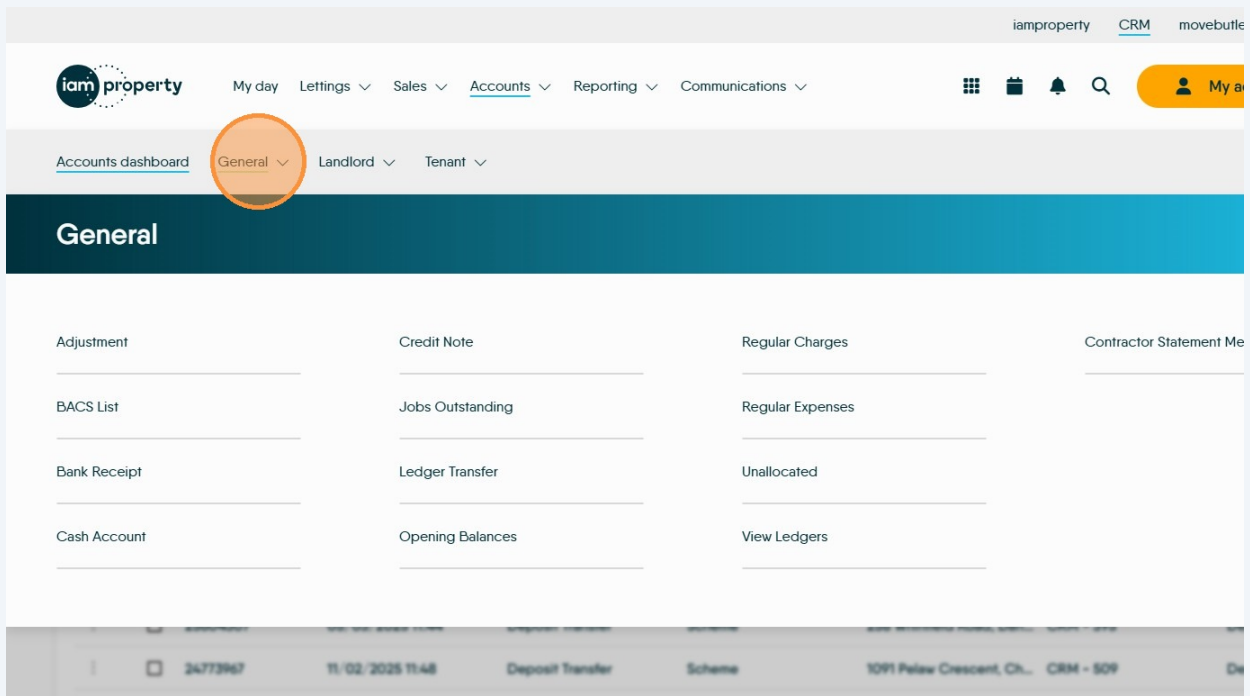


## How to Ledger Transfer funds in CRM.

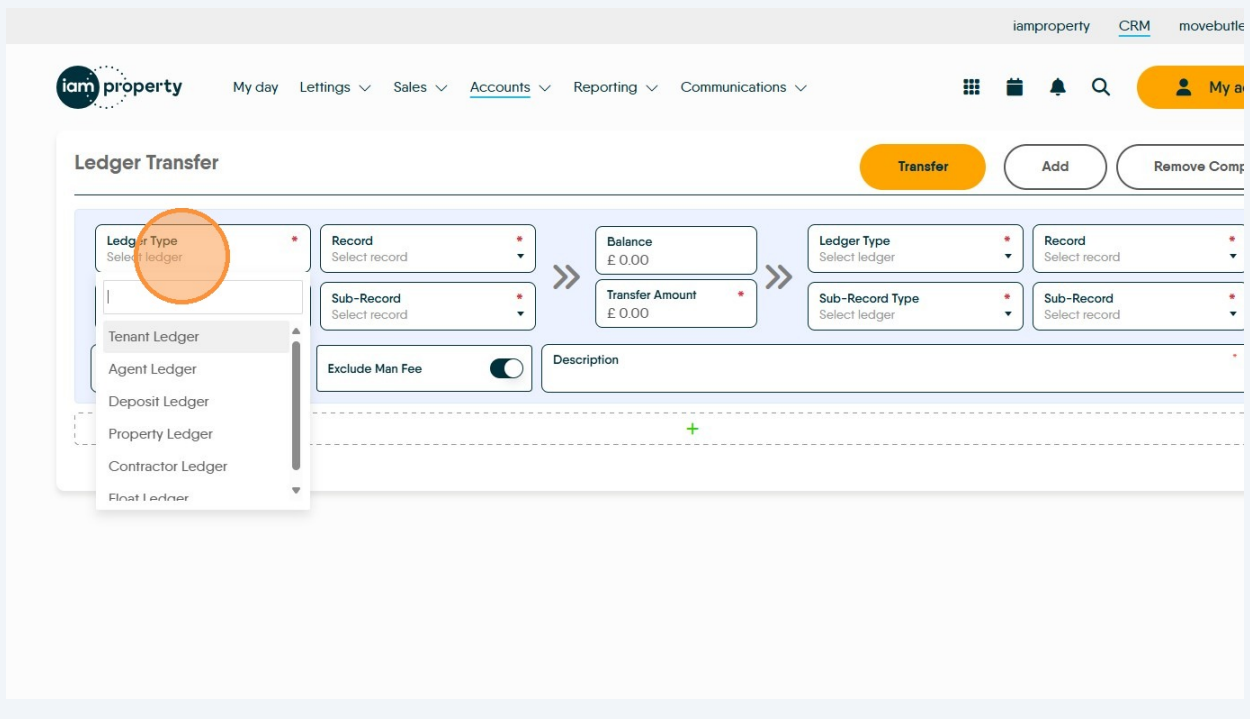
69 Click "Accounts"

