

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... | Schedu 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 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.

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

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August 2022

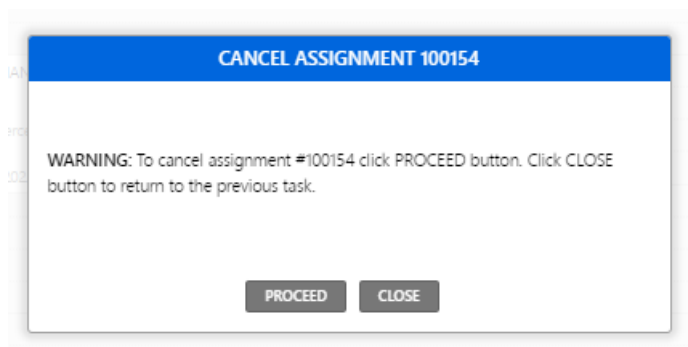
Month Year

January

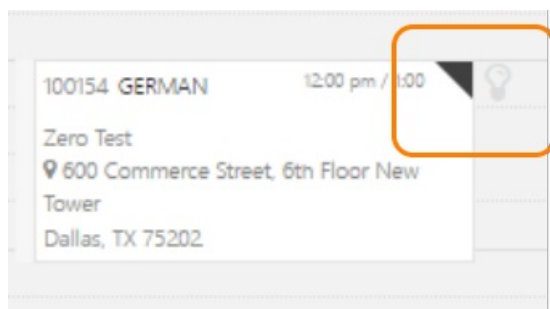
SHOW CALENDAR

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.

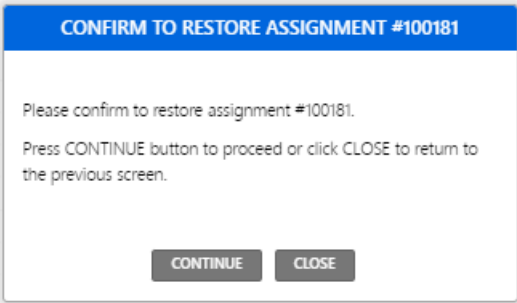


4. Verify via Journal

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.



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

[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, Magdalina 📞 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

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Gabriela Garcia
Continental Interpreting

Sep 27, 2022 at 1:05 pm

Assignment is restored.

ScheduleInterpreter®
Automatic

Sep 27, 2022 at 12:52 pm

Cancellation notification is sent to Magdalena Avetisyan.

Gabriela Garcia
Continental Interpreting

Sep 27, 2022 at 12:51 pm

Assignment is cancelled using *Less than 48 hours Cancellation* policy.

Gabriela Garcia
Continental Interpreting

Sep 27, 2022 at 12:51 pm

Assignment is cancelled.

ScheduleInterpreter®
Automatic

Sep 27, 2022 at 12:48 pm

Paperwork with details is e-mailed to Magdalena Avetisyan.

★Created Mon, Jul 31, 2023 2:13 AM by Ana Mehdaova