



Interpreter Intelligence: Scheduling and Invoicing

Training Video: <https://vimeopro.com/interpreterintelligence/interpreter-portal/video/82265563>

1. Interpreters will be **offered jobs** that will appear both in email and in the Interpreter Portal.
2. Interpreter may Accept (aka Select) the offer. The option to *Decline* will only be available from a desktop/laptop computer.
3. Once **Accepted**, the job status will change to Assigned. The interpreter will then have access to view all job details in the Interpreter Portal. At this point, other interpreters will **NOT** be able to accept the job.
4. The interpreter will then immediately **review all details** to ensure he/she is qualified to do the job and that there are no conflicts.
5. There is not an automated way to give the job back. If needing to give the job back for any reason, the interpreter should call the office immediately to be unassigned.
6. ***Once verified, the interpreter must click on **Confirm** in the job.
This triggers confirmations to the interpreter AND to the customer! If not Confirmed immediately, it is possible the Customer may cancel and the job will not be billable.
7. After the job is complete, the interpreter may add a pre-approved parking fee as an Incidental under the Incidentals tab. From the mobile site, the Incidental may be added any time. From the Desktop Site, it must be added as part of the 'Close Job' process.

*Incidentals must be supported with a copy of the parking receipt either uploaded in the Desktop site or emailed to info@riseinterpreting.com. In the *Desktop site*, Upload a picture or scan the receipt using the 'Booking Details' tab and select 'Add Document'. The *Mobile site* does not offer an option to upload docs. Instead, please send the picture or scan by replying to your confirmation email or sending to info@riseinterpreting.com and list the Job number.
8. Once a job is complete, the interpreter must **Close the Job**. Actual times should be entered for how long the interpreter was on site. The interpreter will be paid for the scheduled time or the actual time, whichever is longer.
9. If released early due to a no-show, it is **required** to document the first and last name of the authorized individual who released the interpreter.
10. ***Closing out a Job will submit an invoice for the assignment. Please close jobs within 24 hours *after* completion of the job.