

INTERPRETER
MANAGEMENT
SYSTEM IMS.
DIRECT CLIENT

User Guide

CONTENTS

Introduction to IMS.Direct	3
Face to Face Interpreting Bookings	3
Logging in to your IMS.Direct Client Portal	4
Navigation menu	5
Creating a Face to Face booking	6
Creating a grouped Face to Face booking	9
Viewing, amending and cancelling bookings	10
Submit on behalf of another user	10
Reviewing times after the Interpreter has submitted	11
Reviewing times before the Interpreting has submitted	13
Telephone Interpreting	14
Finding your Access Code and PIN number	14
How to use our Telephone Interpreting Service	14
Video Remote Interpreting (VRI)	15
Creating a VRI booking	15
Once connected	17
Reporting	19
VRI reporting	19
Booking reports	20
Finance reports	20
Report preferences	21
Support	22
Technical support	22
Support materials	23
Glossary	24

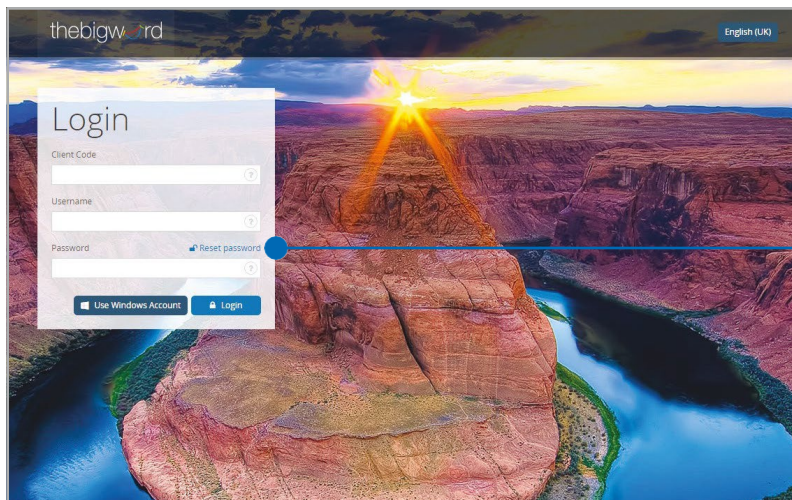
BOOKING INTERPRETERS USING IMS.DIRECT CLIENT

IMS.Direct Client is fast, simple and available **24/7/365** to make or view bookings and access to reports. It is a secure platform, protecting all of your details, and offers complete visibility over your interpreter bookings.

This user guide details all of the features available in IMS.direct. Some features may not be available for your organisation. If you wish to set up new features, this can be arranged by contacting your Account Manager.

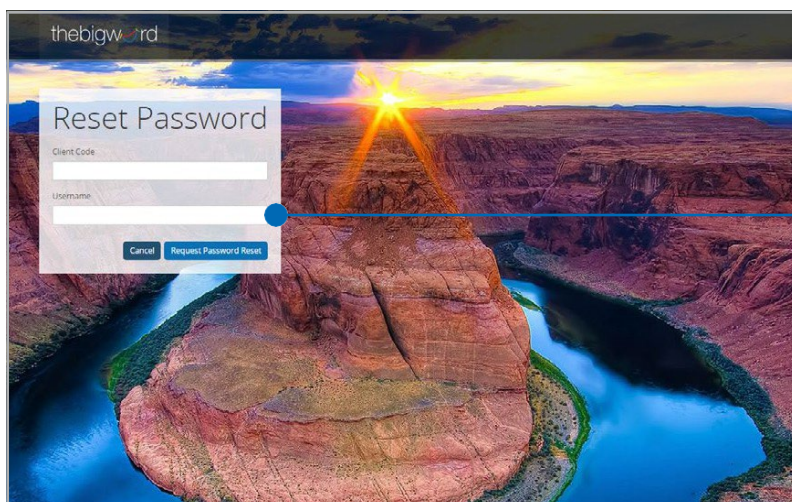


IMS.Direct Client can be accessed via: thebigword.ims.direct



If you are accessing IMS.Direct for the first time you will need to reset your password before you log in.

