STANDBY GROUP AND CHECK-IN / CHECK-OUT

Any assignment terminated earlier than projected time, the vendor needs to be placed into a separate "stand by" group or a tag "stand by" to be added.

Show "end of stand by time."

Cancelled billable flags interpreter as "Stand by"

Add menu on the left dashboard in the calendar to enlist all "Stand by"

Show the assignment ID for which the vendor is on "stand by"

Flag assignments for which the vendor was set into "stand by"

Review invoicing timer to prevent interpreters from submitting.

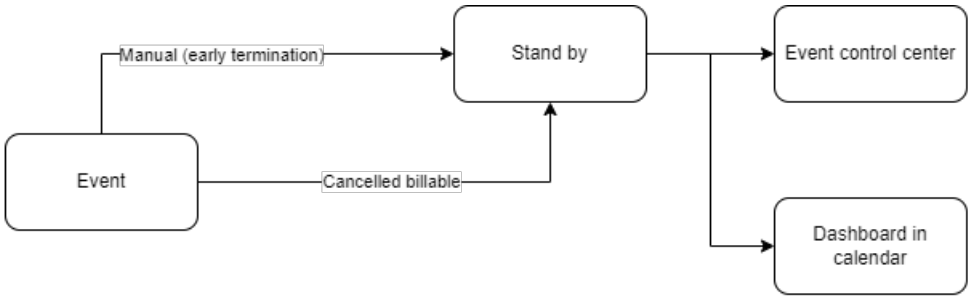
Button to move interpreter to a "stand by" list.

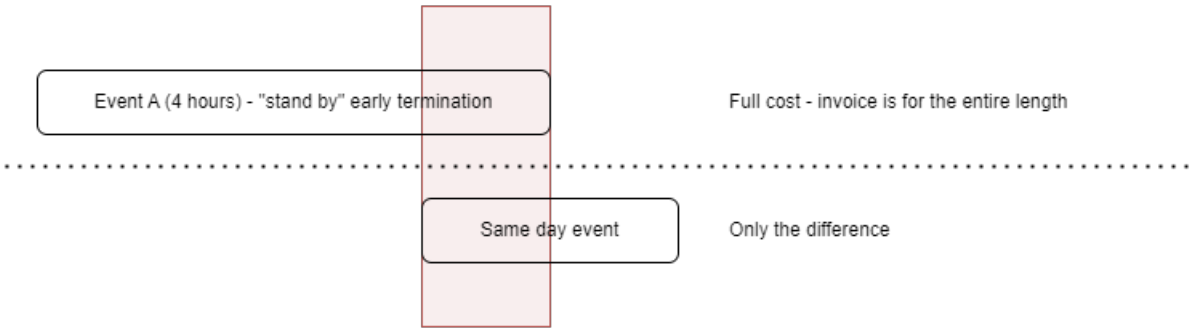
Add option to broadcast to "stand by" group - use CUSTOM layout

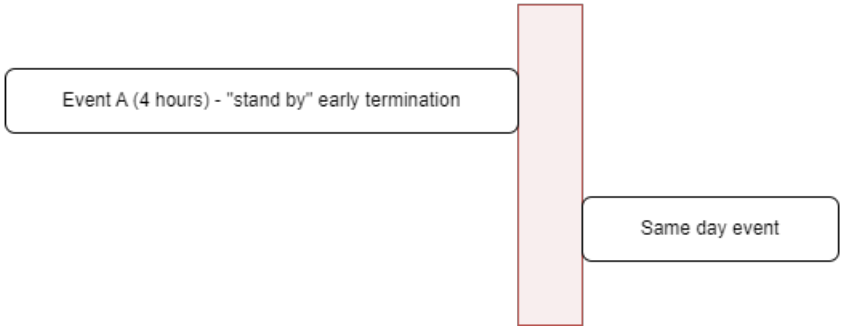
Add new tab with "stand by" group under EVENT CONTROL CENTER

Use reason to decline

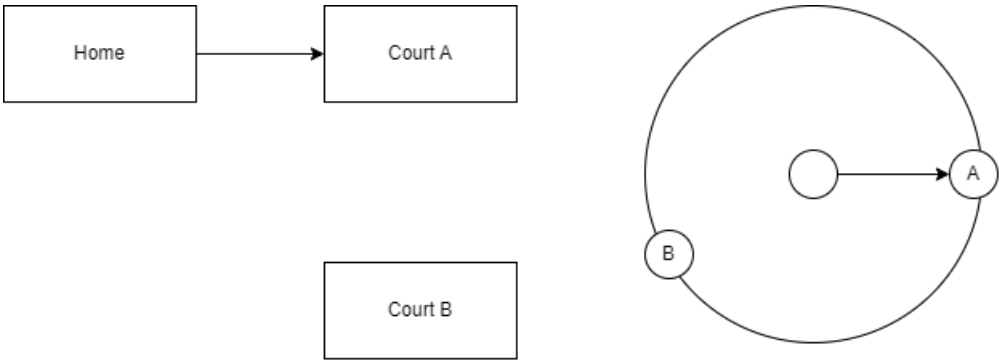
Overlapping time is now tracked by the vendor (no change)







Cancelled billable places interpreter in stand by and makes him/her available for any assignment.