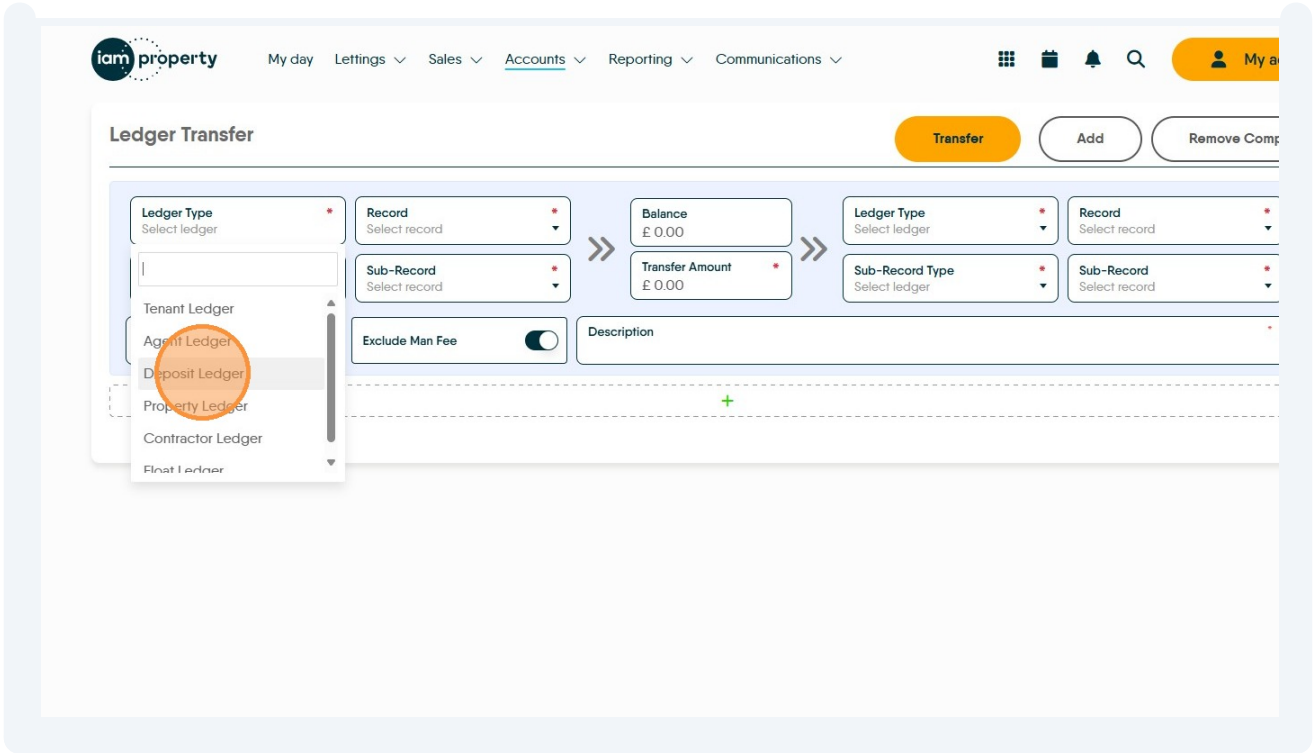


70 Click "General" then click "Ledger Transfer"



