

# 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.

Entering & Broadcastin... | Schedi x | ScheduleInterpreter and Pronto T x +

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

100154 GERMAN 12:00 pm / 100

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 Appointm. report ISO Reporting Control center

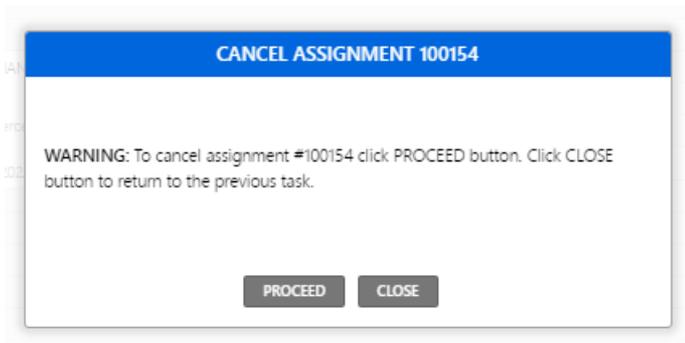
## 2. Select Cancel

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

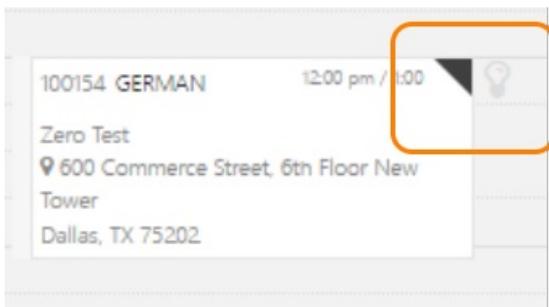
The screenshot shows the Continental Interpreting scheduling software interface. The main area displays a calendar for July 2022, with the 12th of July highlighted. A pop-up window is open, showing details for a 12:00 pm / 1:00 pm assignment titled "100154 GERMAN". The assignment details include "Zero Test", location "600 Commerce Street, 6th Floor New Tower, Dallas, TX 75202", and "Record ID: 123456". The status is "NOT ASSIGNED". A toolbar at the bottom of the pop-up window contains several action buttons, with the "Cancel" button highlighted by an orange box. The interface also shows navigation tabs like "SCHEDULE", "ACCOUNTING", "TOOLS AND SETTINGS", and "LOG OUT", and a status bar at the top indicating "1 TOTAL" and "1 OPEN" assignments.

### 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.

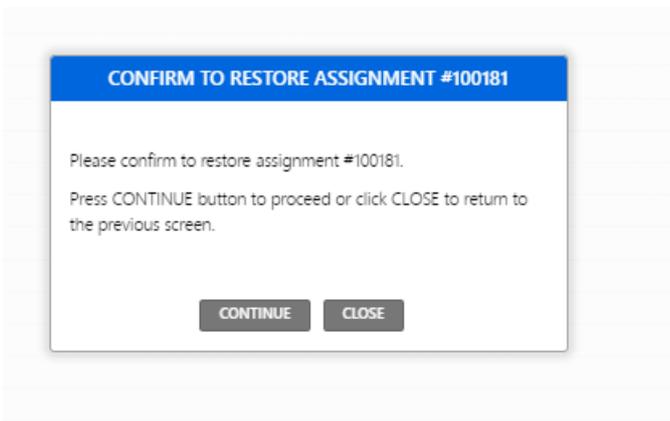


## 4. Verify via Journal

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.



Once restored, you will see the notes on the restored assignment in the Journal Entries.

\* Please note that you will need to broadcast and assign the interpreter for the order again. \*

You can see an example below of an order that was restored. Check the Journal notes as a reference for all touchpoints in the order. You can also reference the Notifications inbox in Outlook as another resource for touchpoints.

**CONTROL CENTER :: ASSIGNMENT #100181**

DETAILS | ASSIGN INTERPRETER | AVETISYAN, MAGDALINA | RESCHEDULE | BROADCAST

MODALITY: OSI  
 SERVICE: Armenian  
 DATE AND TIME: September 27, 2022 at 6:15 AM (Pacific Time Zone) Estimated end time 9:15 AM (3:00)  
 CUSTOMER: AAA / Metro Litigation Los Angeles :: AAA / Metro Litigation Los Angeles Northern CA Rates  
 LOCATION: 11400 West Olympic Boulevard, 2nd Floor, Los Angeles, CA 90064  
 DESCRIPTION: Test  
 REQUESTER: James Haderlein  
 SCHEDULED: September 27, 2022 at 12:08 PM by Gabriela Garcia (Ms.)  
 800.201.7121 | GabrielaG@cis-inc.com  
 VENDOR GENDER: Neutral  
 ACCOUNT NOTES  
 SERVICE ACCOUNT NOTES  
 BILL TO ACCOUNT NOTES  
 INTERPRETER: Avetisyan, Magdalena  
 818.256.6142 | magdalena@sbcglobal.net  
 Q-TAGS: ADMINISTRATIVE CERTIFIED

PAPERWORK | RESEND PAPERWORK | REMOVE INTERPRETER

DETAILS | RESET | CANCEL ASSIGNMENT | JOURNAL

**Journal Entries For Assignment #100181**

- GG** Continental Interpreting Sep 27, 2022 at 1:05 pm  
 Assignment is restored.
- SI** ScheduleInterpreter® Automatic Sep 27, 2022 at 12:52 pm  
 Cancellation notification is sent to Magdalena Avetisyan.
- GG** Continental Interpreting Sep 27, 2022 at 12:51 pm  
 Assignment is cancelled using *Less than 48 hours Cancellation* policy.
- GG** Continental Interpreting Sep 27, 2022 at 12:51 pm  
 Assignment is cancelled.
- SI** ScheduleInterpreter® Automatic Sep 27, 2022 at 12:48 pm  
 Paperwork with details is e-mailed to Magdalena Avetisyan.

🔄 Revision #11  
 ★ Created Mon, Jul 31, 2023 2:13 AM by Ana Mehdaova  
 ✎ Updated Thu, Sep 7, 2023 6:04 PM by Gabriela Garcia