

SPECIAL RATE

ScheduleInterpreter allows you to bill your clients and compensate your vendors at a special rate. This can be used for holidays or other special events. Once enabled, the special rate can be selected in the request form.

HOW TO ENABLE AND CONFIGURE THE SPECIAL RATE FOR YOUR ACCOUNTS

You can enable the use of special rate for all your accounts, or you can do it for each individual account. To enable it for all your accounts, go to **TOOLS AND SETTINGS**, **ACCOUNT CENTER**, **DEFAULT SETTINGS**, **RATES AND POLICIES**, **ON SITE SETTINGS**, then check the box **ENABLE SPECIAL RATE**.

SCHEDULEACCOUNTINGTOOLS AND SETTINGSANALYTICSTRAININGαLOG OUT

My settings

Compliance center

Control center

Communication center

New account

New interpreter

Account toolsAccounts and users management

ACCOUNTS AND USERS

Account center64

Vendor center93

Consumer center11

DATA EXPORT

LABS

ACCOUNT CENTER

ACCOUNTS

DEFAULT SETTINGS

FIND USER

MY SETTINGS

GLOBAL SETTINGS

GENERAL

ACCOUNTING AND FINANCE

LIST OF SERVICES

RATES AND POLICIES

MISCELLANEOUS

SETTINGS

On the Spot!

ON-SITE SETTINGS

ON-SITE RATES

VIS SETTINGS

VIS RATES

VRI SETTINGS

VRI RATES

OPI SETTINGS

OPI RATES

ENABLE RUSH RATE

☒

?

ENABLE INITIATION FEE

☐

?

RUSH RATE PERIOD

8 hours

?

ENABLE RUSH FEE

☐

?

ENABLE EMERGENCY RATE

☒

?

ENABLE EMERGENCY FEE

☐

?

EMERGENCY RATE PERIOD

12 hours

?

ENABLE SPECIAL RATE

☒

?

ENABLE SPECIAL RATE

When checked, assignments scheduled as SPECIAL will be calculated using special rates.

ENABLE OVERTIME RATE

☐

?

BETA

ENABLE BLOCK RATE

☐

?

SOURCE LANGUAGE/SERVICE

English

?

TARGET LANGUAGE/SERVICE

3070 Ameri - Site Survey Only - Initial

?

CREATE CUSTOM RATE ONLY

CREATE AND CONFIGURE CUSTOM RATE

Once enabled, you can configure the special rate in the rate card, by clicking **ON-SITE RATES** tab, then, **RATES**. The Special rate will be visible in your default rate card, as well as any custom rate cards you may have.

ACCOUNT CENTER

ACCOUNTS

AAA HOSPITAL

FIND USER

MY SETTINGS

GLOBAL SETTINGS

GENERAL

LOCATIONS

USERS

ACCOUNTING AND FINANCE

LIST OF SERVICES

RATES :: POs AND BUDGETS :: POLICIES

ON-SITE SETTINGS

ON-SITE RATES

ON-SITE FLAT RATE

VIS SETTINGS

VIS RATES

VRI SETTINGS

VRI RATES

OPI :

RATES

MODIFIERS SETTINGS

MODIFIERS

APPLY TO ...

DEFAULT

RATE	BILLING CODE	START TIME	END TIME	MIN. BILLED	BILL INCREMENT	REGULAR	SPECIAL
Morning hours	<input type="text"/>	12:00 AM	8:00 AM	2.00 hours ▾	15 minutes ▾	\$ 200.00	\$ 100.00
Business hours	<input type="text"/>	8:00 AM	5:00 PM	2.00 hours ▾	15 minutes ▾	\$ 200.00	\$ 100.00
Evening hours	<input type="text"/>	5:00 PM	12:00 AM	2.00 hours ▾	15 minutes ▾	\$ 200.00	\$ 100.00
Morning hours (weekend)	<input type="text"/>	12:00 AM	8:00 AM	2.00 hours ▾	15 minutes ▾	\$ 200.00	\$ 100.00
Business hours (weekend)	<input type="text"/>	8:00 AM	5:00 PM	2.00 hours ▾	15 minutes ▾	\$ 200.00	\$ 100.00
Evening hours (weekend)	<input type="text"/>	5:00 PM	12:00 AM	2.00 hours ▾	15 minutes ▾	\$ 200.00	\$ 100.00

ACTIVE TIME PERIOD

Default ▾ ?

NEW ATP

ON CALL SERVICE

☐ ?

SAVE CHANGES

CANCEL CHANGES



To enable/disable and configure the special rate for one or several accounts, go to Account Center, select the account for which you want to enable or disable the special rate, then follow the same steps above.

HOW TO ENABLE AND CONFIGURE THE SPECIAL RATE FOR YOUR VENDORS

Similar to your accounts, you can enable and configure a special rate for all your vendors, or for each individual vendor. To enable a special rate for all your vendors, go to TOOLS AND SETTINGS, VENDOR CENTER, DEFAULT RATES, RATES AND INVOICES, ON-SITE SETTINGS.

SCHEDULEACCOUNTINGTOOLS AND SETTINGSANALYTICSTRAININGαLOG OUT

My settings

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ACCOUNTS AND USERS

Account center64

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Consumer center11

DATA EXPORT

LABS

VENDOR CENTER

VENDORSDEFAULT RATESMY SETTINGSGLOBAL SETTINGS

RATES AND INVOICES

ON-SITE SETTINGSON-SITE RATESVIS SETTINGSVIS RATESVRI SETTINGSVRI RATES

ON-SITE PROVIDER☒?