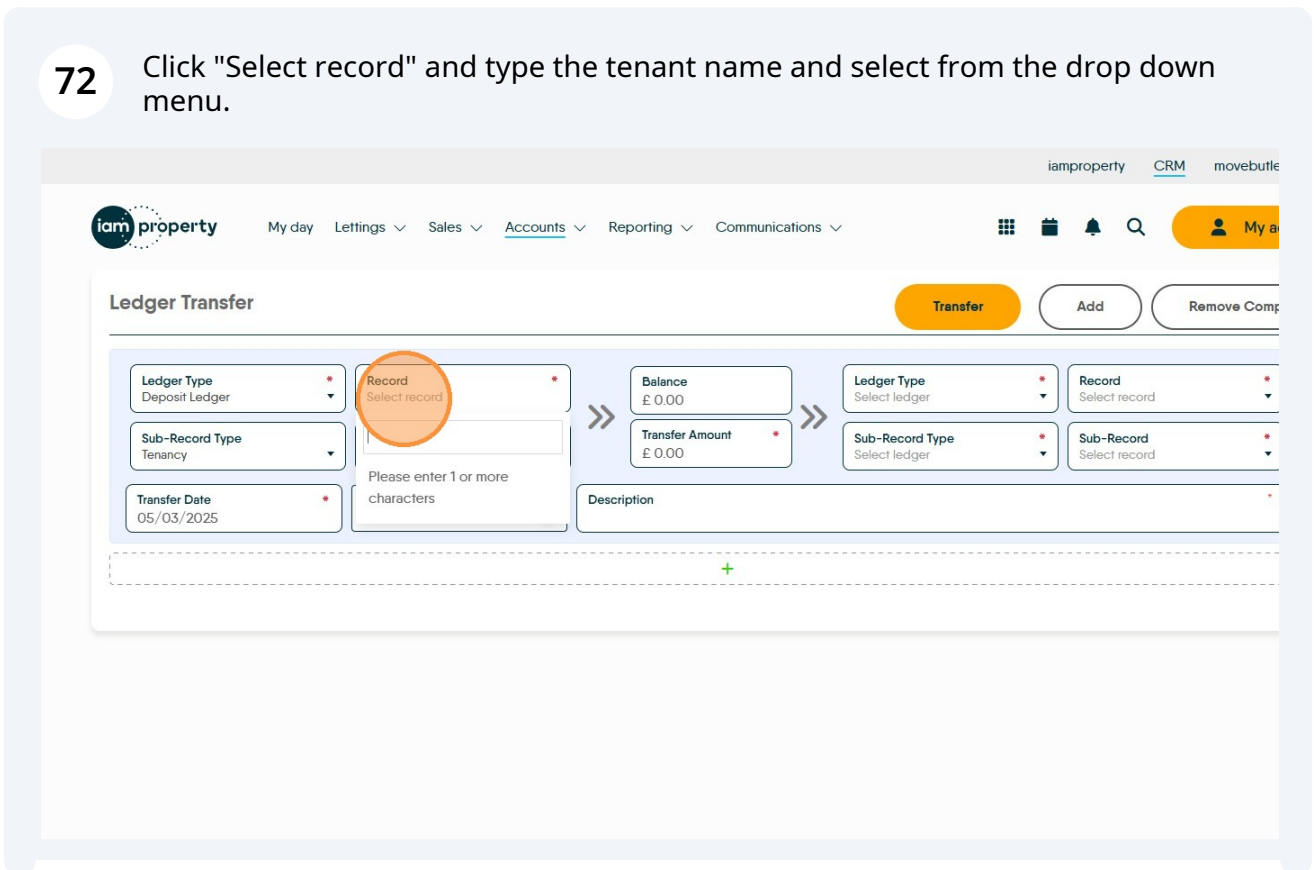
71 In the Ledger Transfer screen. Click "Select ledger" then click "Deposit Ledger"

