

# CRM Guide: How to Add Rent Receipts

Banking & Reconciliation → Receivables

*A step-by-step visual guide*

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## Overview

This guide explains two methods for recording rent receipts in the CRM:

- Method 1 – Via the Bank Statement (Banking & Reconciliation): Import bank statement transactions and allocate payments directly to tenant accounts.
- Method 2 – Via Receivables (Finance → Receivables): Manually add a receipt from the scheduled receivables list.

Both methods result in the same outcome: a rent receipt being recorded against the correct tenancy reference. Follow the method that matches your workflow.

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## Method 1: Bank Statement Allocation

Use this method when you have imported a bank statement and need to match transactions to tenant rent accounts.

### Step 1: Navigate to Banking & Reconciliation

From the left-hand menu, go to Finance → Banking & Reconciliation. Click on the Bank Statement tab at the top of the page.

The screenshot shows the 'Bank Statement' tab in a software application. The top navigation bar includes 'Your Unique Subdomain JACK', 'AMC', and various administrative icons. On the left, a sidebar menu lists categories like Dashboard, Enquiry Base, Lettings & Management, Sales, Inventory, Finance, Receivables, Payables, and Banking & Reconciliation. Under 'Banking & Reconciliation', there are links for Marketing, Admin, Diary, and Reports.

In the main content area, a green header bar indicates 'Imported : 3 rows, Discarded : 0 rows'. Below this, a table displays three imported transactions:

#	Payment date	Amount	Payment reference	Narrative	Selected match	Close match	Select
1	11/10/2026	£1200.00	5 FARRIER DEVON			<input type="text"/> Type your query Devon Charles 5 Farrier Close, Doncaster, South Yorkshire, DN6 2DF (08/10/2026 to 17/10/2026) LET.JACK016724809560.001   Devon 5 Farrier Close Update banking ref <a href="#">More matches</a>	<input type="checkbox"/>
2	11/10/2025	£1000.00	2 DEMO LANE STEVEN			<input type="text"/> Type your query Steven Michael 2 Demo Lane, London, W16 2DS (05/09/2025 to 04/10/2025) LET.JACK016455495417.003   Update banking ref <a href="#">More matches</a>	<input type="checkbox"/>
3	30/09/2025	£1200.00	MAYFIELD GRAMMER STEVE			<input type="text"/> Type your query Steve Smith Mayfield Grammar School, Isaac Newton Building, Gravesend, Kent, DA11 0RH (01/10/2025 to 30/10/2025) LET.JACK01888399553.001   Test23 update banking ref <a href="#">More matches</a>	<input type="checkbox"/>

At the bottom right of the table, there are summary statistics: £3,400.00 (TOTAL UNALLOCATED AMOUNT), £0.00 (TOTAL CREDIT AMOUNT), £0.00 (TOTAL DEBIT AMOUNT), and 3 TRANSACTIONS.

Figure 1: Bank Statement tab showing imported transactions with suggested matches

## Step 2: Review Imported Transactions

The Imported Statements page shows all transactions from the uploaded bank file. Each row displays the payment date, amount, and payment reference. The page is filtered by Unallocated by default — these are payments waiting to be matched.

On the right side, the Close Match column shows automatically suggested tenant matches based on the payment reference and amount. Review each suggestion before proceeding.

This screenshot shows the 'Imported statements' page, which is identical in layout to Figure 1 but with one key difference: the third transaction (Steve Smith) has its 'Selected match' checkbox checked, indicating it has been reviewed or selected.

The table structure and data points are the same as in Figure 1, showing three transactions with their respective payment details and suggested matches. The 'Selected match' column for the third transaction now contains a checked checkbox, while the others remain unchecked.

Figure 2: Transactions list showing three unallocated payments with close match suggestions

**Note:** Transactions highlighted in green in the 'Select' column are already ticked for allocation. Check the 'Selected match' column to confirm the correct tenant is shown before allocating.

### Step 3: Select Transactions for Allocation

Tick the checkbox in the Select column on the right for each transaction you wish to allocate. When a tenant match is confirmed in the Selected Match column, the transaction is ready to be processed.