1. Go to: thebigword.ims.direct and select **Reset password**.



2. Disregard the **Client Code** field.

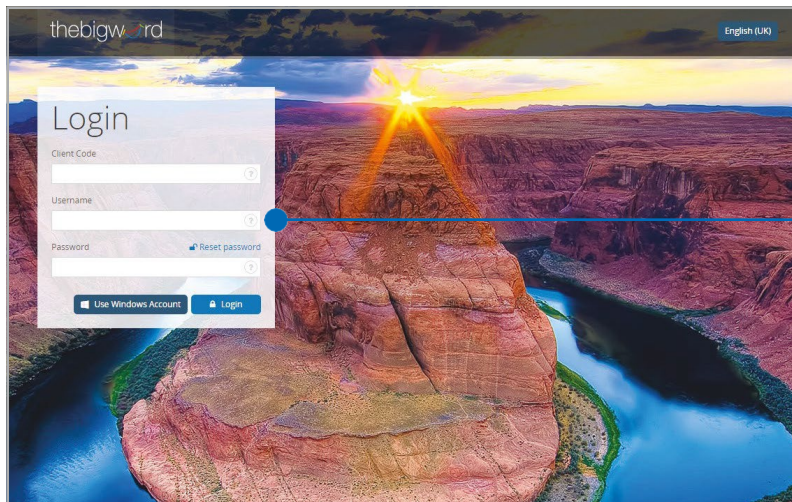
3. Enter your work email address in the **Username** field and then select **Request Password Reset**.

4. You will then receive an email to your work email address with a link to reset your password. Follow the instructions on this email to reset your password.

5. This is now your IMS.Direct password. Due to data protection, this password must be reset once every 30 days.

LOGGING IN TO YOUR IMS.DIRECT CLIENT PORTAL

Once you have reset your password you can log in to your IMS.Direct portal using your work email address and the password you have created.



1. Go to: **thebigword.ims.direct**

2. Disregard the **Client Code** field.

3. Enter your work email address in the **Username** field and your password in the **Password** field.

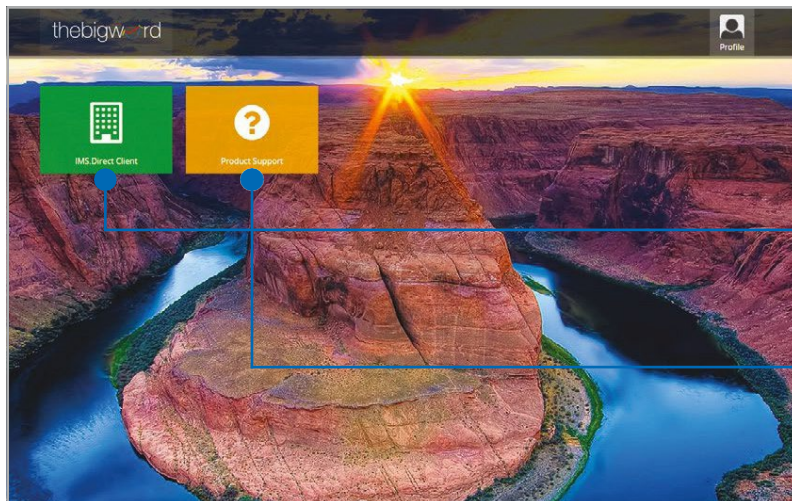
4. You can reset your password from this screen at any time by selecting the **Reset Password** link and following the instructions on **page 3**.