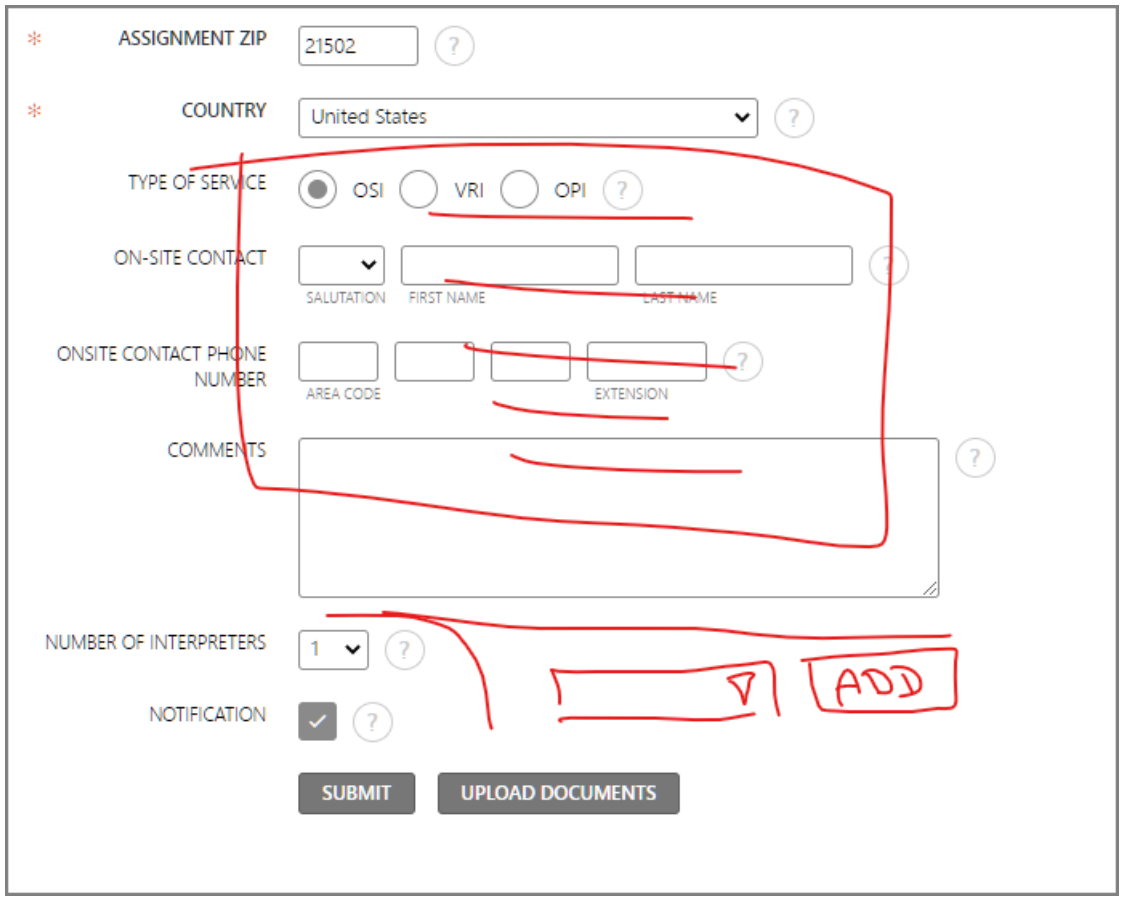


March 1 is the go live.

Account check-in/check-out notes. The notes should be a separate entry and it can be included in the confirmation e-mail.

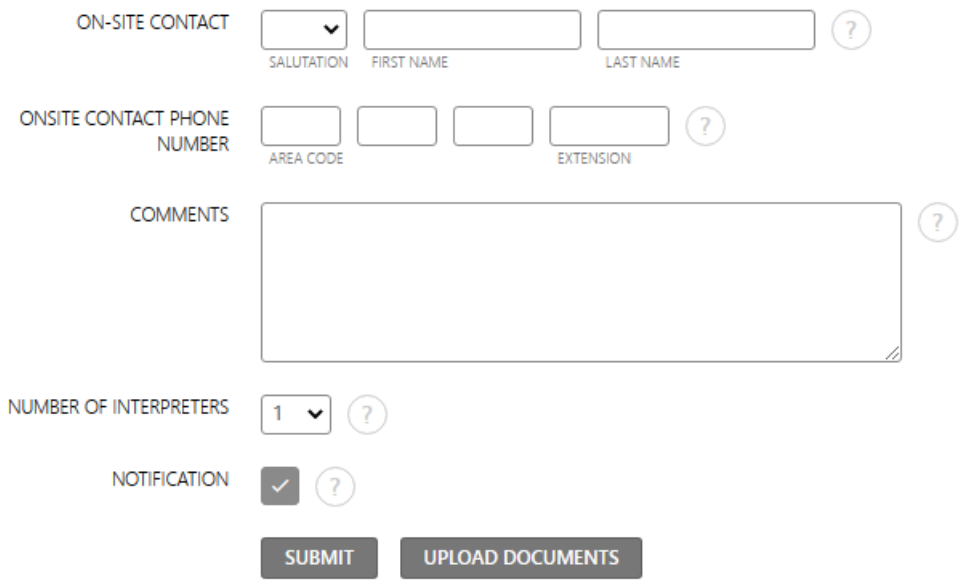
First and last name, phone, email, room or full address. Add manage button.

