Job Approval and Dispute Process

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Introduction
Interpreters will now be able to Approve through the portal, all of their Jobs before they are billed. Please review the payment and expense details of each Job and click on an Approve button. We will make sure to get approval from the interpreter before invoicing.

In addition to the Approval Process, after service has been provided, interpreters will also be able to dispute jobs.

The Interpreter Dispute process provides a means for Interpreters to submit Time and Mileage Disputes through the Interpreter Portal also.

The Dispute submittal process consists of:

• selecting the desired Job,
• selecting the type of Dispute, either Time or Mileage,
• selecting a reason for the dispute,
• entering disputed Time or Mileage,
• adding any additional notes,
• attaching any supporting documentation, and
• clicking on a Submit button.

Interpreters will be able to see their Jobs that they are actively disputing, and the resolution of those disputes.

The following sections describe, in detail, how this system will function.

Interpreter Portal
The Job Dispute and Approval process includes several additions and changes to the screens of the Interpreter Portal.

Menu Items

In the menu items at the top of the screens, there are two changes. The first is that the Confirmed Job List has been changed to My Schedule. The screen associated with this menu item has not changed, just the name of the menu item.
The second change is the addition of the Completed Jobs menu. The screen associated with this menu item displays Jobs that have been checked in and out and have payable information associated with them.

**Completed Jobs Screen**
The Completed Jobs screen is the starting point of Disputing and Approving Jobs, and displays Jobs that are Approved, Unapproved, In Dispute, and have associated Resolved Disputes.

The Jobs can be filtered by date and by All Jobs, Unapproved Jobs, Jobs Currently In Dispute, and Resolved Disputes. Please note that when All Jobs are selected, Interpreters will not see Resolved Disputes in this list. This is due to the fact that a Resolved Dispute could also be an Approved Job. Therefore, it would be confusing to display both of these in the same list. In order to see a list of Resolved Disputes, the Interpreters should check the Resolved Disputes filter and click on the Refresh button. The following screen shows a screen shot of the Resolved Disputes filter applied.
Each row has three buttons, Voucher, View, and the third showing Approved, Unapproved, In Dispute, and Resolved.

Clicking on the Voucher button will Display a copy of the Voucher. Clicking on the View button will display the Job information. Clicking on the Approved or Unapproved button will navigate to the Job Approval Screen. Clicking on the In Dispute button will navigate to the Dispute Submittal screen. Clicking on the Resolved button will navigate to the Dispute Resolution screen.

**Job Approval Screen**

The Job Approval Screen is where an Interpreter can either Approve a Job, or navigate to the Job Dispute screen.
This screen will show the payable details for the Job, including any expenses that an Interpreter has entered. The Interpreter can navigate to the Expense screen from here in order to add or delete expenses.

**If the Interpreter agrees with the details, then they will be required to click on the Approve Job button.** Once the Interpreter clicks on this button, the screen will automatically navigate back to the Completed Jobs screen and this Job will show Approved.

By clicking on the OK button, the Interpreters are agreeing that all of the Job and payable details are correct. This will allow for this Job to be processed for payment. Once the Interpreters have clicked on the Approve Job button, they can no longer add expenses or Dispute the Job.

If the Interpreters navigate back to the Job Approval screen by clicking on a Job that shows Approved on the Completed Jobs screen, then the control buttons on the Job Approval screen will be disabled.

Please note that in order to bill all the jobs in a particular day, all jobs for that day need to be approved. This is to allow
for consecutive jobs to be properly billed.

**Job Dispute Screen**
The Job Dispute screen displays pertinent information regarding the Job, and allows for the Interpreter to enter the times or miles that they are disputing.

The Interpreter can select the type of Dispute, either Time or Mileage, and can select from a list the reason for the dispute. There is a free-form field for the Interpreters to enter notes associated with the dispute. This notes field is limited to 150 characters.

If the Dispute is a Time Dispute, the Interpreter can enter the Check In and Check Out times that they feel are the correct times. For Time Disputes, Interpreters are not required to submit supporting documentation, but it is allowable, as long as it is in .pdf format.

If the Dispute is a Mileage Dispute, the Interpreter can enter the Mileage To and Mileage from values that they feel are correct. For Mileage Disputes, Interpreters are required to submit supporting documentation in the form of a map displaying the From and To addresses, as well as the amount of mileage for the route. This documentation must be in .pdf format.
Once the Interpreters are satisfied with the information on the Job Dispute screen, they must click on the Submit button. If any of the fields have improper information in them, messages will be displayed showing where the issues are.

**Only one Time Dispute and on Mileage Dispute is allowed for a Job.** If a Job already has a Time Dispute, whether it was Resolved in the Interpreters’ favor or not, and an Interpreter attempts to submit another Time Dispute for the same Job, the system will display a message below the submit button informing them that this type of Dispute already exists.

When a Dispute has been successfully submitted, the input fields and buttons will be disabled, and the Dispute ID will be displayed.
After a Dispute has been submitted, the button on the Completed Jobs screen will show In Dispute. When this button is clicked, it will navigate to the Job Dispute page, but all of the input fields and controls will be disabled.

Only one Active Dispute per Job is allowed at a single time. If an Interpreter submits a dispute for Mileage, that Interpreter cannot dispute the same Job for Time until the Mileage Dispute has been resolved.

An Active Dispute will prevent all Jobs that occurred on the same day from being processed, until that Dispute is resolved.

**Dispute Resolution Screen**
The Dispute Resolution Screen displays information regarding the resolution of the selected Dispute. Interpreters can navigate to this screen from the Completed Jobs screen by clicking on the button titled “Resolved.”

If there are Disputes for both Time and Mileage for a Job, both of these Disputes will show on this screen once resolved. The Interpreter can click on the Select button to display the details for that particular Dispute.