

# 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.

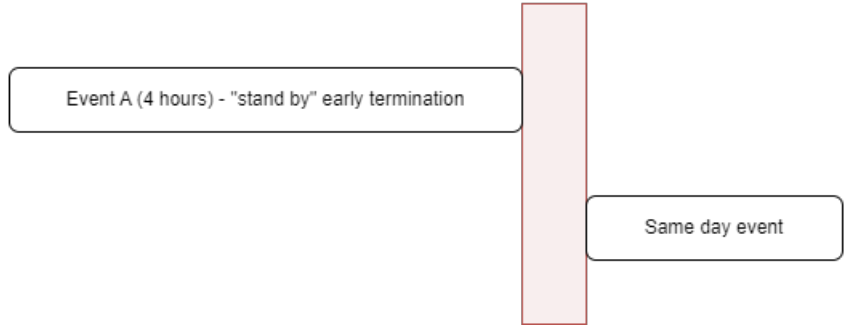
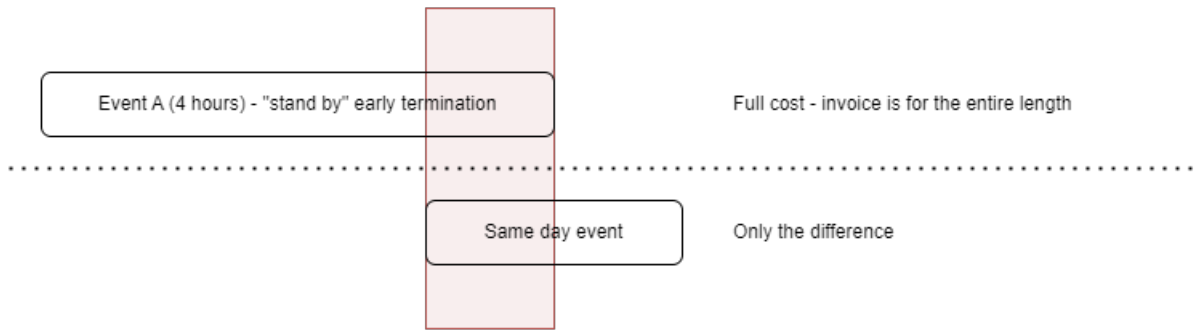
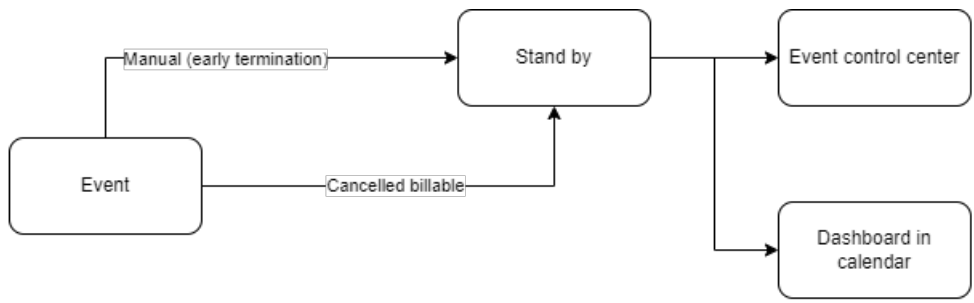
Button to move interpreter to a "stand by" list.