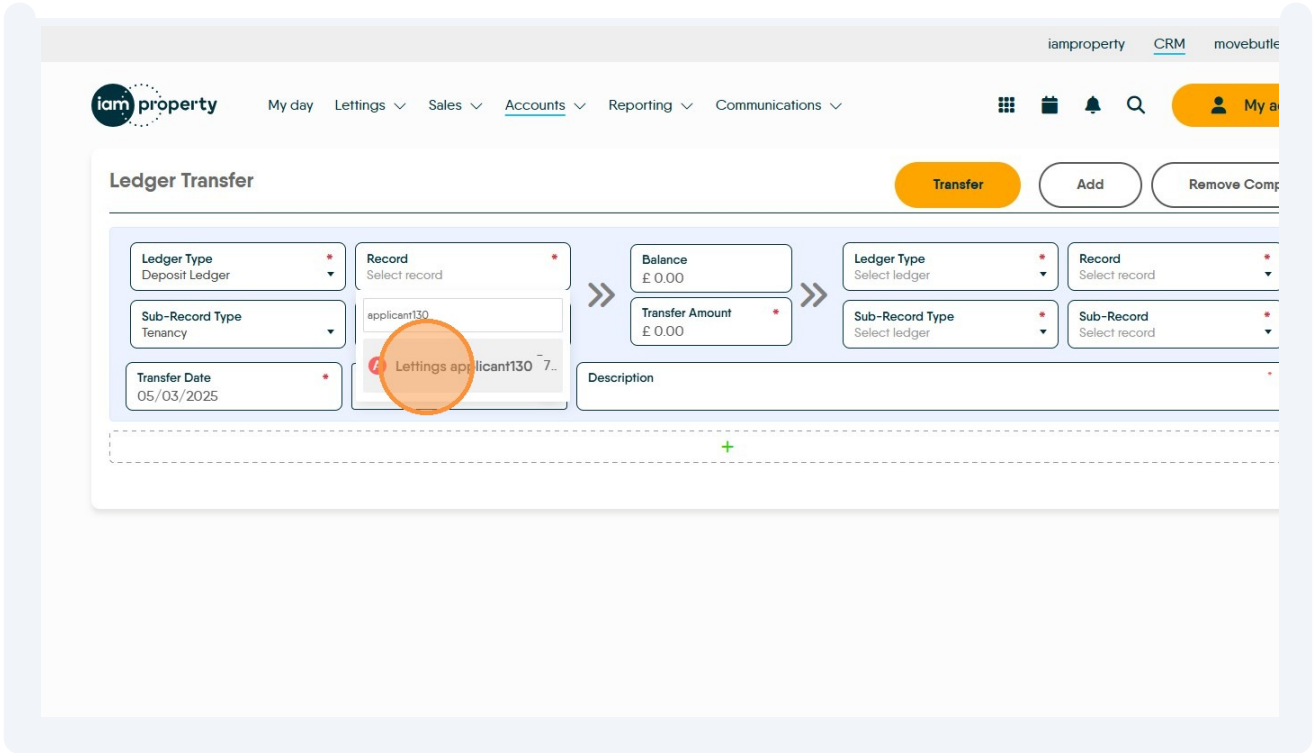




72

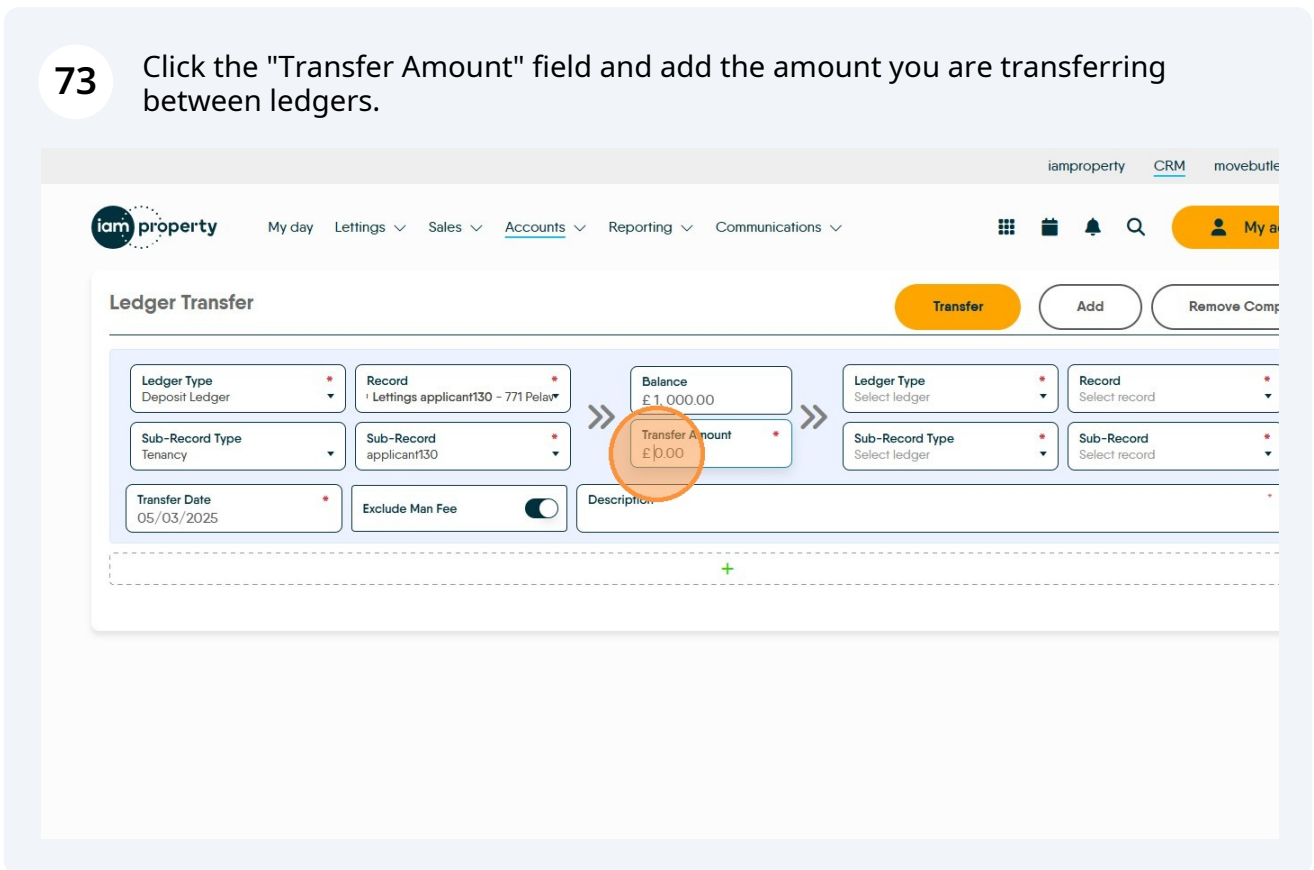
Click "Select record" and type the tenant name and select from the drop down menu.