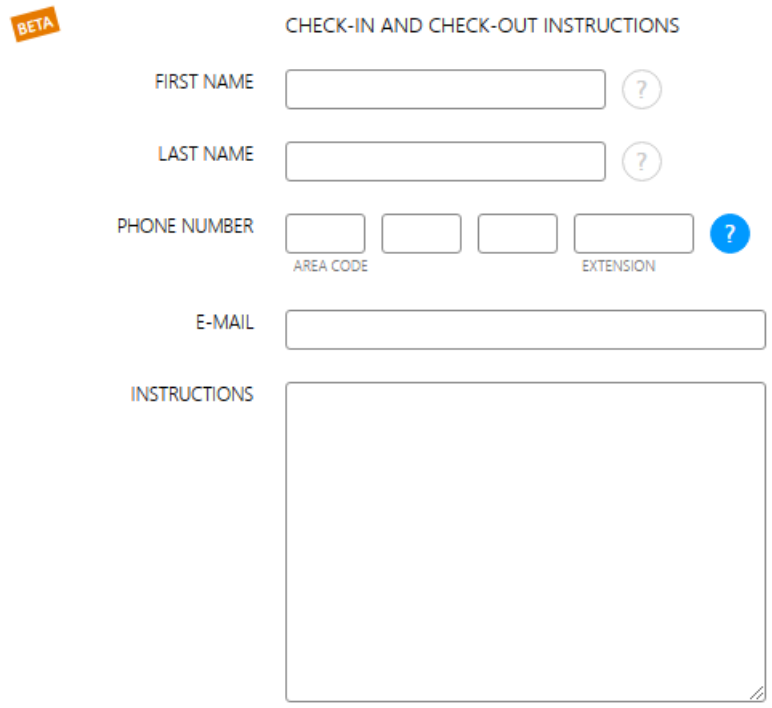
Add limit to number of characters in the comment.



Move development to the ACCOUNT CENTER. Use list to add multiple locations.

Add option to modify the entry by the court admin while scheduling an event. Keep single location. Change is permanent and will be populated across the events.





Information will only be sent to the vendor upon confirmation and reminders.

Add stand-by group on the left to show the assignments for which the vendors are in the stand-by group

Option to let interpreters know they have been placed into the Stand-by group. Color option?

Prevent invoice submit if in stand-by group.

Allow to reduce time for cancelled billable.

Add Check-in to ScheduleInterpreter form and allow staff to change it.

Allow to configure custom mileage selection in the control center 30 miles as a default.

2023-02-23 NOTES

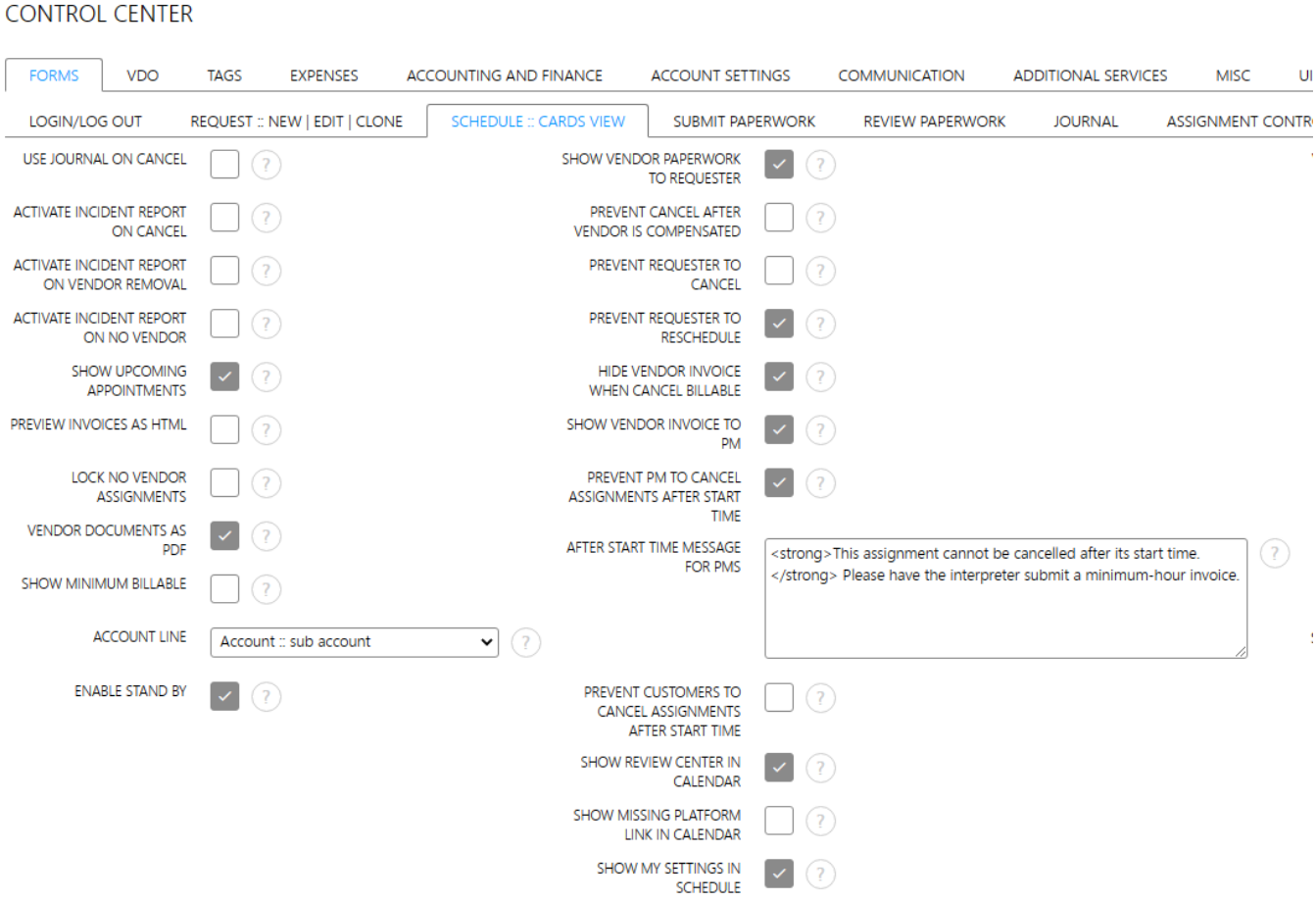
Following cancellation policy is confirmed.

