



MINOL DIRECT TRAINING

RESIDENT MOVE OUT



WELCOME TO MINOL DIRECT ONLINE TRAINING

This presentation was designed to be self-facilitated. It is intended to provide you with the necessary steps to begin utilizing our website.

**Questions? Contact Minol Training Department at
training@minolusa.com or
call: 888-766-1253 extension 150.**

First time access requires selection of **Property Managers**



Minol USA
All that counts.

Search

Minol Worldwide

About Minol
Products & Services
Military Housing
Minol Worldwide
Residents
Minol Green
Contact Us
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Welcome to Minol USA
Please take a moment to customize your experience

[Residents, Click here](#)
[Property Managers, Click here](#)
[Just Browsing, Click here](#)

Minol Direct™
VIEW YOUR ACCOUNT
Sign On Website Security

CONTACT US
toll free: 888.766.1253
fax: 877.791.4765

- Request a Proposal
- Resident Contact Form

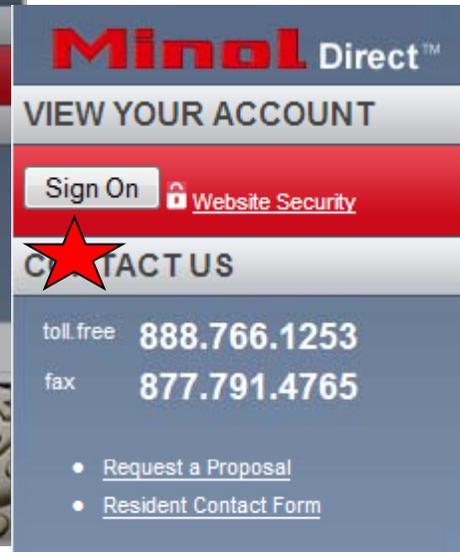
Water Conservation
Minol offers a pay-out-of-savings conservation program that can reduce your water usage by up to 30%...

Energy Management
Minol offers electronic bill pay services, vacant unit cost recovery, utility usage analysis and rate analysis...

Sub Metering
Submetering is a systematic approach to accurately measure utility consumption and bill the costs back to the consumer.

MinolConnect
Minol offers bundled cable, internet and phone services with a generous revenue share plan for property owners.

Click
Sign On



Minol Direct™
VIEW YOUR ACCOUNT
Sign On Website Security

CONTACT US
toll free: 888.766.1253
fax: 877.791.4765

- Request a Proposal
- Resident Contact Form

User ID & Password



Enter your 7 digit numeric User ID & Password,
then click **Sign On**



Providing The Resources You Need...

Minol Direct - VIEW YOUR ACCOUNT

User ID: Password:

[User ID Help](#) [Password Help](#)

Sign On

▶ Not registered? [Get Started Now!](#)

Website Security

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Welcome Page



- ★ Menu bar access to Training Page, Feedback, Help and Contact Us.
- ★ Reminder of where/how to send current utility provider bills

From the Module Menu, select **Unit Directory**



Welcome

Home | Training | Feedback | Help | Contact Us



DEMO COMMUNITY

★ [Unit Directory](#)

[Resident Aged A/R](#)

[Billable Units](#)

[Resident Archive](#)

[Non-Billable Units](#)

[Billing History](#)

★ **Reminder**

Please submit applicable provider utility bill(s) to Minol immediately upon receipt!
Email to: bills@minolusa.com or fax to: 469-791-4765 or 877-791-4765.

Need to contact your Minol Account Manager? Susie Manly, 888-766-1253ext. 151, or Email to: smanly@minolusa.com

Intent to Vacate

When "Intent to Vacate" is given, notify the Resident that their Final Bill is processed in the leasing office. The total Amount Due is deducted from their Security Deposit. This is your last opportunity to collect.

What happens when move out is not reported?

- ★ Community pays Billing Fee for statement mailed.
- ★ Overstates the communities Receivable & Delinquencies.



Deduct from Deposit

Process Move Outs



START THE
PROCESS

Initiate
resident's
move out by
clicking on
the
**Process
Move Outs**
tab.