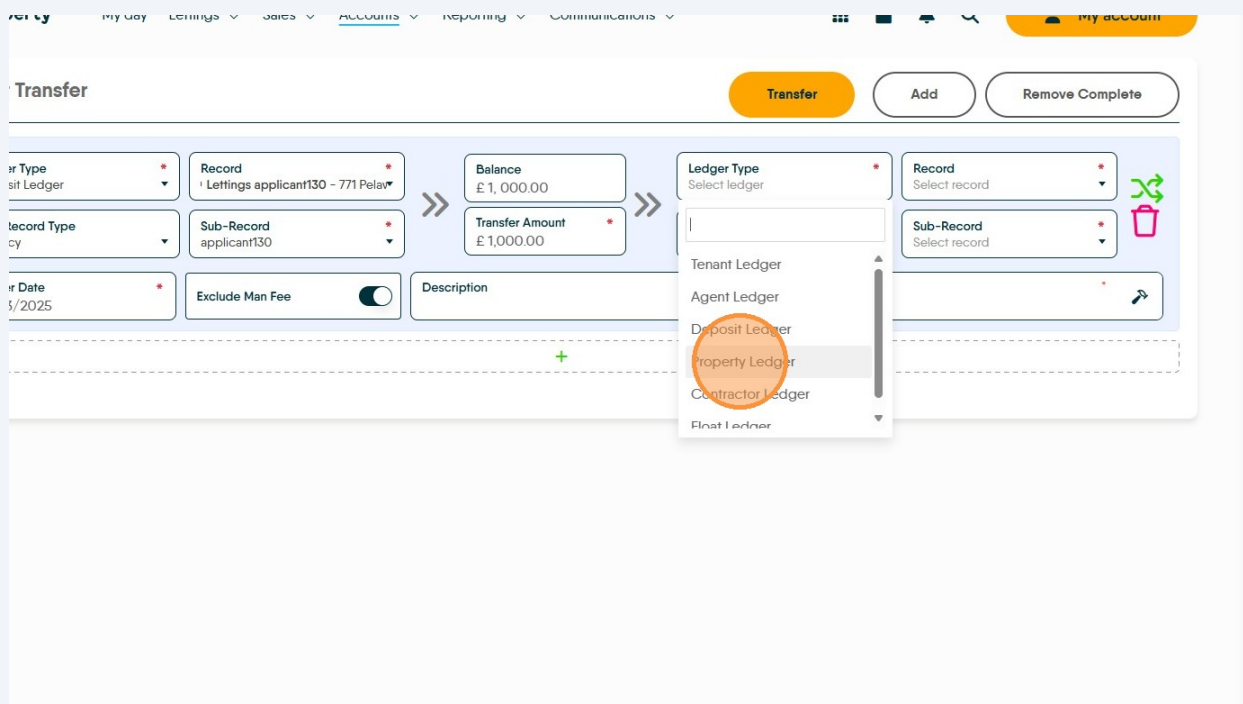
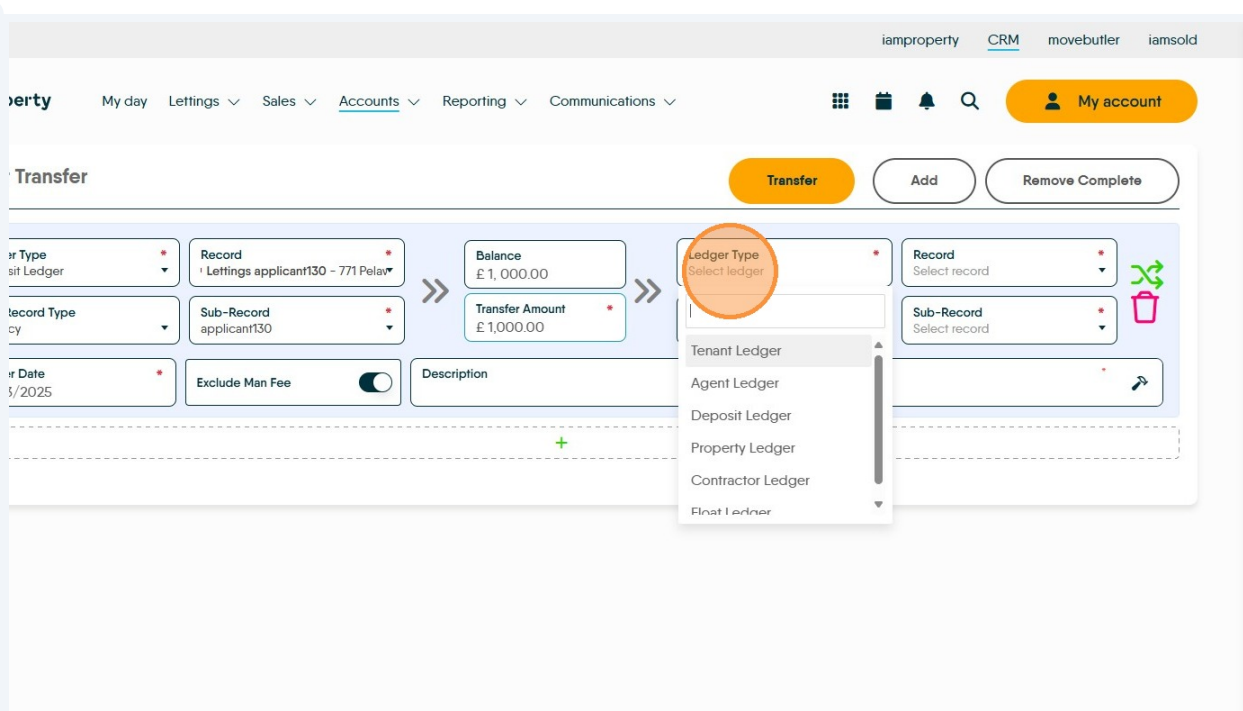
73