Send e-mail when vendor is placed into the stand by group.

Update STAND BY to STANDBY

All modalities (this is a change for previous workflow)

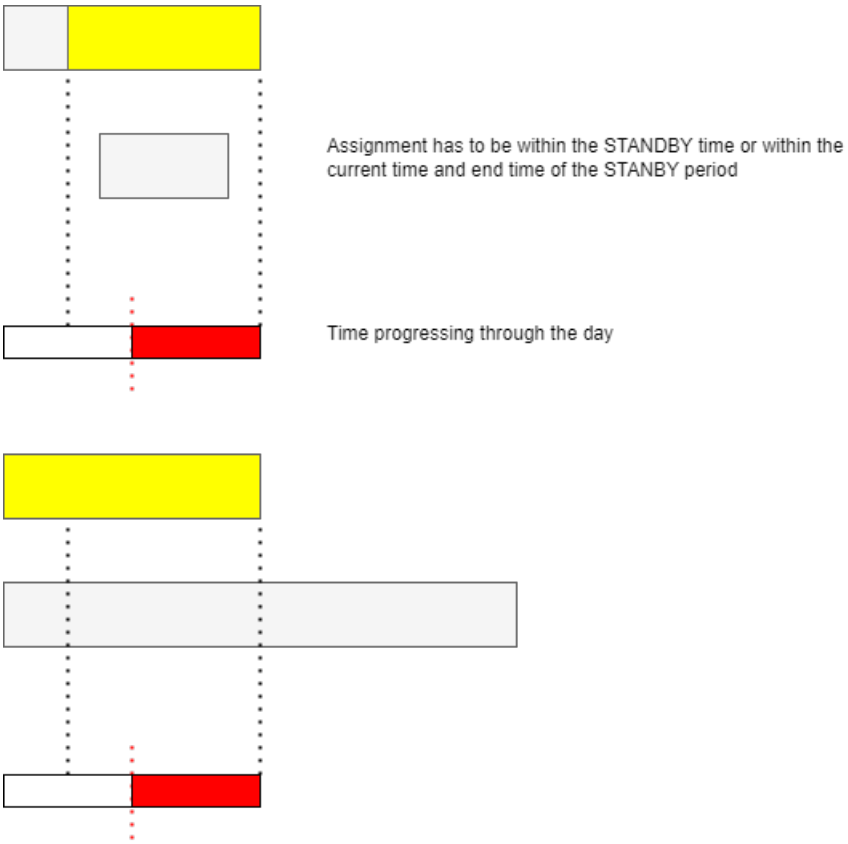
Staff and Agency needed a list of tags. List of tags need to be added to a drop down.



Instructions are internal

NEW

Add tab to manage CANCELLED BILLABLE message to the vendor. This is needed for custom content that instructs vendor about STANDBY.



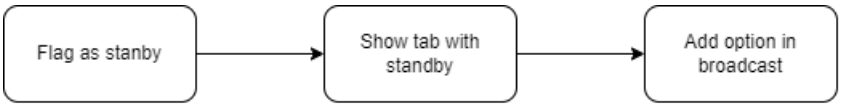
Add selection of the min and max length of the assignment that will allow to place interpreter into the STANDBY.
Add Tag selection to EXCLUDE the vendor from STANDBY.