#	Payment date	Amount	Payment reference	Narrative	Selected match	Close match	Select
1	11.10.2025	£1000.00	5 FARRIER DEVON		Unallocated Amount LET.JACK007024959560.001 5 Farrier Close, Doncaster, South Yorkshire, DN1 2DF 18.08.2025 to 17.08.2025	Devon Charles LET.JACK007024959560.001 5 Farrier Close, Doncaster, South Yorkshire, DN1 2DF 18.10.2025 to 17.11.2025	<input checked="" type="checkbox"/>
2	11.10.2025	£1000.00	2 DEMO LANE STEVEN			Type your query	<input type="checkbox"/>
3	30.09.2025	£1200.00	MAYFIELD GRAMMER STEVE		Steve Smith Mayfield Grammar School, Isaac Newton Building, Gravesend, Kent, DA11 DHN (011)2025 to 30.11.2025 LET.JACK8883995553.001   Test123Update banking ref	Rent £1200 Type your query	<input checked="" type="checkbox"/>

Figure 3: Transactions with confirmed selected matches — Devon Charles (£1,000) and Steve Smith (£1,200) are ready

### Step 4: Allocate a Transaction Manually (Find and Allocate)

For transactions where the system has not automatically matched a tenant, click the magnifying glass / search icon in the Close Match column. This opens the Find and Allocate dialog.

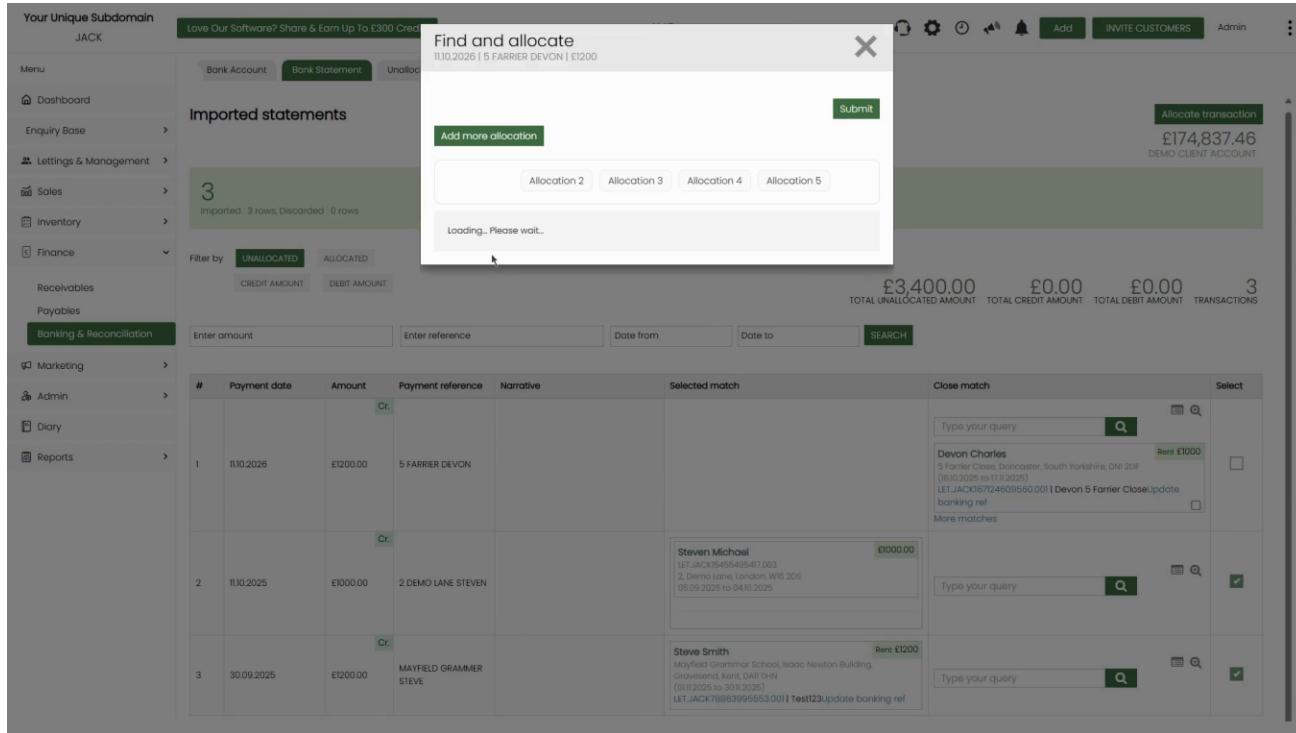


Figure 4: Find and Allocate dialog — loading tenant data

Once loaded, the dialog shows the property, letting reference, tenancy period, and a list of outstanding rent periods. Each row shows the Ref, Due Date, Amount Due, Amount Received, and Balance.