Unit Directory	Billable Units	Non-Billable Units
Resident Archive	Resident Aged A/R	Billing History



[Home](#) [Interactive Help](#) [Contact Us](#) Log Off

12/22/2009 4:02:13 PM

UNIT DIRECTORY
0145001 DEMO COMMUNITY

Contact: **MANAGER**
Address: 123 MAIN ST
DALLAS TX 75001
Email: manager@communiity.com

Account Manager : [Susie Manly](#)
Acct Mgr's Phone : 1-888-766-1253 ext. 151
Resident Relations: 888-636-0493
Property Phone : 1-972-386-6611

Last Billing Date: 12/15/09	Curr Due Date: 01/05/10	Outstanding Balance: \$ 2592.34
Next Billing Date: 01/14/10	Total Units: 15	Cash in Bank: \$ 181.36
Total Billable Units: 15	Total Non-Billable: 0	% Billable : 100.00% 

Process Move-Outs

Bldg#	Unit#	Acct#	Name	# Occ	Start Date	End Date	Balance	Action
0001	000101	014500100000100	PAMELA STARLIPER	1	06/01/97		\$ 327.19	Edit
0001	000102	014500100009500	DANIEL LEVY	1	07/19/07		\$ 286.89	Edit
0001	000103	014500100011900	CARRIE EWING	1	05/26/09		\$ 148.15	Edit
0001	000104	014500100000400	RANDELL MAKELA	1	06/01/97		\$ 63.58	Edit
0001	000105	014500100011700	JESSICA COAKLEY	1	04/06/09		\$ 262.87	Edit

Select Resident

A grid format of all Billable Residents appears. This allows you to do multiple move outs if needed.

Indicate the resident moving out by placing a **check mark in the Select Box**. **Enter the resident move out date**. When complete, **click Process Request** tab.

[PROCESS MOVE OUT FOR 0145001 - DEMO COMMUNITY](#)

PLEASE DO NOT CLOSE THIS WINDOW BY CLICKING ON THE X ICON AS THIS MIGHT LOCK YOUR ACCOUNT.

[Click here to Close this Window](#)



Select Accounts and Verify MoveOut Date

Process Request

Bldg#	Unit#	Select	Move Out Date (MM/DD/YY)	Name	MoveIn Date
0001	000101	<input checked="" type="checkbox"/>	<input type="text" value="12/20/2009"/>	PAMELA STARLIPER	6/1/1997
0001	000102	<input checked="" type="checkbox"/>	<input type="text" value="12/15/2009"/>	DANIEL LEVY	7/19/2007
0001	000103	<input type="checkbox"/>	<input type="text"/>	CARRIE EWING	5/26/2009
0001	000104	<input type="checkbox"/>	<input type="text"/>	RANDELL MAKELA	6/1/1997
0001	000105	<input type="checkbox"/>	<input type="text"/>	JESSICA COAKLEY	4/6/2009

Final Bill Preview



This screen is a preview of the Final Bill that prints on your printer.

Unpaid Previous Balance is added to the Current Charges to total Amount Due at Move-out shown in the middle of the page.

Click on **Continue**

[DEMO COMMUNITY](#)

DO NOT CLOSE THIS WINDOW

Review Requested Transactions

Click Continue to proceed

Continue



Final Move-Out Statement DEMO COMMUNITY

Date: 12/24/2009

PAMELA STARLIPER
1212 MARKET ST. # 101
KIRKLAND, WA-32801

Previous Balance:  \$327.19
Current Charges: \$52.44

Bldg #	Unit #	Account #	Move-Out Date	Amount Due @Move-Out
0001	000101	014500100000100	12/20/2009	 \$379.63

Tran Desc	Cycle	Days	Qty	Unit Desc	Unit Price	Amount
WATER - PER OCCUPANT	10/31/09-12/20/09	50	50.00	EA	1.048724	\$52.44

Current Charges:  \$52.44

Select- Submit- Proceed



On this screen you must do 3 things;

1. **Select** the residents by clicking on the shortcut tab *Select All*.
2. **Submit** the accounts you've selected by *clicking on the radio dial* next to that selection.
3. Click on **Proceed**.

DEMO COMMUNITY

DO NOT CLOSE THIS WINDOW

Select Accounts to process

Bldg #	Unit #	Account #	Name on Account	MoveOut Date	Previous Balance	Final MO Amount	Total MO Charges	Selected
0001	000101	014500100000100	PAMELA STARLIPER	12/20/2009	\$327.19	\$52.44	\$379.63	<input checked="" type="checkbox"/>
0001	000102	0145001000009500	DANIEL LEVY	12/15/2009	\$286.89	\$47.19	\$334.08	<input checked="" type="checkbox"/>

Confirm Transaction by selecting one of the options

- Submit Selected Accounts
- Cancel All

Select All

Proceed

Print Final Bill



Your move out transactions were successful.

Click on the ***Printer Icon*** and the Final Bills will print on your printer.

“Transactions can be modified up until 10:00 p.m. Central Time.

Now click on **Return to Unit Directory**

Thank You

Your Transactions were processed Successfully.

All transactions can be cancelled or modified up until 10.00PM CT.

Click on the icon to Print Final Bill Statements 

[Return to Unit Directory](#)

Reprint Final Bill



Click on **Reprint Pending Move Outs** Tab for additional Final Bill copies.