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

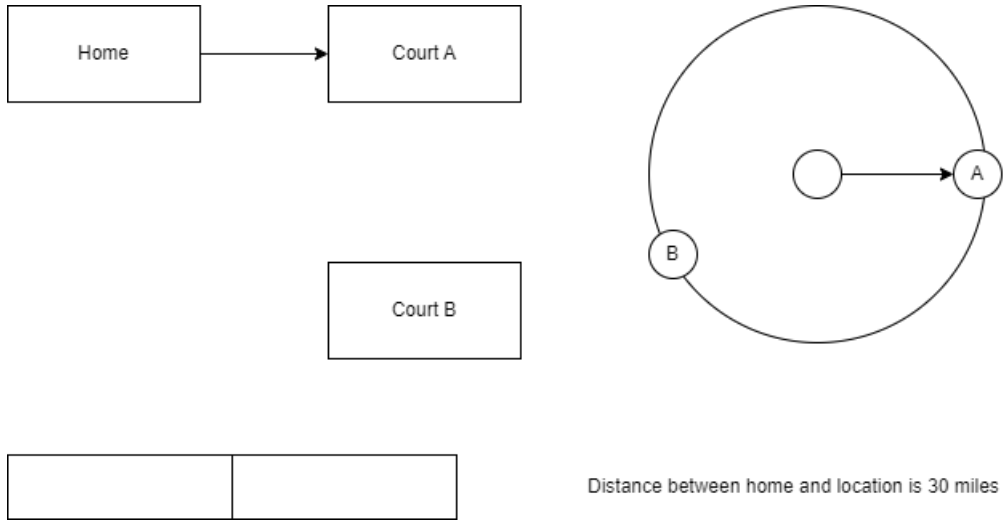
Add new tab with "stand by" group under EVENT CONTROL CENTER

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.

\* ASSIGNMENT ZIP 21502 ?

\* COUNTRY United States ?

TYPE OF SERVICE ☒ OSI ☐ VRI ☐ OPI ?

ON-SITE CONTACT    ?  
SALUTATION FIRST NAME LAST NAME

ONSITE CONTACT PHONE NUMBER     ?  
AREA CODE EXTENSION

COMMENTS  ?

NUMBER OF INTERPRETERS 1 ?

NOTIFICATION ☒ ?

SUBMIT UPLOAD DOCUMENTS

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.

ON-SITE CONTACT    ?  
SALUTATION FIRST NAME LAST NAME

ONSITE CONTACT PHONE NUMBER     ?  
AREA CODE EXTENSION

COMMENTS  ?

NUMBER OF INTERPRETERS 1 ?

NOTIFICATION ☒ ?

SUBMIT UPLOAD DOCUMENTS

BETA

#### CHECK-IN AND CHECK-OUT INSTRUCTIONS

FIRST NAME  ?

LAST NAME  ?

PHONE NUMBER     ?  
AREA CODE EXTENSION

E-MAIL

INSTRUCTIONS

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.

CONTROL CENTER

FORMS

VDO

TAGS

EXPENSES

ACCOUNTING AND FINANCE

ACCOUNT SETTINGS

COMMUNICATION

ADDITIONAL SERVICES

MISC

UI

LOGIN/LOG OUT

REQUEST :: NEW | EDIT | CLONE

SCHEDULE :: CARDS VIEW

SUBMIT PAPERWORK

REVIEW PAPERWORK

JOURNAL

ASSIGNMENT CONTR

USE JOURNAL ON CANCEL

☐

?

SHOW VENDOR PAPERWORK TO REQUESTER

☒

?

ACTIVATE INCIDENT REPORT ON CANCEL

☐

?

PREVENT CANCEL AFTER VENDOR IS COMPENSATED

☐

?

ACTIVATE INCIDENT REPORT ON VENDOR REMOVAL

☐

?

PREVENT REQUESTER TO CANCEL

☐

?

ACTIVATE INCIDENT REPORT ON NO VENDOR

☐

?

PREVENT REQUESTER TO RESCHEDULE

☒

?

SHOW UPCOMING APPOINTMENTS

☒

?

HIDE VENDOR INVOICE WHEN CANCEL BILLABLE

☒

?

PREVIEW INVOICES AS HTML

☐

?

SHOW VENDOR INVOICE TO PM

☒

?

LOCK NO VENDOR ASSIGNMENTS

☐

?

PREVENT PM TO CANCEL ASSIGNMENTS AFTER START TIME

☒

?

