

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.

The screenshot shows the 'ACCOUNT CENTER' interface. The top navigation bar includes 'SCHEDULE', 'ACCOUNTING', 'TOOLS AND SETTINGS' (selected), 'ANALYTICS', 'TRAINING', and 'LOG OUT'. Below this is a 'My settings' section with icons for 'My settings', 'Compliance center', 'Control center', 'Communication center', 'New account', and 'New interpreter'. A sidebar on the left lists 'ACCOUNTS AND USERS' (Account center: 64, Vendor center: 93, Consumer center: 11), 'DATA EXPORT', and 'LABS'. The main content area is titled 'ACCOUNT CENTER' and has tabs for 'ACCOUNTS', 'DEFAULT SETTINGS' (selected), 'FIND USER', 'MY SETTINGS', and 'GLOBAL SETTINGS'. Under 'DEFAULT SETTINGS', there are tabs for 'GENERAL', 'ACCOUNTING AND FINANCE', 'LIST OF SERVICES', 'RATES AND POLICIES' (selected), 'MISCELLANEOUS', 'SETTINGS', and 'On the Spot!'. The 'RATES AND POLICIES' section has sub-tabs for 'ON-SITE SETTINGS' (selected), 'ON-SITE RATES', 'VIS SETTINGS', 'VIS RATES', 'VRI SETTINGS', 'VRI RATES', 'OPI SETTINGS', and 'OPI RATES'. In the 'ON-SITE SETTINGS' section, the 'ENABLE SPECIAL RATE' checkbox is checked. A tooltip for this checkbox reads: 'ENABLE SPECIAL RATE. When checked, assignments scheduled as SPECIAL will be calculated using special rates.' Other settings include 'ENABLE RUSH RATE' (checked), 'RUSH RATE PERIOD' (8 hours), 'ENABLE EMERGENCY RATE' (checked), 'EMERGENCY RATE PERIOD' (12 hours), 'ENABLE OVERTIME RATE' (unchecked), 'ENABLE BLOCK RATE' (unchecked, with a 'BETA' tag), 'SOURCE LANGUAGE/SERVICE' (English), and 'TARGET LANGUAGE/SERVICE' (3070 Ameri - Site Survey Only - Initial). At the bottom, there are two buttons: 'CREATE CUSTOM RATE ONLY' and '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 ? **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.



My settings



Compliance center



Control center

Account tools



Communication center



New account



New interpreter

Accounts and users management

ACCOUNTS AND USERS

Account center	64
Vendor center	93
Consumer center	11

DATA EXPORT

LABS

VENDOR CENTER

VENDORS DEFAULT RATES MY SETTINGS GLOBAL SETTINGS

RATES AND INVOICES

ON-SITE SETTINGS ON-SITE RATES VIS SETTINGS VIS RATES VRI SETTINGS VRI 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

VENDORS ALVAREZ-SANCHEZ, LOUIS "BIG LOU" (MR.) :: 14 MY SETTINGS GLOBAL SETTINGS

GENERAL PROFILE :: TAX ID :: PASSWORD TIME OFF SmartID™ SKILLS RATES AND INVOICES EXCLUSION LIST VENDC

ON-SITE SETTINGS ON-SITE RATES VIS SETTINGS VIS RATES VRI SETTINGS VRI RATES OPI SETTINGS OPI RATES

RATES **BETA** SERVICE TAGS MODIFIERS SETTINGS MODIFIERS

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 shows the 'LABS' configuration page. The left sidebar lists navigation options: ACCOUNTS AND USERS, DATA EXPORT, LABS (selected), Recruitment, Document designer, Report designer, Form designer, siConnectorSM configuration, and Glance. The main content area is titled 'FORM TYPE' and shows 'Schedule Interpreter' selected. Below this are 'FORM SHARING OPTIONS' (Internal use only selected) and 'DATA ENTRY FIELDS'. The 'DATA ENTRY FIELDS' section includes: ACCESS CODE (dropdown), REQUIRED (checkbox), ADDRESS (text input, marked with an asterisk), SUITE, BUILDING, FLOOR (text input), APPOINTMENT TYPE (radio buttons for Regular, Rush, Emergency, Special, Block), and ASSIGNMENT CLASSIFICATION (dropdown). A tooltip for the 'APPOINTMENT TYPE' field states: 'Selecting one of the types will allow to bill a customer and pay 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 ?

* REQUESTER NAME ?

ADD REQUESTER ?

RATE TYPE Regular Rush Emergency Special Block ?

* DESCRIPTION ?

* ASSIGNMENT DATE ?

* LANGUAGES ?

SOURCE TARGET

* START TIME AM PM ?

HOUR MINUTES

Revision #1

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