



Quick Reference Guide Managing Work Requests for Agencies

Responding to a work request

Interested

1. Click **Interested** on the pending offer. Make sure to respond by the Respond By time and date, if applicable.

Pending Offers 1 [View All](#)

Wed Nov 22 **52-PR-**
3:00 PM - 5:00 PM Central Time

Respond By
11/23/2023 02:50 PM

Party Offer Rate
No Rate

Person Subject To
Guardianship

2. Select the interpreter’s name from the Interpreter dropdown that you want to assign to the request. Only qualified available interpreters will be listed.

OFFER RESPONS

Offer Rate
\$35.00 Per Hour

Status
Interested

Interpreter
(Certified)

Response Comment



Indicating interest does not guarantee you’ll receive the assignment. The scheduling specialist must grant the offer. A placeholder is set on the calendar. If the request is granted, the status will update to “Offer: Granted”.

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Decline

1. Click **Decline** on the **Pending Offer**. The response is sent to the scheduling specialist.

Pending Offers View All

Wed Nov 22 **52-PR-23-1**
 3:00 PM - 5:00 PM Central Time Ach

Respond By
11/23/2023 02:50 PM

Party Offer Rate
 Test, No Rate
 Person Subject To
 Guardianship

✓ Interested
✗ Decline

Update an interpreter on a assignment

1. On the Dashboard, select the pending offer from the calendar to open the assignment.



Interpreter can only be updated if the assigned interpreter has not yet accepted the assignment.

Profile Assignments Offers Invoices Interpreters

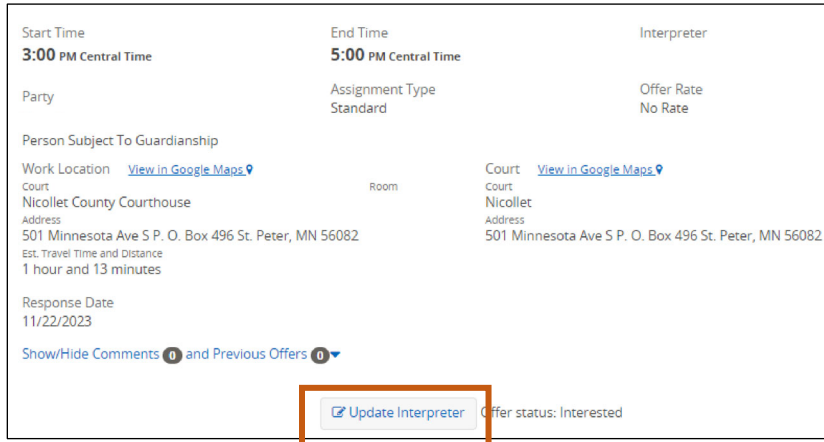
< Today > March - May, 2024 Day Week Month Agenda

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
March 31	April 1	2	3	4	5	6
	Offer: Interested 1:00 PM - 1:30 PM Acholl, Atkin					
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	May 1	2	3	4

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2. Click **Update Interpreter**.



The screenshot shows a form with the following fields and values:

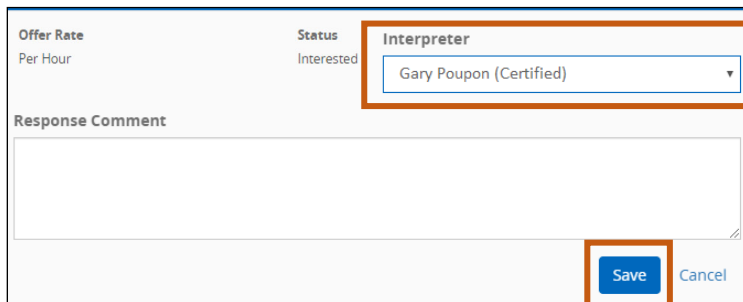
Start Time 3:00 PM Central Time	End Time 5:00 PM Central Time	Interpreter
Party	Assignment Type Standard	Offer Rate No Rate
Person Subject To Guardianship		
Work Location View in Google Maps	Room	Court View in Google Maps
Court Nicollet County Courthouse		Court Nicollet
Address 501 Minnesota Ave S P. O. Box 496 St. Peter, MN 56082		Address 501 Minnesota Ave S P. O. Box 496 St. Peter, MN 56082
Est. Travel Time and Distance 1 hour and 13 minutes		
Response Date 11/22/2023		
Show/Hide Comments and Previous Offers		
Update Interpreter		Offer status: Interested

3. Select the interpreter's name from the Interpreter dropdown.



Only interpreters who are available during the timeframe will appear.

4. Click **Save**. The name of the interpreter is sent to the scheduling specialist.



The screenshot shows the 'Update Interpreter' form with the following fields and values:

Offer Rate Per Hour	Status Interested	Interpreter Gary Poupon (Certified)
Response Comment		
Save		Cancel

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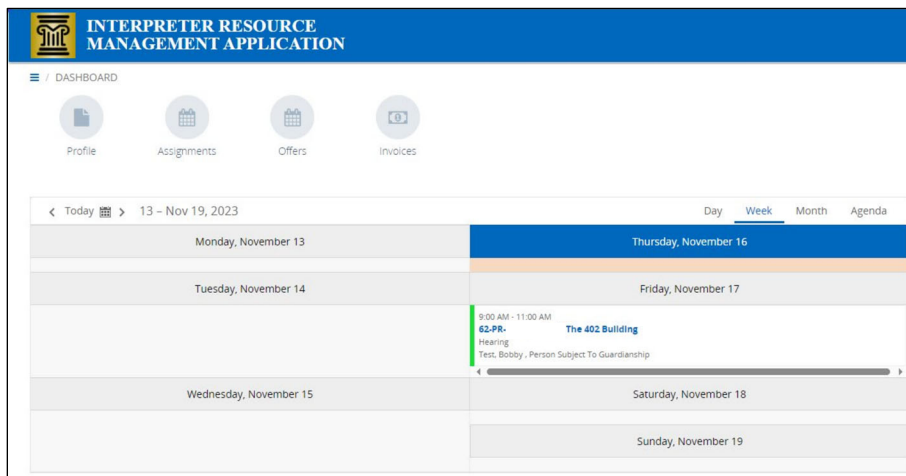
Booking Exception

It is the anticipated actual time of the work request within the 2-hour period assigned, that the Interpreter will work.



Add-ons may be assigned without an offer process; you will receive a notification of add-ons. Contact the scheduling specialist immediately if the interpreter cannot take the add-on.

1. Click on the **Assignments**.



2. **Booking Exception** will be listed on the left-hand side.