VENDOR DOCUMENTS AS PDF

☒

?

AFTER START TIME MESSAGE FOR PMS

<strong>This assignment cannot be cancelled after its start time.</strong> Please have the interpreter submit a minimum-hour invoice.

?

SHOW MINIMUM BILLABLE

☐

?

ACCOUNT LINE

Account :: sub account

?

ENABLE STAND BY

☒

?

PREVENT CUSTOMERS TO CANCEL ASSIGNMENTS AFTER START TIME

☐

?

SHOW REVIEW CENTER IN CALENDAR

☒

?

SHOW MISSING PLATFORM LINK IN CALENDAR


☐

?

SHOW MY SETTINGS IN SCHEDULE

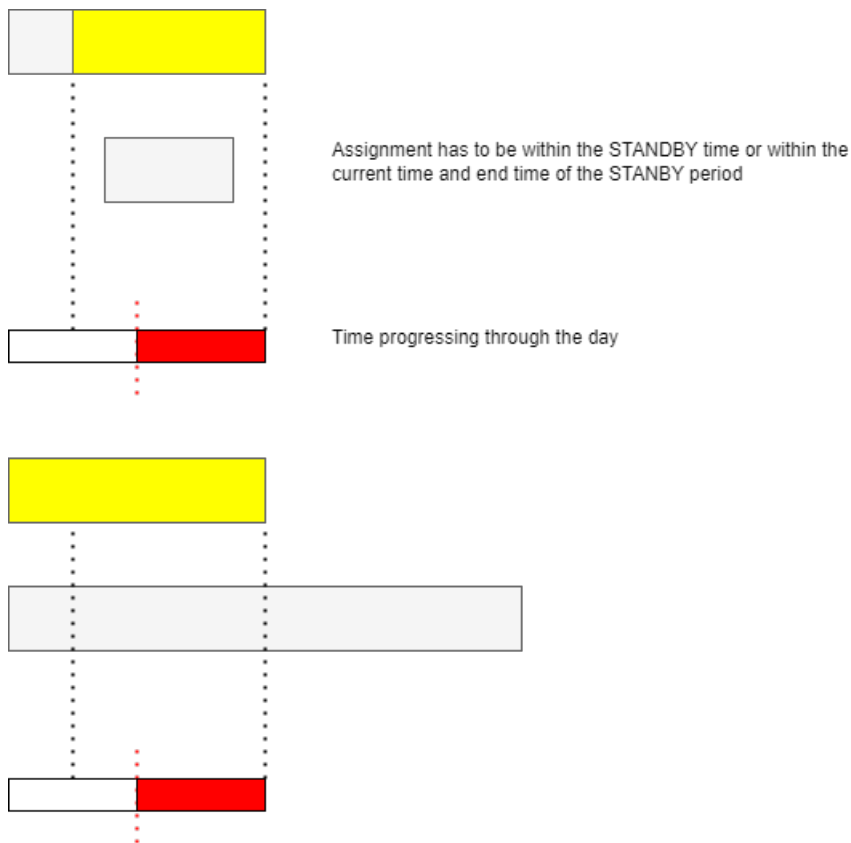
☒

?

 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.



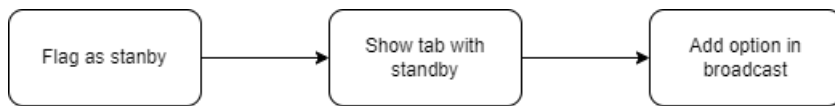
Add selection of the min and max length of the assignment that will allow to place interpreter into the STANDBY.  
Add Tag selection to EXCLUDE the vendor from STANDBY.

## 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.



CONTROL CENTER :: ASSIGNMENT #175820

DETAILS

ASSIGN INTERPRETER

RESCHEDULE

BROADCAST

HISTORY

NEW BROADCAST

SELECT BROADCAST TYPE

☐ New ☒ Repeat ☐ Standby

IGNORE SCHEDULE

☐

IGNORE NOT AVAILABLE

☐

IGNORE CONSUMER CENTER

☐

BROADCAST

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.