Unit Directory | Billable Units | Non-Billable Units
 Resident Archive | Resident Aged A/R | Billing History
[Home](#) | [Interactive Help](#) | [Contact Us](#) | [Log Off](#)

12/24/2009 10:59:41 AM

UNIT DIRECTORY 0145001 DEMO COMMUNITY

Contact: MANAGER
 Address: 123 MAIN ST
 DALLAS TX 75001
 Email: manager@community.com

Account Manager : [Susie Manly](#)
 Acct Mgr's Phone : 1-888-766-1253 ext. 151
 Resident Relations: 888-636-0493
 Property Phone : 1-972-386-6611

Last Billing Date: 12/15/09 Curr Due Date: 01/05/10 Outstanding Balance: \$ 2422.34
 Next Billing Date: 01/14/10 Total Units: 15 Cash in Bank: \$ 354.36
 Total Billable Units: 15 Total Non-Billable: 0 % Billable : 100.00%

Reprint Pending MoveOuts

Process Move-Outs

Bldg#	Unit#	Acct#	Name	# Occ	Start Date	End Date	Balance	Action
0001	000101		NOT BILLABLE					Move In
0001	000101	014500100000100	PAMELA STARLIPER	1	06/01/97	12/20/09	\$ 327.19	Pending
0001	000102		NOT BILLABLE					Move In
0001	000102	014500100009500	DANIEL LEVY	1	07/19/07	12/15/09	\$ 286.89	Pending

Pending Unit Duplicated



Move out units are duplicated for you to enter a move in.

Click on **Move In** in the Action Column if you are ready to move in your new resident.

12/24/2009 10:59:41 AM

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Email: manager@community.com

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Acct Mgr's Phone : 1-888-766-1253 ext. 151
Resident Relations: 888-636-0493
Property Phone : 1-972-386-6611

Last Billing Date:	12/15/09	Curr Due Date:	01/05/10	Outstanding Balance:	\$ 2422.34
Next Billing Date:	01/14/10	Total Units:	15	Cash in Bank:	\$ 354.36
Total Billable Units:	15	Total Non-Billable:	0	% Billable :	100.00%

[Reprint Pending MoveOuts](#)

[Process MoveOuts](#)

Build#	Unit#	Acct#	Name	# Occ	Start Date	End Date	Balance	Action
0001	000101		NOT BILLABLE					Move In
0001	000101	014500100000100	PAMELA STARLIPER	1	06/01/97	12/20/09	\$ 327.19	Pending
0001	000102		NOT BILLABLE					Move In
0001	000102	014500100009500	DANIEL LEVY	1	07/19/07	12/15/09	\$ 286.89	Pending

Modify Move Out



Click on **Pending** in the Action Column to modify Final Bill date or void the resident's move out.

Unit Directory | Billable Units | Non-Billable Units
 Resident Archive | Resident Aged A/R | Billing History
[Home](#) | [Interactive Help](#) | [Contact Us](#) | [Log Off](#)

12/24/2009 10:59:41 AM

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 DALLAS TX 75001
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 Property Phone : 1-972-386-6611

Last Billing Date:	12/15/09	Curr Due Date:	01/05/10	Outstanding Balance:	\$ 2422.34
Next Billing Date:	01/14/10	Total Units:	15	Cash in Bank:	\$ 354.36
Total Billable Units:	15	Total Non-Billable:	0	% Billable :	100.00%

[Reprint Pending MoveOuts](#)

[Process Move-Outs](#)

Bldg#	Unit#	Acct#	Name	# Occ	Start Date	End Date	Balance	Action
0001	000101		NOT BILLABLE					 Pending
0001	000101	014500100000100	PAMELA STARLIPER	1	06/01/97	12/20/09	\$ 327.19	Pending
0001	000102		NOT BILLABLE					Move In
0001	000102	014500100009500	DANIEL LEVY	1	07/19/07	12/15/09	\$ 286.89	Pending

Void or Change Date



On this screen you can select to:

Void the Move-out or **Change the Move-Out Date** if needed.

This screen is available on the day the Move-Out is entered only until 10:00 p.m. Central Time.

This screen is available on the day the Move-Out is entered only until 10:00 p.m. Central Time.

After you have made your modification selection, click on Proceed.

Pending Move-Out Information

Building : 0001
Unit : 000101
Account# : 014500100000100
Name : PAMELA STARLIPER
Move-Out Date : 12/20/2009

Address : 1212 MARKET ST. #101
City/State/Zip : KIRKLAND, WA- 98033

What would you like to do?

Void Move-Out
 Change Move-Out Date

This completes the Move Out Training.

Thank You for participating in our Minol Direct Online Training.

Should you have any questions please call or

e-mail our Training Department at

888-766-1253 x 150

or

training@minolusa.com