5. Then select **Login**.

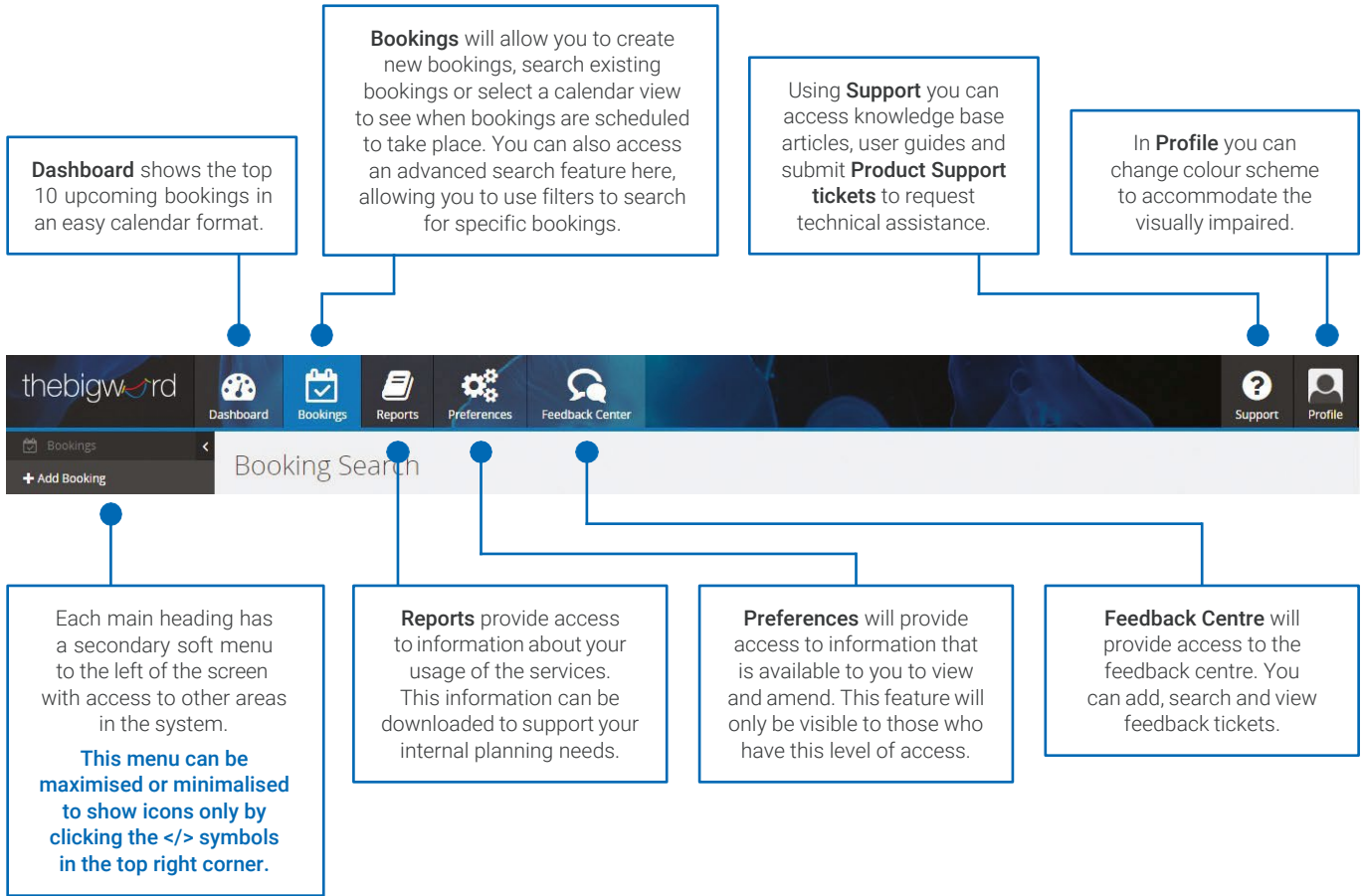
6. Once logged in, you will see the IMS.Direct dashboard screen which provides access to two areas, **IMS.Direct Client** and **Product Support**.

7. From the dashboard screen select **IMS. Direct Client** to proceed.

8. For technical support, user guides and other collateral you can select **Product Support**. See page 21 for further details.