## ← CONTROL CENTER :: ASSIGNMENT #176991

[DETAILS](#) [ASSIGN INTERPRETER](#) [TESTEIN, TESTI \(MS.\)](#) [RESCHEDULE](#) [BROADCAST](#)

[HISTORY](#) [NEW BROADCAST](#)

SELECT BROADCAST TYPE ☐ New ☐ Custom ☒ Standby ?

SELECT VENDORS

	VENDOR	CITY	STATE	MARGIN	RATE	STATUS	SELECT
1	Boitsova, Ksenia (Ms.)	Silver Spring	MD	0%	\$ 60.00	0	<input type="checkbox"/>
2	Cao, Maggie (Mrs.)	Timonium	MD	0%	\$ 60.00	0	<input type="checkbox"/>
3	Kazakova, Olga (Ms.)	Columbia	MD	0%	\$ 45.00	0	<input type="checkbox"/>
4	Testein, Testi (Ms.)	Annapolis	MD	0%	\$ 60.00	0	<input type="checkbox"/>



## ← CONTROL CENTER :: ASSIGNMENT #176991

[DETAILS](#) [ASSIGN INTERPRETER](#) [TESTEIN, TESTI \(MS.\)](#) [RESCHEDULE](#) [BROADCAST](#)

[AVAILABLE](#) [STANDBY](#) [NOT AVAILABLE](#) [NO RESPONSE](#) [NO MATCH](#) [INACTIVE](#)

Quick search ?

MD	Boitsova, Ksenia (Ms.)	\$60.00	0%	<a href="#">DETAILS</a>	<a href="#">ASSIGN</a>
MD	Cao, Maggie (Mrs.)	\$60.00	0%	<a href="#">DETAILS</a>	<a href="#">ASSIGN</a>
MD	Kazakova, Olga (Ms.)	\$45.00	0%	<a href="#">DETAILS</a>	<a href="#">ASSIGN</a>
MD	Testein, Testi (Ms.)	\$60.00	0%	<a href="#">DETAILS</a>	<a href="#">ASSIGN</a>

### 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.

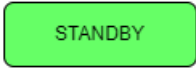
### NOTES 2023-04-20

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.

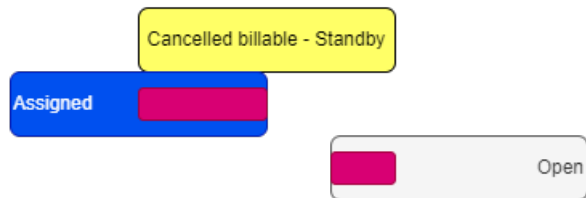
### NOTES 2023-05-04





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





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

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

Color code the vendor for a standby

← CONTROL CENTER :: ASSIGNMENT #179619

DETAILS **ASSIGN INTERPRETER** RESCHEDULE BROADCAST

AVAILABLE STANDBY NOT AVAILABLE **NO RESPONSE** NO MATCH INACTIVE

Quick search  ?

MD	Iglesias, Xiomara (Ms.)	\$60.00	0%	DETAILS	ASSIGN
MD	Testein, Testi (Ms.)	\$60.00	0%	DETAILS	ASSIGN

## NOTES 2023-05-18

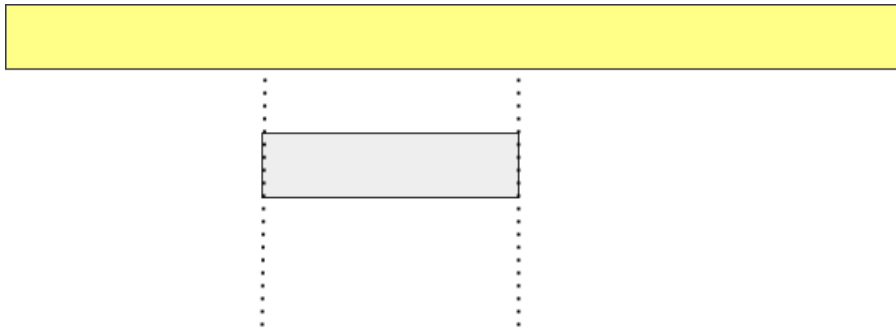
CUSTOM and STANDBY tags for the title or the message in the communication center.

