

GUIDE - REMOVING AN INTERPRETER FROM AN ASSIGNMENT

1. Go to Order Control Center

Go to the Control Center of the order.

The screenshot shows a scheduling software interface. At the top, there are navigation tabs: Today, Schedule Interpreter, Find assignment, Journal report, ISO report, siConnector schedule, Glance, Time off, and Find vendor. Below these are scheduling tools and a summary bar showing: 1 TOTAL, 1 OPEN, 0 READY TO ASSIGN, 0 NO INTERPRETER, 0 REQUIRES APPROVAL, and 0 CANCELLED. A calendar on the left shows September 2022 and October 2022. A pop-up window displays details for an assignment: 100181 ARMENIAN, 8:15 am / 3:00, AAA / Metro Litigation Los Angeles :: AAA / Metro Litigation Los Angeles Northern CA Rates, 11400 West Olympic Boulevard, 2nd Floor Los Angeles, CA 90064, and NOT ASSIGNED. A toolbar at the bottom contains various icons, and the 'Control center' button is highlighted with an orange box.

2. Select "Remove Interpreter" in Details tab.

[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](#)

- REMOVE VENDOR POP-UP

The following pop-up will appear. Click "Remove Only" if you would like the interpreter to remain available. If you would like the system to know that the interpreter is Not available, select "Remove and Change Status."

Once you remove the interpreter, you can reassign to anyone from the Available tab again.

REMOVE VENDOR

To remove vendor without changing the status click REMOVE ONLY button.
 To remove vendor and change the status to **Not available** click REMOVE AND CHANGE STATUS button or click CLOSE button to return to your previous task.

NOTE: change of status only affects assingment(s) with vendor status listed as AVAILABLE.

[REMOVE ONLY](#)
[REMOVE AND CHANGE STATUS](#)
[CLOSE](#)

* Note that the interpreter you initially removed will not receive a notification that they have been removed. You will need to confirm with them manually by email that they have been removed. *

3. Verify via Journal

Once interpreter has been removed, check the Journal to verify that

the change was recorded.

4. Proceed to Assigning Replacement

Your assignment is open (not assigned) again.

You may need to rebroadcast the assignment to send out Assignment Offer emails to interpreters who qualify for the assignment. You will then proceed to cover the assignment as usual.

🕒 Revision #5

★ Created Thu, Sep 7, 2023 5:14 PM by Gabriela Garcia

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