ENABLE INITIATION FEE☐?

ENABLE RUSH RATE☐?

ENABLE RUSH FEE☐?

ENABLE EMERGENCY RATE☐?

ENABLE EMERGENCY FEE☐?

ENABLE SPECIAL RATE☒?

BETA

ENABLE BLOCK RATE☐?

LONGER TIME AS MINIMUM COMPENSATION☐?

ENABLE SPECIAL RATE

When checked, appointments marked as special will be compensated using emergency rate. Account's settings define status of the appointment.

Once enabled, you can configure the special rate in the rate card, by clicking ON-SITE RATES tab, then, RATES. The Special rate will be visible in your default rate card, as well as any custom rate cards you may have.

VENDOR CENTER

VENDORSALVAREZ-SANCHEZ, LOUIS "BIG LOU" (MR.) :: 14MY SETTINGSGLOBAL SETTINGS

GENERALPROFILE :: TAX ID :: PASSWORDTIME OFFSmartID™SKILLSRATES AND INVOICESEXCLUSION LISTVENDC

ON-SITE SETTINGSON-SITE RATESVIS SETTINGSVIS RATESVRI SETTINGSVRI RATESOPI SETTINGSOPI RATES

RATES

BETA

SERVICE TAGSMODIFIERS SETTINGSMODIFIERS

DEFAULT

RATE	PAY ID	START TIME	END TIME	MINIMUM PAID	PAY INCREMENT	REGULAR	SPECIAL
Morning hours	MH	12:00 AM	8:00 AM	2.00 hours	15 minutes	\$ 25.00	\$ 30.00
Business hours	BH	8:00 AM	5:00 PM	2.00 hours	15 minutes	\$ 20.00	\$ 30.00
Evening hours	EH	5:00 PM	12:00 AM	2.00 hours	15 minutes	\$ 25.00	\$ 30.00
Morning hours (weekend)	MHW	12:00 AM	8:00 AM	2.00 hours	15 minutes	\$ 27.50	\$ 30.00
Business hours (weekend)	BHW	8:00 AM	5:00 PM	2.00 hours	15 minutes	\$ 25.00	\$ 30.00
Evening hours (weekend)	EHW	5:00 PM	12:00 AM	2.00 hours	15 minutes	\$ 27.50	\$ 30.00

ACTIVE TIME PERIOD

Default

?

NEW ATP

ON CALL SERVICE

☐

?

SAVE CHANGES

CANCEL CHANGES



To enable/disable and configure the special rate for one or several vendors, go to Account Center, select the vendor for which you want to enable or disable the special rate, then follow the same steps above.

HOW TO ADD SPECIAL RATE TO YOUR REQUEST FORM

To bill a client and pay a vendor using a special rate, you must select special rate in your intake form. To add special rate to your intake form, go to TOOLS AND SETTINGS, **LABS**, FORM DESIGNER, select the form needed or create a new one, then find APPOINTMENT TYPE field and add it to your form.

The screenshot displays the 'FORM DESIGNER' interface within the 'LABS' section. The top navigation bar includes 'SCHEDULE', 'ACCOUNTING', 'TOOLS AND SETTINGS' (active), 'ANALYTICS', 'TRAINING', and 'LOG OUT'. The 'TOOLS AND SETTINGS' section is further divided into 'My settings', 'Compliance center', 'Control center', 'Communication center', 'New account', and 'New interpreter'. The 'LABS' section is highlighted in the sidebar, showing options like 'Recruitment', 'Document designer', 'Report designer', 'Form designer', 'siConnectorSM configuration', and 'Glance'. The main form area is titled 'FORM TYPE' and shows a 'Schedule Interpreter' dropdown. Below this are 'FORM SHARING OPTIONS' (Internal use only, Share with customers) and 'DATA ENTRY FIELDS'. The 'DATA ENTRY FIELDS' section includes 'ACCESS CODE', 'REQUIRED', 'ADDRESS', 'SUITE, BUILDING, FLOOR', 'APPOINTMENT TYPE' (with radio buttons for Regular, Rush, Emergency, Special, Block), and 'ASSIGNMENT CLASSIFICATION'. A tooltip for 'APPOINTMENT TYPE' explains that selecting a type allows billing a customer and paying an interpreter using different rates.



When editing or creating a new intake form, you can rename Appointment Type, as needed.

HOW TO SELECT SPECIAL RATE WHEN ENTERING A NEW REQUEST

Once you enabled and configured your special rate, and you added appointment type to your request form, you can now select Special rate, when entering a new request. Once completed, ScheduleInterpreter will bill your clients and pay your vendors, using the special rate.

SCHEDULE INTERPRETER - AAA HOSPITAL :: BBB NYC HOSPITAL

REQUEST DETAILS

LOOKUP

MY SETTINGS

*

REQUESTER

BBB NYC Hospital :: 80335

?

*

REQUESTER NAME

ADD REQUESTER

?

RATE TYPE

Regular Rush Emergency

Special

 Block

?

*

DESCRIPTION

?

*

ASSIGNMENT DATE

Mar

30

2023

?

*

LANGUAGES

English

?

SOURCE

TARGET

*

START TIME

AM PM

?

HOUR

MINUTES