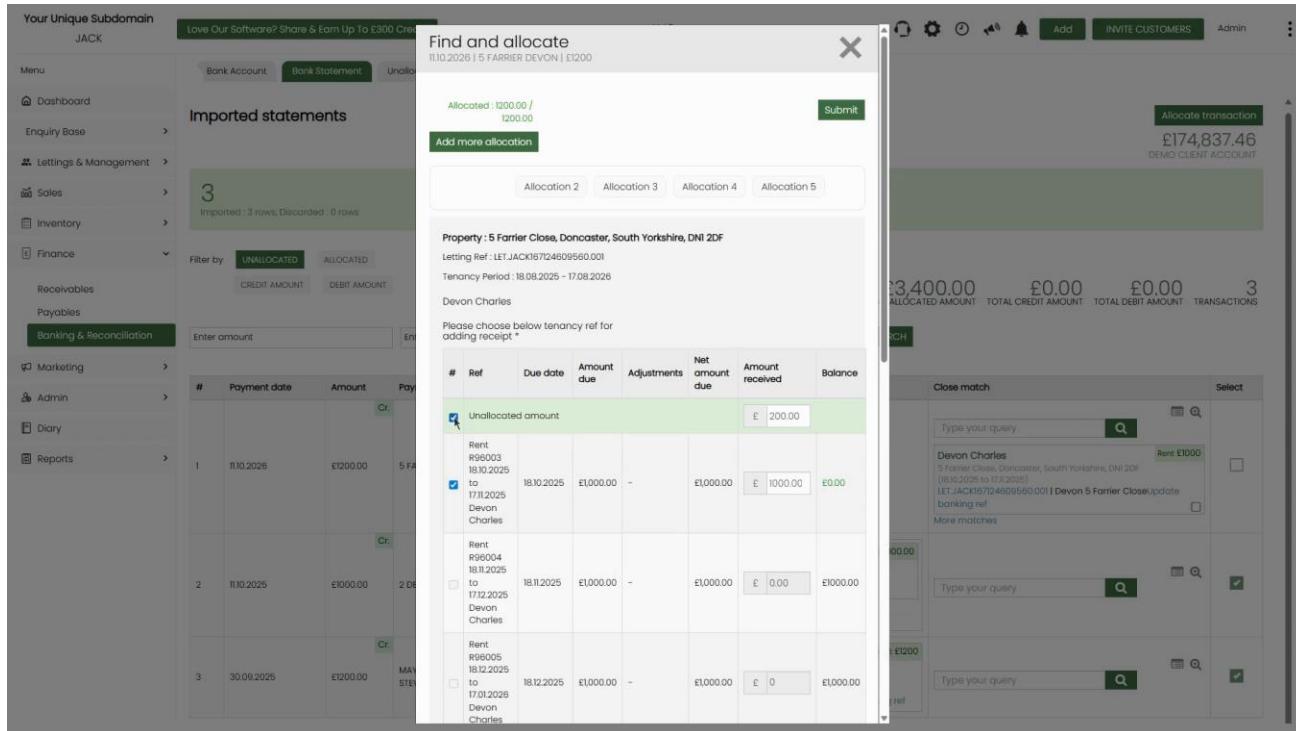


Figure 5: Find and Allocate dialog — select the correct rent period to allocate against

Tick the checkbox next to the rent period you wish to allocate the payment to. The system will auto-fill the 'Amount Received' field. Once the allocation is correct (Allocated amount matches the transaction total), click Submit.

**Note:** If a payment is split across multiple rent periods, tick multiple rows. The 'Allocated' counter at the top (e.g. 1200.00 / 1200.00) confirms when the full amount has been assigned.

## Step 5: Handle Unallocated Amounts

If a payment is larger than a single outstanding rent charge, or if no exact match is found, the system will show an Unallocated Amount entry in the Selected Match column. This represents the surplus payment that has not been applied to a tenancy period.

