

# 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

Su Mo Tu We Th Fr Sa

1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 31

Total assignments: 1

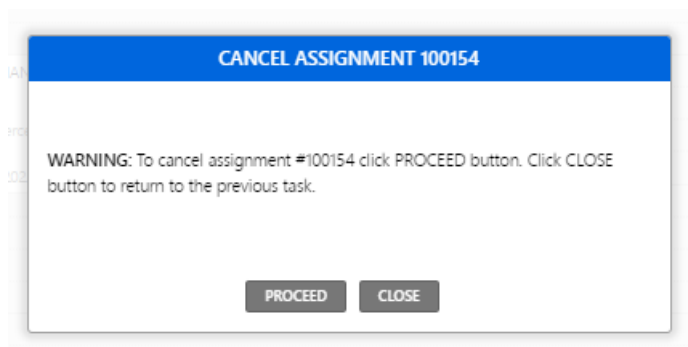
Month Year

January

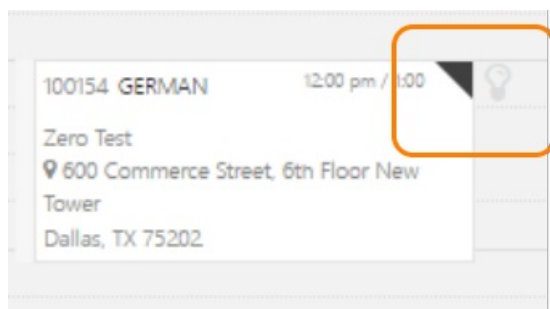
SHOW CALENDAR

### 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.

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