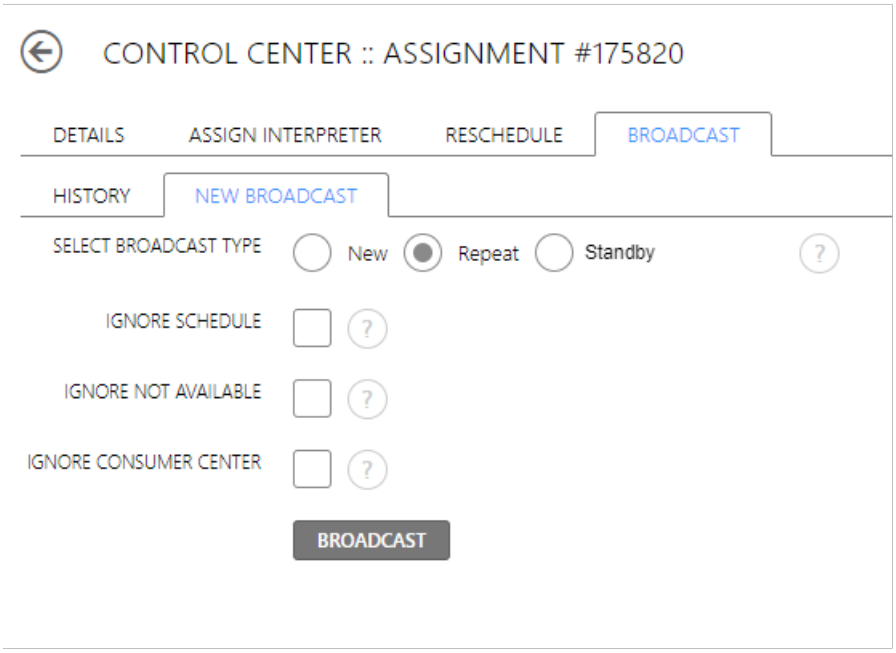
CHANGE AS OF APRIL 4, 2023

Any assignment that is a full overlap and is later than the start time or current time should still allow to use the vendor from the overlap group. WE NEED TO MAKE SURE that validation looks only 100% overlap.

Live scenario: vendor started to work. another assignment exists on the calendar and the admin team is looking for a resource to cover open assignment, even after the scheduled time passed. The vendor is released from the original assignment within short period time. The admin needs to be able to assign this vendor to

Add option to provide custom message to the interpreter who is on STANDBY.





If after broadcast the interpreter responded as AVAILABLE, then (and only then) we create STAND BY tab and add those interpreters there.

Make sure to turn the event GREEN!!!

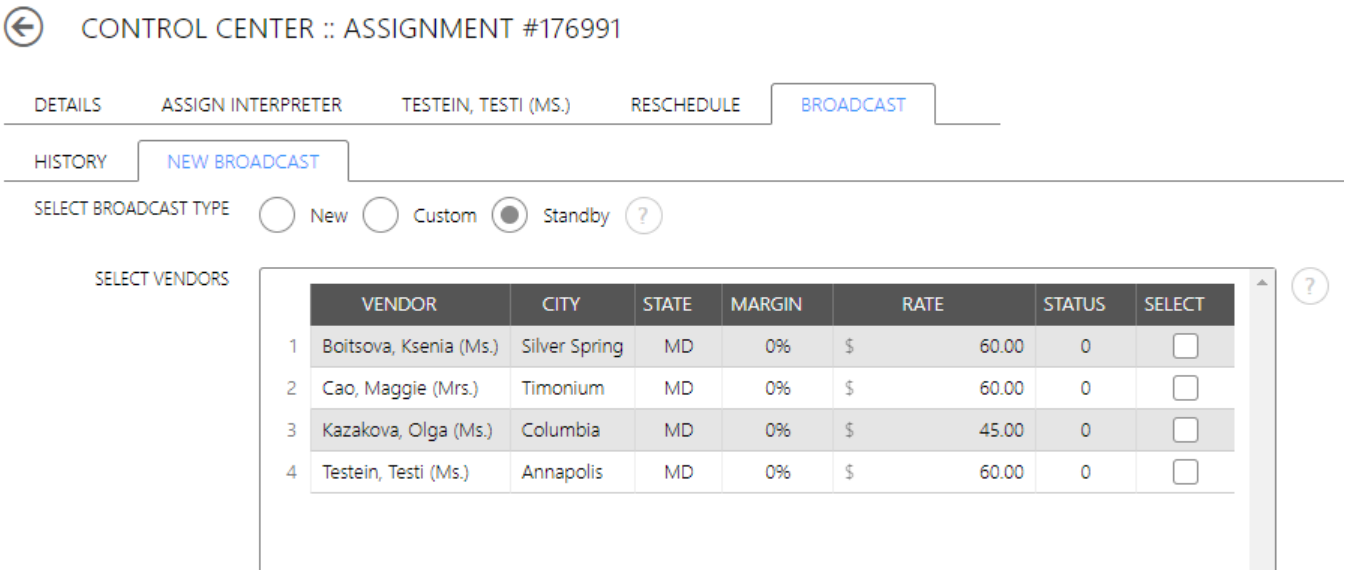
Assignment to which interpreter was assigned while being in the standby group should have no service charges. Non-service charges are applicable as vendor may travel between the courts.