#	Payment date	Amount	Payment reference	Narrative	Selected match	Close match	Select
1	11.10.2026	£1200.00	5 FARRIER DEVON		Unallocated Amount LET.JACK0702469560.001 5 Farmer Close, Doncaster, South Yorkshire, DN1 2DF 18.08.2026 to 17.08.2026	£200.00	<input type="checkbox"/>
2	11.10.2026	£1000.00	2 DEMO LANE STEVEN		Devon Charles LET.JACK0702469560.001 5 Farmer Close, Doncaster, South Yorkshire, DN1 2DF 18.10.2026 to 17.10.2026	£1000.00	<input checked="" type="checkbox"/>
3	30.09.2025	£1200.00	MAYFIELD GRAMMER STEVE		Steve Smith Mayfield Grammar School, Isaac Newton Building, Gravesend, Kent, DA11 0HN (01112025 to 30112025) LET.JACK08803995653.001   Test123 Update banking ref	Rent £1200	<input checked="" type="checkbox"/>

Figure 6: Transaction 1 shows both an Unallocated Amount (£200) and Devon Charles (£1,000) in the Selected Match column

**Note:** An unallocated amount is kept in the system as a credit until it can be manually matched to a future rent period or investigated further.

## Step 6: Search for a Tenant Manually

If the CRM does not suggest a match, you can search manually using the text search inside the Find and Allocate dialog. Enter the property address or search by Landlord / Tenant name to find the correct letting record.

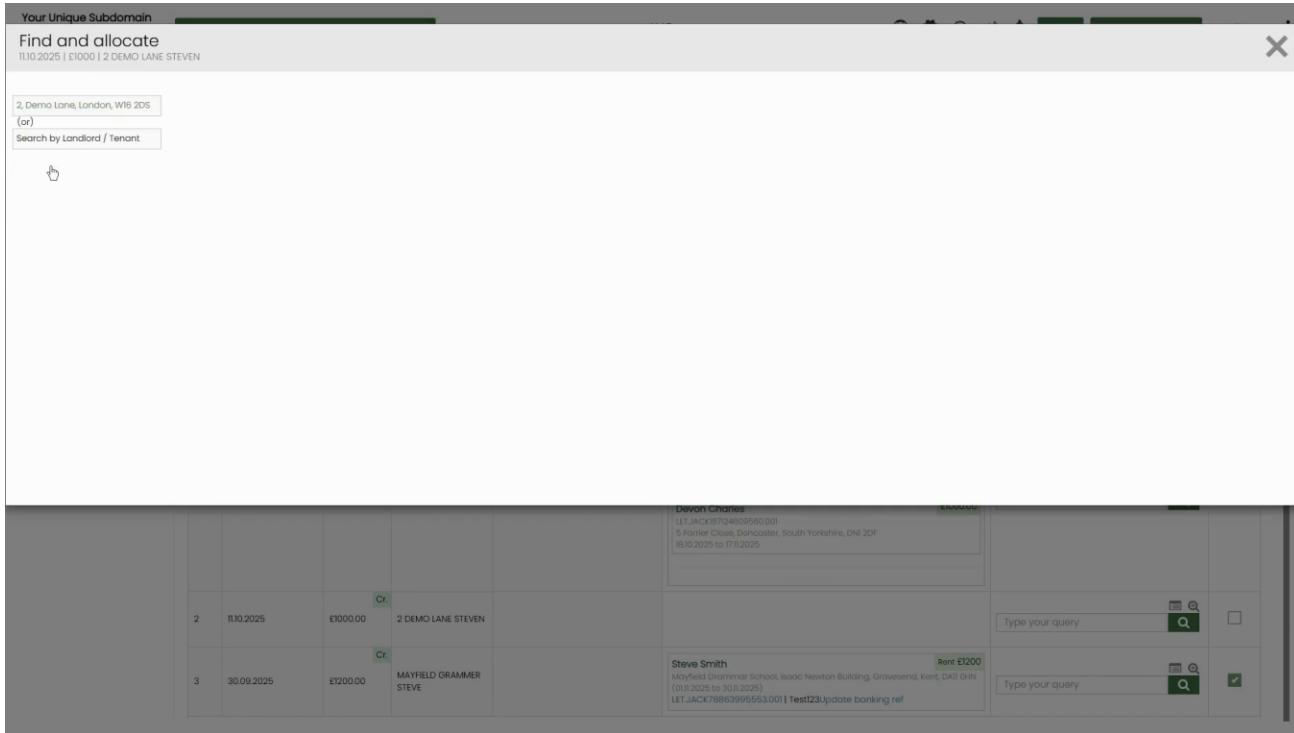


Figure 7: Manual search inside Find and Allocate — search by address or landlord/tenant name

## Step 7: Click 'Allocate Transaction' to Process All

Once all transactions in the list have been matched (shown by green ticks in the Select column), click the green Allocate transaction button in the top-right corner of the page. The system will process all selected allocations at once.