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



74

Click "Select ledger" then click "Property Ledger"



75

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 Agency	Sub-Record applicant130	Transfer Amount £ 1,000.00	Sub-Record Type Landlord	
Record Date 15/2025	Exclude Man Fee <input type="checkbox"/>	Description		

### 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 Agency	Sub-Record applicant130	Transfer Amount £ 1,000.00	Sub-Record Type Landlord	Sub-Record Select record
Record Date 15/2025	Exclude Man Fee <input type="checkbox"/>	Description		

76

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 My day Lettings Sales Accounts Reporting Communications My account

Transfer Transfer Add Remove Complete

Record Lettings applicant130 - 771 Pelaw  
Balance £ 1,000.00  
Ledger Type Property Ledger  
Record 771 Pelaw Crescent, Chester le ...

Record Type cy Sub-Record applicant130  
Transfer Amount £ 1,000.00  
Sub-Record Type Landlord  
Sub-Record Mr Arthur Morgan

Date 5/2025 Exclude Man Fee Description  
Transfer from Lettings applicant130 (Deposit Ledger) to 771 Pelaw Crescent, Chester le Street, County Durham

77

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

Property My day Lettings Sales Accounts Reporting Communications My account

Transfer Transfer Add Remove Complete

Record Lettings applicant130 - 771 Pelaw  
Balance £ 1,000.00  
Ledger Type Property Ledger  
Record 771 Pelaw Crescent, Chester le ...

Record Type cy Sub-Record applicant130  
Transfer Amount £ 1,000.00  
Sub-Record Type Landlord  
Sub-Record Mr Arthur Morgan

Date 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.