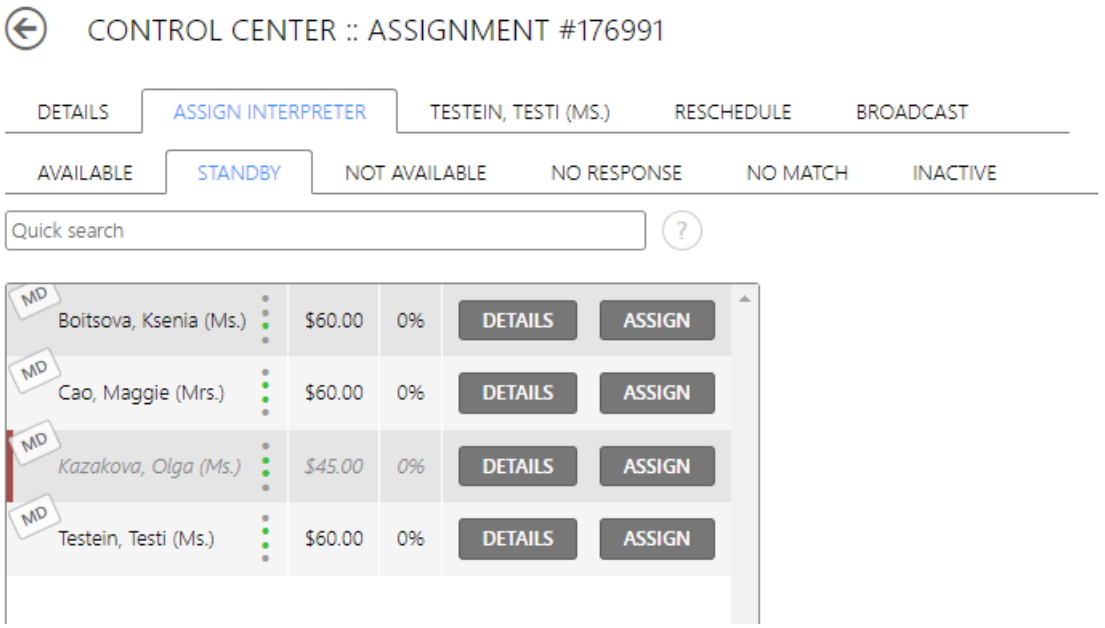
DETAILS FOR STANDBY is not showing

BPM update as of 2023-03-31

BROADCAST > STANDBY > AVAILABLE > STANDBY TAB

After vendors respond as AVAILABLE then create STANDBY TAB under ASSIGN INTERPRETER and place those who responded there.





NOTES 2023-04-04

Add STANDBY button in the FIND ASSIGNMENT

Add STANDBY e-mail broadcast when assignment is cancelled billable.

NOTES 2023-04-06

Agency and staff are not affected by stand by (confirmed in a call)

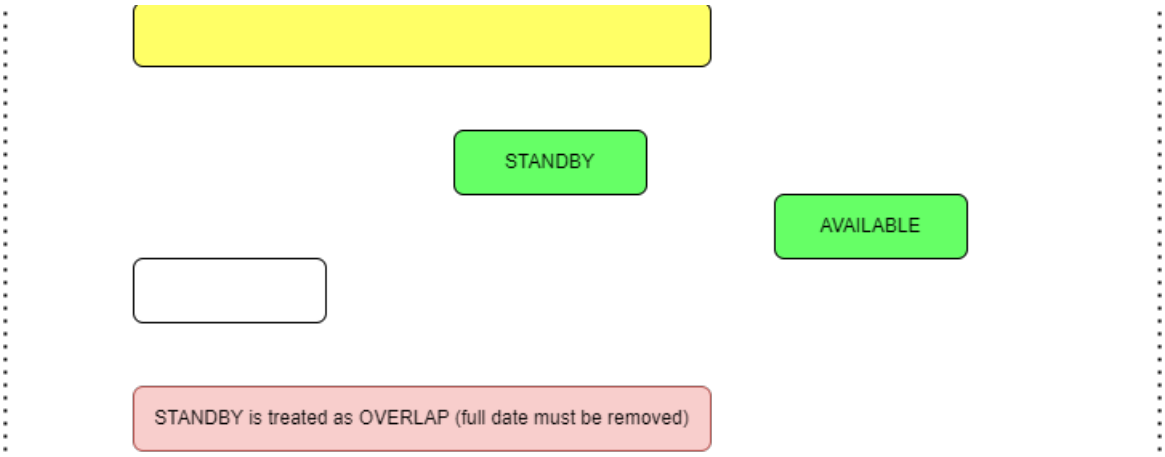
Enable standby for all future and today's assignments for admin and coordinators. Remove restriction on the timeline.

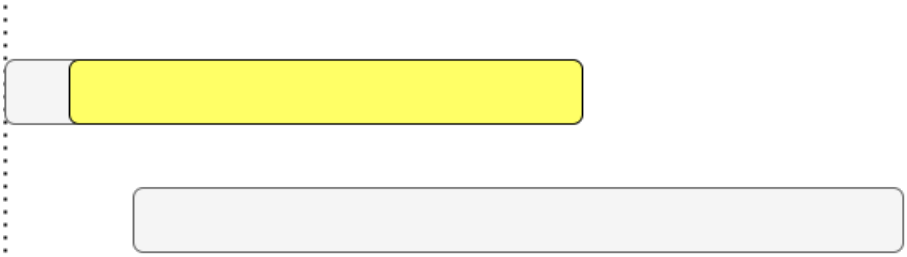
NOTES 2023-04-20

Journal to include the entry when vendor responded available while on the STANDBY.