The screenshot shows a dashboard with a sidebar containing various menu items like Dashboard, Enquiry Base, Lettings & Management, Sales, Inventory, Finance, Receivables, Payables, Banking & Reconciliation, Marketing, Admin, Diary, and Reports. The main area displays a table of transactions. The first transaction is for 'Unallocated Amount' with a debit amount of £200.00. The second transaction is for 'Devon Charles' with a debit amount of £1000.00. The third transaction is for 'Steven Michael' with a debit amount of £0.00. To the right of the table, there are two green buttons labeled 'Allocate transaction' with a checkmark icon. Above the table, the total unallocated amount is £3,400.00, and the total credit amount is £0.00.

Figure 8: All three transactions matched and ready — click 'Allocate transaction' button (top right)

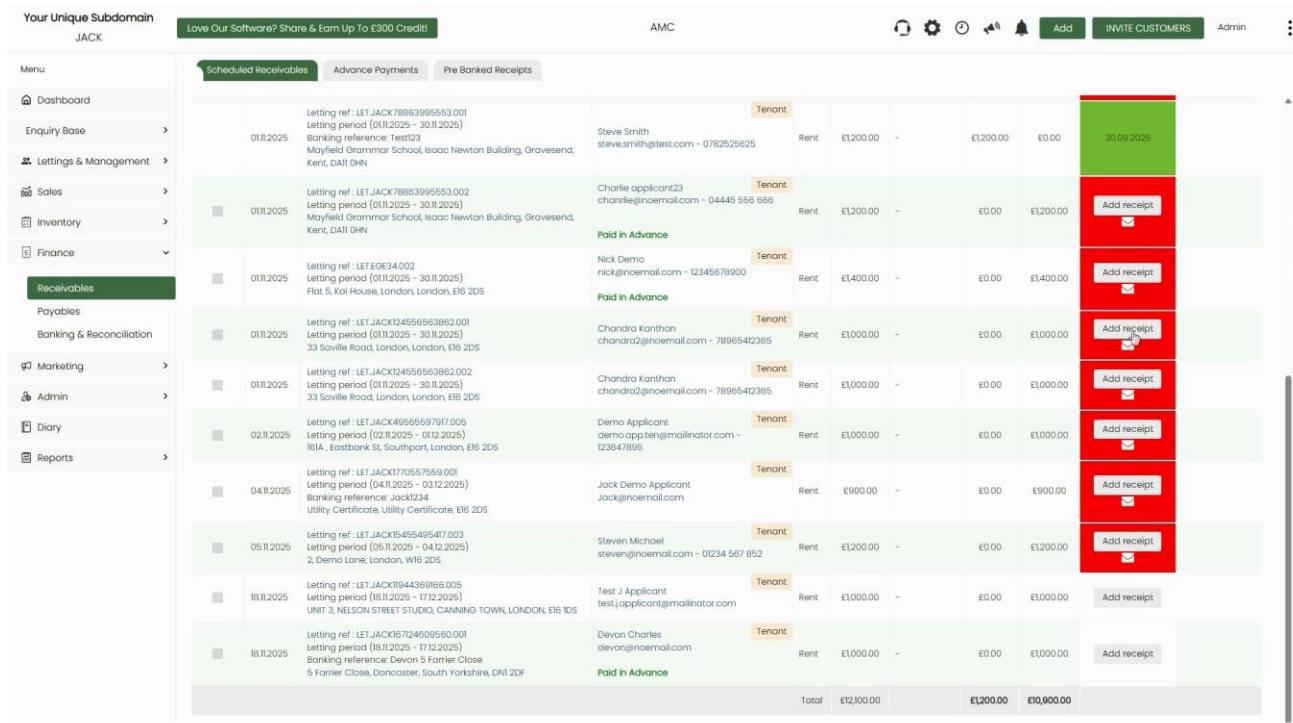
 **Note:** The counter in the top-right (e.g. 'Allocating 2 / 3') shows real-time progress as the system processes each transaction. Do not close or refresh the page during this process.

## Method 2: Add Receipt via Receivables

Use this method when you want to manually record a rent payment against a specific tenant from the Receivables schedule, without going through the Bank Statement workflow.

### Step 1: Navigate to Finance → Receivables

From the left-hand menu, click Finance → Receivables. The Receivables page opens, showing all scheduled receivable items. The page defaults to the Scheduled Receivables tab.