NAVIGATION MENU



CREATING A BOOKING

Step 1

Start by selecting **Bookings** at the top of the screen and then select **+Add Booking** in the menu to the left of the page. The new booking page will open. To view your bookings, use the search fields provided.

thebigword | Dashboard | Bookings | Reports | Preferences | Feedback Center | Support | Profile

Bookings | + Add Booking | Calendar View | Booking Search

Booking Search

Booking Number: Contact Name: Language: -- Select -- Case Reference:

Booking Date From: Booking Date To: Created Date From: Created Date To:

Interpreter Name: Single/Multi Day Bookings: -- Select -- Booking Time Zone: -- Select -- Booking Type: -- Select --

Booking Status: All Time Approval Type: -- Select -- Contacts: All Client Accounts: All

Custom Fields: Start Typing Custom Fields Search: Appointment Name Search:

Clear Search

Step 2

Find the organisation and the home account/cost centre you require the booking for. Once found, select the calendar icon to add a booking.

Add Booking

Client Account Name: Client Code:

Organisation	Organisation Group	Client Account Name	Client Code	Contact Client Home Accounts
Test Company	Test Company - Marketing ONLY	Marketing Client DEMO ONLY	D00011695	Marketing Client DEMO ONLY - (D00011695)
Test Company	Test Company Scotland Ltd	Test Client 2 Test	D000041125	Test Client 2 Test - (D000041125)
Test Company	Test Company Wales Ltd	Test Client 3 Test	D00031125	Test Client 3 Test - (D00031125)
Test Company	Test Company England	Test Client 4 Test Company	D00011125	Test Client 4 Test Company - (D00011125)

Select the **Calendar icon** next to your home account/cost centre.

You can select this bar to sort this list into an alphanumeric order.

Step 3

You now need to complete the online booking form.

Add Booking

☰ Do you require a Booking with Multiple Languages and/or Interpreters?

Multiple Languages and/or Interpreters Required

🕒 Appointment and Interpreter Requirements

- Booking Type *
- Appointment Type *
- Language *
- Booking Time Zone *
- Multiday Booking
- Start Date & Time *
- Duration of Appointment
- End Date and Time
- Information to Interpreter
- Client Contact Email
- People to Notify (Cc)
- Interpreter(s) Not to Use
- Requested Interpreter
- Interpreter Gender

If your booking requires multiple languages and/or interpreters please tick this box, and an additional option will appear. If the durations for each day are different, please contact the interpreting helpdesk by calling **0035319638294**.

1. **Booking Type** – Use the drop down menu to select the type of booking required: **face-to-face interpreting**.

2. **Appointment Type** – Use the drop down menu to select the type of appointment you require.

3. **Language Required** – Use the drop down menu to select the language requirement.

Note: If the required language is not listed please contact the helpdesk on **0035319638294**.

4. **Booking Time Zone** – This defaults to support UK timezone.

5. **Multi-Day Booking** – If you require an interpreter for more than one day, please tick this option and provide the days required.

6. **Start Date & Time** – Use the calendar and time icons to state the date and time you require the booking.

7. **Duration of Appointment** – Duration is determined by hours and minutes, minutes are selected in 5 minute increments.

8. **End Date & Time** – This will automatically be completed based on the start time and estimated duration.

9. **Information to Interpreter** – Use to provide information for the

interpreter. For example: Witness statements will be needed.

10. **Client Contact** – populated with the email associated with the client account.

11. **People to Notify (CC)** – Used to include email addresses of the people who need to be made aware of the booking and require notifications. You can add as many emails as required.

12. **Interpreter(s) not to use** – You can search for interpreters to be excluded from accepting the booking. These may be interpreters with a conflict of interest or whose impartiality may be compromised by previous involvement in related cases.

13. **Requested Interpreter** – You can request a specific interpreter by using the search button. Then select the 'Mandatory' or 'Preferential' buttons according to your requirements.

14. **Interpreter Gender** – You can also specify the gender of your interpreter using this drop down menu. If a preferred gender is chosen, fill in the 'Gender Selection Reason'. for specific interpreters to use at the appointment if available.

Step 3 (continued)

The screenshot shows a form titled "Venue Contact Details" with several sections: "Venue Contact Details", "Finance", "Your Information", and "Attributes".