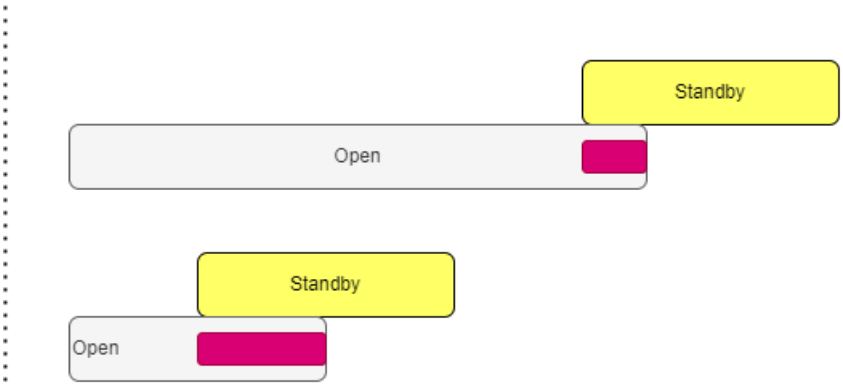
Remove from STANDBY group when vendor is assigned to another (competing) request.

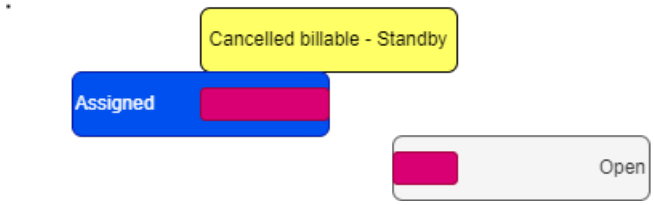
NOTES 2023-05-04


STANDBY
AVAILABLE
STANDBY is treated as OVERLAP (full date must be removed)






Standby
Open
Standby
Open



Any assignment outside of the STANDBY time period is no longer considered as part of the offering. Interpreters should not be treated for overlap (see prod. notes).

~~Effective May 4, 2023 only actual time (original design) is used for STANDBY. Interpreters outside of the STANDBY time will not be shown in the broadcast or in the STANDBY~~

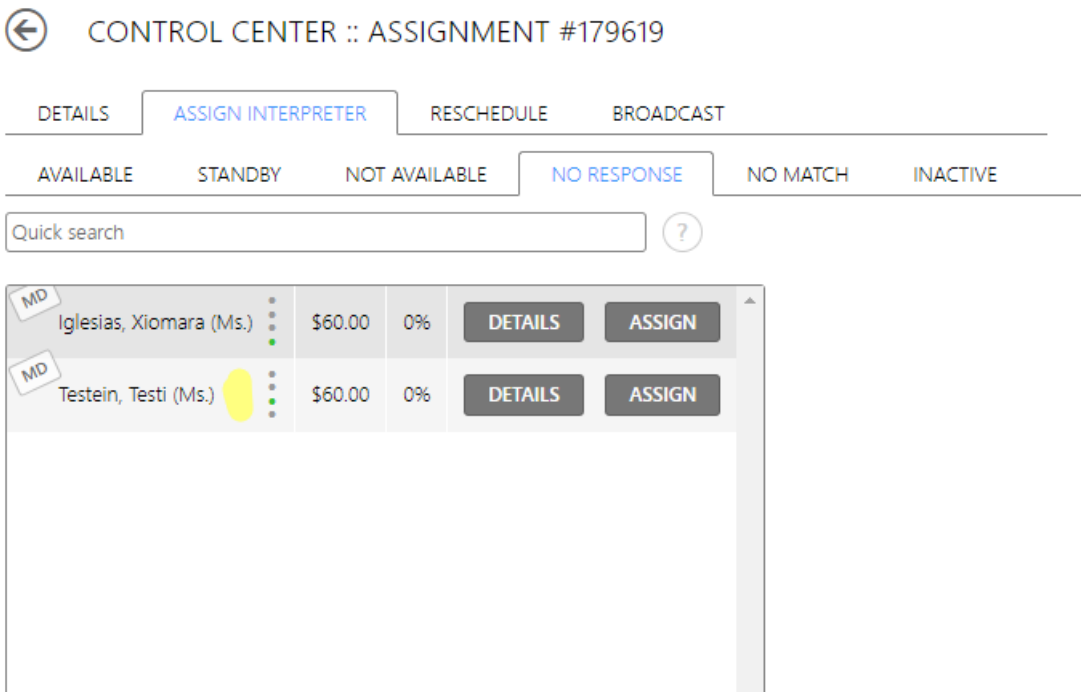
Any assignment that has an overlap with STANDBY will allow interpreter to appear in the BROADCAST group.

After AVAILABLE flag is raised, we have to screen for the time of the assignments flagged as STANDBY.