The screenshot shows the 'Receivables' page with the 'Scheduled Receivables' tab selected. The main area displays a grid of rows, each representing a receivable item. The columns include:

- Letting ref and Letting period.
- Tenant details (name and email).
- Type: Tenant.
- Rent amount.
- Received amount.
- Balance.
- A red 'Add receipt' button on the right.

At the bottom of the grid, there are summary totals for Rent (£12,000.00), Received (£1200.00), and Balance (£10,900.00).

Figure 9: Receivables page — Scheduled Receivables tab showing all tenants with outstanding rent

### Step 2: Locate the Tenant and Click 'Add Receipt'

Scroll through the list to find the relevant tenant and letting reference. Each row shows the due date, letting ref, property address, tenant name, type (Rent/Deposit), amount due, received, and balance. When you find the row you need, click the red Add receipt button on the right.

The screenshot shows a software application for managing rental properties. The top navigation bar includes 'Your Unique Subdomain JACK', 'Love Our Software? Share & Earn Up To £300 Credit!', 'AMC', and a series of icons for settings, notifications, and users. The main content area is a table with columns for Letting ref., Date, Tenant, Rent, Paid, and Total. The table lists multiple entries for different tenants and periods, with some rows having green background colors and red 'Add receipt' buttons.

Menu		Scheduled Receivables	Advance Payments	Pre Banked Receipts								
Dashboard												
Enquiry Base	>	Letting ref : LET.JACK78883995553.001 Letting period (01.II.2025 - 30.II.2025) Banking reference: Test123 Mayfield Grammar School, Isaac Newton Building, Gravesend, Kent, DA11 0HN	01.II.2025	Steve Smith steve.smith@test.com - 0782525625	Tenant	Rent	£1200.00	-	£1200.00	£0.00	30.09.2025	
Lettings & Management	>											
Sales	>	Letting ref : LET.JACK883995553.002 Letting period (01.II.2025 - 30.II.2025) Mayfield Grammar School, Isaac Newton Building, Gravesend, Kent, DA11 0HN	01.II.2025	Charlie applicant23 charlie@noemail.com - 04445 556 656	Tenant	Rent	£1200.00	-	£0.00	£1200.00	Add receipt	
Inventory	>											
Finance	>											
Receivables												
Payables												
Banking & Reconciliation												
Marketing	>	Letting ref : LET.JACK2455653862.001 Letting period (01.II.2025 - 30.II.2025) 33 Soville Road, London, London, E16 2DS	01.II.2025	Chandra Kanthan chandra2@noemail.com - 7896542365	Tenant	Rent	£1000.00	-	£0.00	£1000.00	Add receipt	
Admin	>											
Diary												
Reports	>	Letting ref : LET.JACK4956569701.005 Letting period (02.II.2025 - 01.III.2025) 161A, Eastbank St, Southport, London, E16 2DS	02.II.2025	Demo Applicant demo.applicant@mailinator.com - 123547899	Tenant	Rent	£1000.00	-	£0.00	£1000.00	Add receipt	
		Letting ref : LET.JACK77057559.001 Letting period (04.II.2025 - 03.III.2025) Banking reference: Jack2134 Utility Certificate, Utility Certificate, E16 2DS	04.II.2025	Jack Demo Applicant Jack@noemail.com	Tenant	Rent	£900.00	-	£0.00	£900.00	Add receipt	
		Letting ref : LET.JACK014456986.005 Letting period (05.II.2025 - 04.III.2025) 2, Demo Lane, London, W16 2DS	05.II.2025	Steven Michael stevenm@noemail.com - 01234 567 852	Tenant	Rent	£1200.00	-	£0.00	£1200.00	Add receipt	
		Letting ref : LET.JACK9194456986.005 Letting period (16.II.2025 - 17.III.2025) UNIT 3, NELSON STREET STUDIO, CANNING TOWN, LONDON, E16 1DS	18.II.2025	Test J Applicant test.j@applicant@mailinator.com	Tenant	Rent	£1000.00	-	£0.00	£1000.00	Add receipt	
		Letting ref : LET.JACK6724600560.001 Letting period (16.II.2025 - 17.III.2025) Banking reference: Devon 5 Farrier Close	18.II.2025	Devon Charles devon@noemail.com	Tenant	Rent	£1000.00	-	£0.00	£1000.00	Add receipt	
					Paid in Advance							
						Total	£12,100.00		£1200.00	£10,900.00		

Figure 10: Each tenant row has an 'Add receipt' button on the right. Rows already received appear in green.