## 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).

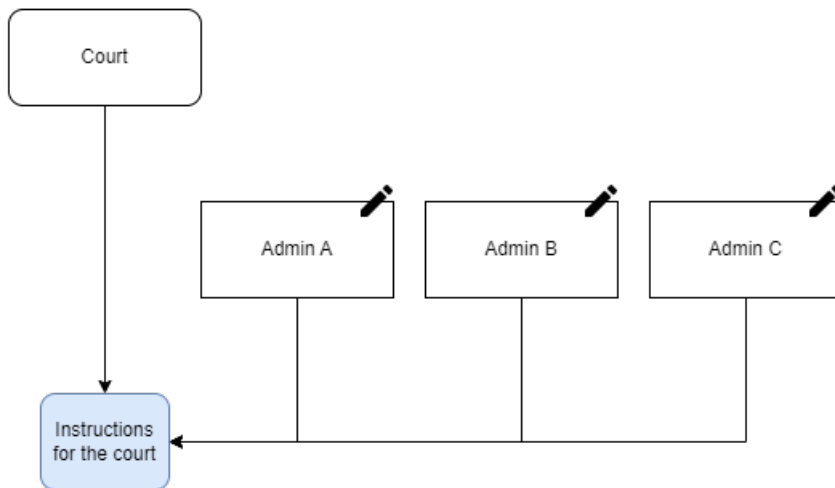
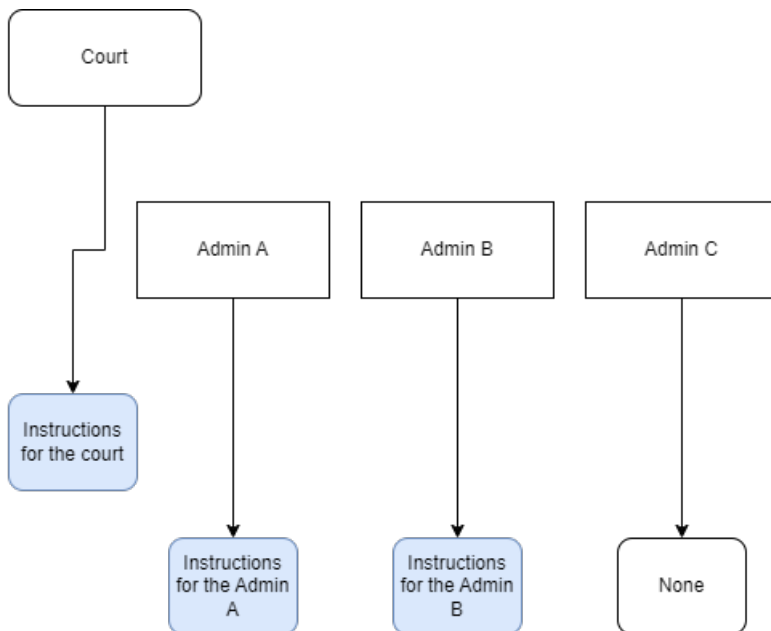


Add column **STANDBY** to the expense report.

## 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

777

5925

?

AREA CODE

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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🔄 Revision #34

★ Created Thu, Jan 26, 2023 6:22 PM by Dennis Ayzin

✎ Updated Mon, Jul 17, 2023 6:04 PM by Dennis Ayzin