NOTES 2024-05-05

Special case. When the vendor was not responding or not contacted - place into the NO RESPONSE

Color code the vendor for a standby



NOTES 2023-05-18

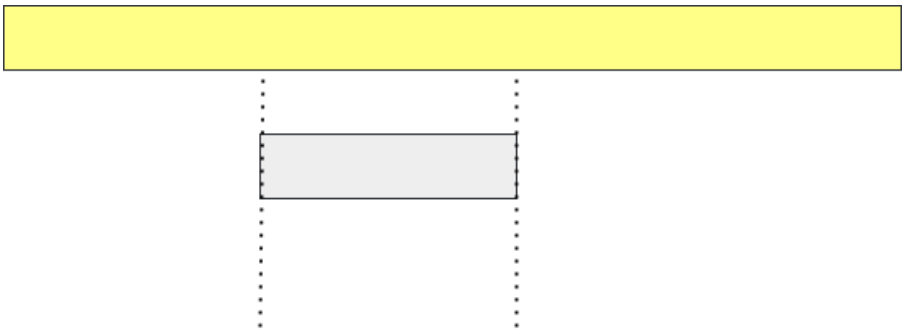
CUSTOM and STANDBY tags for the title or the message in the communication center.

NOTES 2023-06-05

Remove STANDBY and move all vendors into AVAILABLE with a standby tag attached.

NOTES 2023-06-12

Remove vendor from the list of standby assignment if assigned to another event. Do not change the status of the assignment. Place back into the standby when secondary assignment is completed (use estimated time).

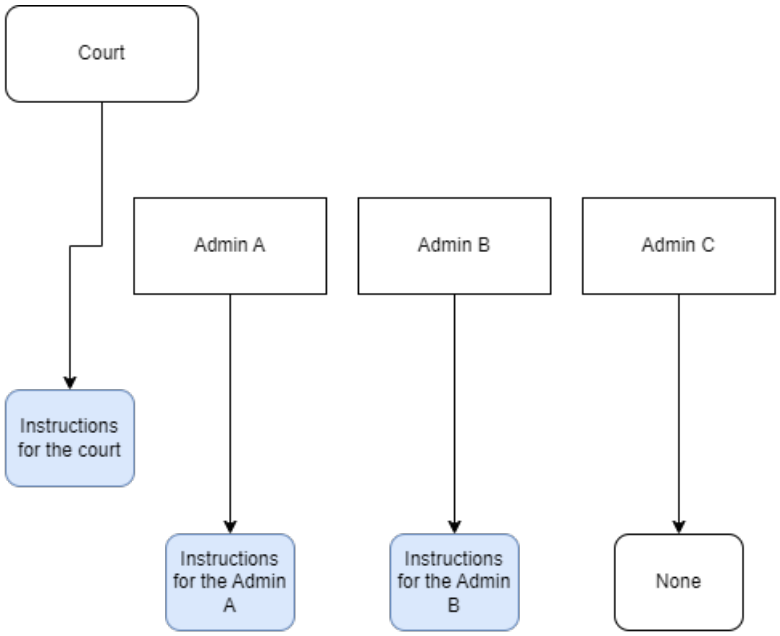


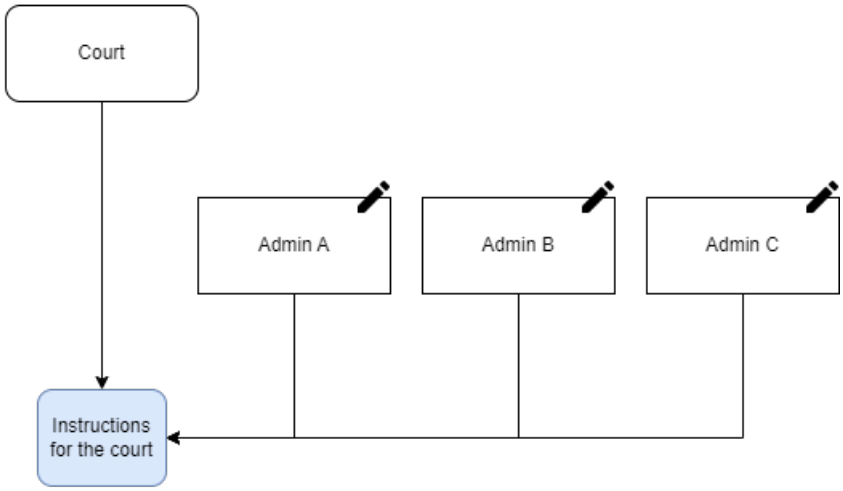
Add column STANDBY to the expense report.

NOTES 2023-06-15

Allow to prevent vendor overlap based on a tag.

NOTES 2023-07-17





BETA

CHECK-IN AND CHECK-OUT INSTRUCTIONS

FIRST NAME: Amy

LAST NAME: McDonald

PHONE NUMBER: 301 (AREA CODE) 777 5925 (EXTENSION)

E-MAIL: amy.mcdonald@mdcourts.gov

INSTRUCTIONS: If unable to reach Amy, please reach out to Melissa Buskirk: melissa.buskirk@mdcourts.gov

SUBMIT

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