**Note:** Rows showing a green date button (e.g. '30.09.2025') indicate payment has already been received and no further action is needed for that period.

### Step 3: Fill in the Add Receipt Form

Clicking Add receipt opens a dialog. Complete the following fields:

- Receipt types – Select 'Rent' from the dropdown (or Deposit / Fee as applicable).
- Receipt amount – Enter the amount received from the tenant.
- Date received – Enter the date the payment was received.
- Payment method / Source – Select the payment method (e.g. Bank Transfer, Cheque, Cash).
- Account – Select the client account the money was paid into.
- Notes / Bank reference – Optionally enter a bank reference or memo for this payment.

On the right side of the dialog, a table shows all tenancy periods for the letting. Tick the checkbox next to the correct period to allocate the receipt to that rent period.

The screenshot shows the 'Add receipt' interface. On the left, a form for a tenant named Chandra Kanthan is displayed, including fields for Receipt types (Rent), Receipt amount (£1000), Date received (07.11.2025), Payment method (Bank Transfer), Account (Demo Client Account), and Notes (Bank reference). A 'Credit Balance' field shows £0.00. A 'SUBMIT' button is at the bottom. On the right, a table lists tenancy periods with checkboxes for allocation. One row is checked: R97004 (01.11.2025 to 30.11.2025). The table includes columns for #, Ref, Tenancy period, Due date, Amount due, Amount received, Amount allocated, and Balance. At the top right of the table, it says 'Allocated: £1000.00 / £1000.00'. Below the table, a summary shows a total of £12,100.00, £1200.00, and £10,900.00.

Figure 11: Add Receipt form — left side for payment details, right side to select tenancy period

## Step 4: Handle Overpayments (Credit Balance)

If the receipt amount entered is greater than the balance due for the selected period, the Credit Balance field at the bottom of the form will update automatically to show the surplus amount (e.g. £500.00). This credit is stored against the tenancy and can be applied to future rent periods.

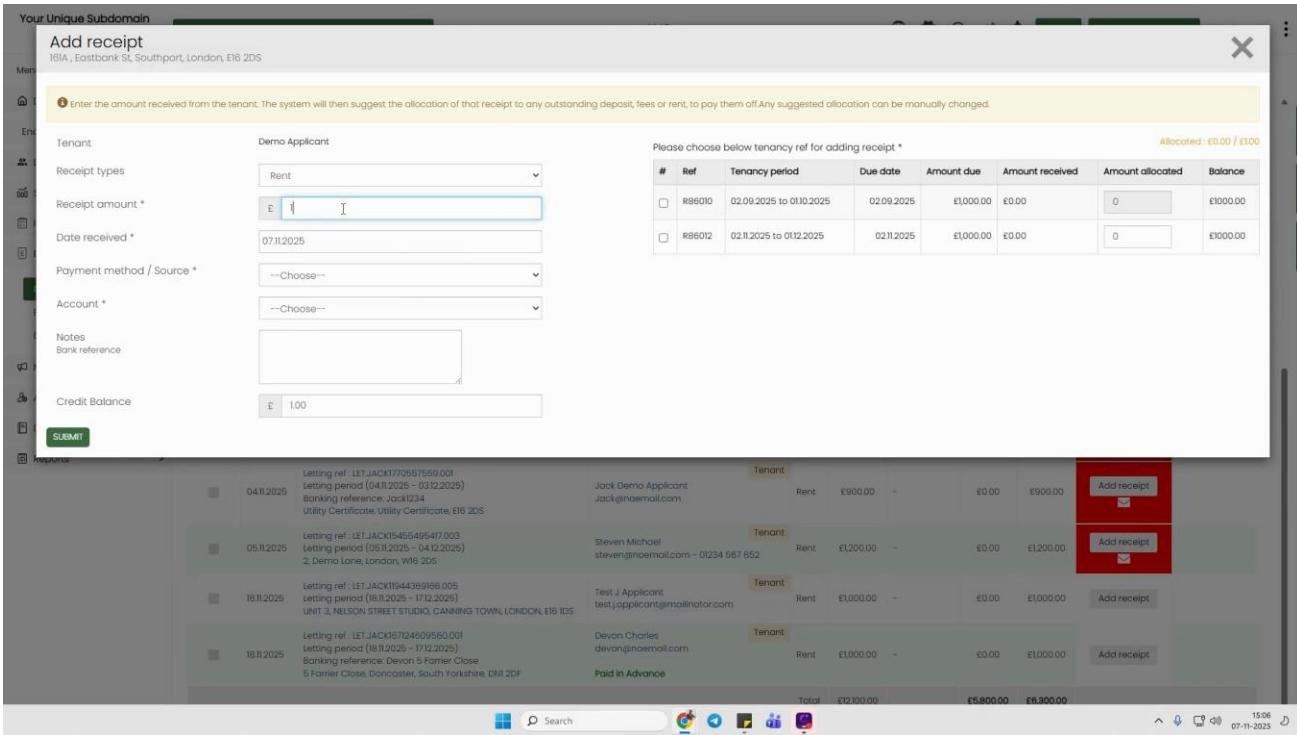
The screenshot shows the 'Add receipt' interface again. The tenant is now Demo Applicant. The Receipt amount is £1500, and the Credit Balance field shows £500.00. A row in the tenancy period table is checked: R88010 (02.09.2025 to 03.10.2025). The table has columns for #, Ref, Tenancy period, Due date, Amount due, Amount received, Amount allocated, and Balance. The table shows a total of £12,100.00, £5,800.00, and £6,300.00. Below the table, a summary shows a total of £12,100.00, £1200.00, and £10,900.00.

