

GUIDE - CANCELLING ORDERS (TIMELY CANCELLATION)

* Please note that the following example is for a timely cancellation. For late cancellations, please see document "Guide - Cancellation Options." *

1. Open Calendar

Navigate to Schedule tab and go to the date of the assignment you want to cancel.

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secure.scheduleinterpreter.com/cis/cgi-bin/dna.cgi?action=home

Plunet

SCHEDULE ACCOUNTING TOOLS AND SETTINGS LOG OUT

Welcome Ms. Gabriela Garcia • Continental Interpreting

Today Schedule interpreter Find assignment Journal report ISO report siConnector schedule Glance Time off Find vendor

Scheduling tools

< July 2022 > 12 JUL 2022 1 TOTAL 1 OPEN 0 READY TO ASSIGN 0 NO INTERPRETER 0 REQUIRES APPROVAL 0

100154 GERMAN 12:00 pm / 1:00

Zero Test

600 Commerce Street, 6th Floor New Tower

Dallas, TX 75202

Record ID: 123456

NOT ASSIGNED

Request details Edit Reschedule Clone request Cancel Journal Assign Interpreter No Vendor Additional documents Compliance report Appointment report ISO Reporting Control center

Total assignments: 1

August 2022

Month Year

January

SHOW CALENDAR

2. Select Cancel

Hover over the assignment you want to cancel. This will open the Order Ribbon with the Cancel shortcut.

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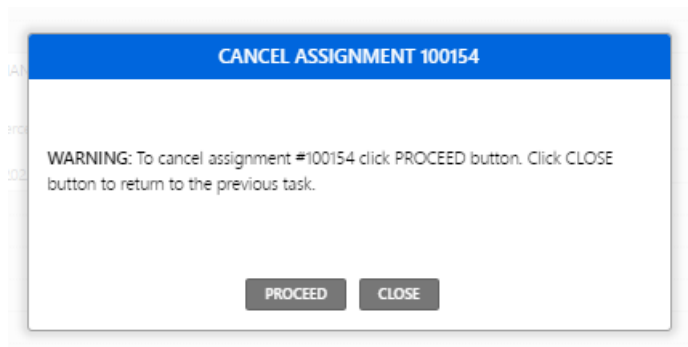
Month Year

January

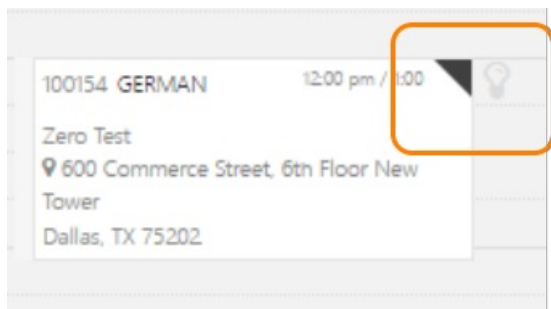
SHOW CALENDAR

3. Confirm Cancellation

Click "proceed" to confirm that you want to cancel the order.



Notice how the assignment corner code color changes to charcoal grey.



4. Verify via Journal

Once cancellation was submitted, check the Journal to verify that the change was recorded and that the client and vendor received cancellation notification emails.

Bonus Tip

Need to restore the assignment? You can do that by hovering over the assignment and clicking "Restore." You will get the following pop-up. Continue to restore the assignment.

