

# 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

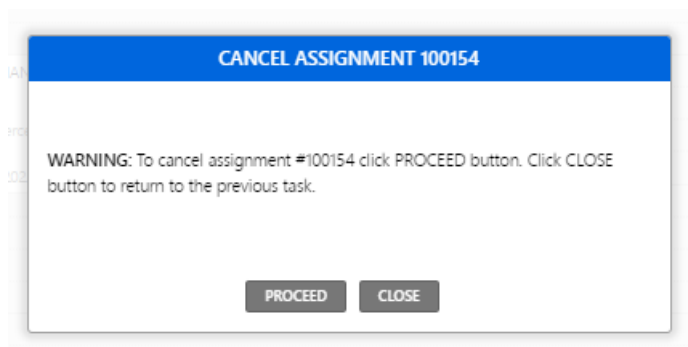
Month Year

January

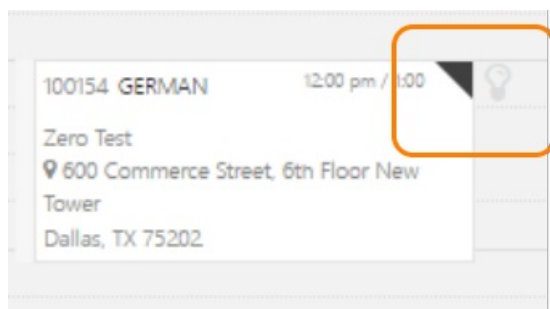
SHOW CALENDAR

### 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.

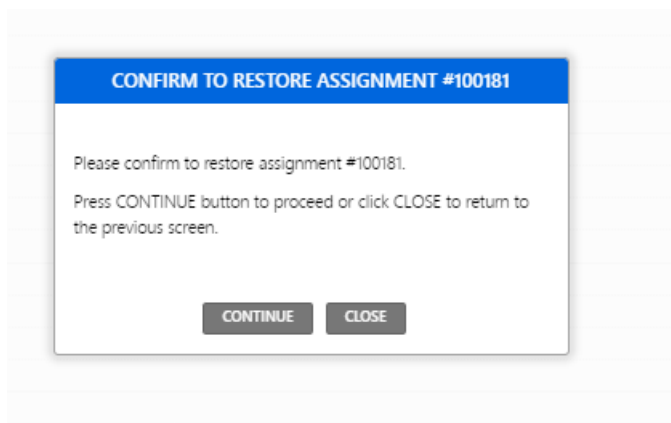


## 4. Verify via Journal

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.



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](mailto:GabrielaG@cis-inc.com)

VENDOR GENDER

Neutral

ACCOUNT NOTES

SERVICE ACCOUNT NOTES

BILL TO ACCOUNT NOTES

INTERPRETER

Avetisyan, Magdalena  
📞 818.256.6142 ✉️ [magdalena@socglobal.net](mailto:magdalena@socglobal.net)

Q-TAGS

ADMINISTRATIVE CERTIFIED

PAPERWORK

RESEND PAPERWORK

REMOVE INTERPRETER

DETAILS

RESET

CANCEL ASSIGNMENT

JOURNAL

Journal Entries For Assignment #100181

🔍

🗨️

👤

☰

🖱️

📍

🔄

🛡️

⊕

GG

Gabriela Garcia

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

Gabriela Garcia

Continental Interpreting

Sep 27, 2022 at 12:51 pm

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

GG

Gabriela Garcia

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