Figure 12: Receipt of £1,500 entered for a £1,000 period — Credit Balance shows £500.00

 **Note:** Always double-check the 'Allocated' counter (top right of the dialog, e.g. '£1000.00 / £1500.00') to understand how much of the payment has been applied before submitting.

## Step 5: Submit the Receipt

Once all fields are completed and the correct tenancy period is ticked, click the green SUBMIT button at the bottom-left of the dialog. The system will record the receipt and update the balance for that tenancy period.



The screenshot shows the 'Add receipt' dialog box. On the left, there are fields for Tenant (Demo Applicant), Receipt types (Rent), Receipt amount (£1.00), Date received (07.11.2025), Payment method / Source, Account, Notes, and Credit Balance (£1.00). On the right, a table lists tenancy refs R86010 and R86012 with their details. At the bottom, a green 'SUBMIT' button is visible.

#	Ref	Tenancy period	Due date	Amount due	Amount received	Amount allocated	Balance
<input type="checkbox"/>	R86010	02.09.2025 to 01.10.2025	02.09.2025	£1,000.00	£0.00	0	£1,000.00
<input type="checkbox"/>	R86012	02.11.2025 to 01.12.2025	02.11.2025	£1,000.00	£0.00	0	£1,000.00

Figure 13: Completed Add Receipt form ready to submit

## Step 6: Bulk Mark as Received

If you need to mark multiple payments as received at once, go back to the Receivables list and tick the checkboxes in the Select All column for each row you want to process. Then click the Mark as received button at the top of the page.

The screenshot shows the 'Receivables' page with three rows selected. The top row has a green 'Received' status. The middle row has an orange 'Due (in < 2 days)' status. The bottom row has a red 'Overdue' status. Each row contains details like letting ref, period, tenant name, and amount.

Figure 14: Multiple rows selected on Receivables page — 'Mark as received' button at the top

A 'Mark as received' dialog will appear and process the selected records. A progress indicator will show 'Processing X of Y'. Do not close or refresh the page during this process.

The screenshot shows the 'Mark as received' dialog box with the message 'Please do not close or refresh the page.' The background Receivables page is dimmed. The progress bar at the top of the dialog shows 'Processing 1 of 3'.

Figure 15: 'Mark as received' processing dialog — do not close or refresh the page

## Quick Reference Summary

	<b>Method 1: Bank Statement</b>	<b>Method 2: Receivables</b>
<b>Where to start</b>	Finance → Banking & Reconciliation → Bank Statement	Finance → Receivables → Scheduled Receivables
<b>Best for</b>	Processing multiple payments from an imported bank file	Manually recording a single payment per tenant
<b>Key action</b>	Tick transactions + Allocate Transaction	Click Add receipt → fill form → Submit
<b>Bulk processing</b>	Yes — allocate all ticked transactions at once	Yes — select multiple rows + Mark as received
<b>Overpayment handling</b>	Shows as Unallocated Amount in Selected Match	Credit Balance field auto-calculates surplus