- 15 Use Contact Details**: A checkbox that is checked.
- 16 Venue Contact Name**: A text input field containing "Demo Marketing Contact".
- 17 Venue Contact Number**: A text input field containing "Demo Marketing Contact".
- 18 Address ***: A section with a radio button selected for "Enter a new address" and a dropdown menu for "Venue Address *" showing "-- Select --".
- 19 Appointment Reference**: A text input field.
- 20 This is a Custom Field**: A text input field.
- 21 Save**: A blue button with a checkmark icon.

A callout box on the right states: "If you are entering a new address, you will be prompted to fill in Building Name, Number, Street, City, County, Country and Postal Code fields."

15. Use Contact Details – Click the check box to use existing contact details

16. Venue Contact Name – Enter the name of the person who will greet the interpreter at the venue.

17. Venue Contact Number – Enter the contact number of the person who will greet the interpreter at the venue.

18. Address – Enter the name of the venue where the interpreter is required.

19. Appointment Reference – Add specific information about the appointment.

20. Custom Fields – If a client has a custom field added, this will be shown on the booking form.

21. Save – When the form is completed, select **Save**.

GROUP BOOKINGS

If your booking requires multiple languages and/or interpreters with the same information such as: Address, Dates and Times, follow the process below.

Add Booking

Do you require a Booking with Multiple Languages and/or Interpreters?

Multiple Languages and/or Interpreters Required

Appointment and Interpreter Requirements

- Group Booking Name * (Test Group Name)
- Booking Type * (Face to Face)
- Appointment Type *
- Booking Time Zone * ((UTC+00:00) Dublin, Edinburgh, Lisbon, London)
- Multiday Booking
- Start Date & Time * (18/01/2018 16:34)
- Duration of Appointment (3 Hour(s) 0 Minute(s))
- End Date and Time (18/01/2018 19:34)
- Information to Interpreter
- Client Contact Email
- People to Notify (Cc) [Add]
- Interpreter(s) Not to Use [Search]
- Interpreter Gender (No Preference)

Multiple Languages/Interpreters [Add New]

Interpreters Required	Language
<input checked="" type="checkbox"/> 2	Albanian
<input type="checkbox"/> 1	Kurdish (Sorani)

Information entered in this field will be read by the interpreter who accepts the booking and retrospective edits cannot be made. Please make sure all notes are as clear and concise as possible.

6. Enter the number of interpreters you would like for that language. Once happy, select the tick icon.

7. You can edit your submission by selecting the pencil icon or you can delete your submission using the bin icon.

1. Select this tick box.

2. Enter the **Group Booking Name**.

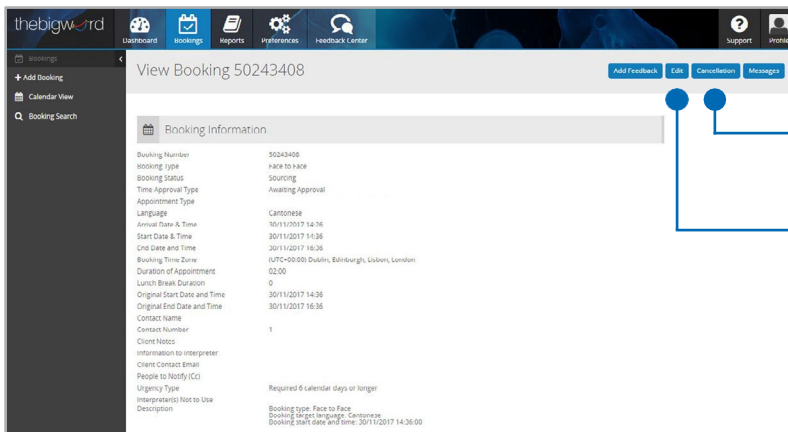
3. Complete fields 2 - 13 as per **page 7**.

4. Select **Add New**.

5. Use this drop down menu to select the language.

VIEWING, AMENDING AND CANCELLING BOOKINGS

Your booking has been added successfully! - The system will show you a summary page with all relevant information. If required you can amend or cancel your booking at this stage.



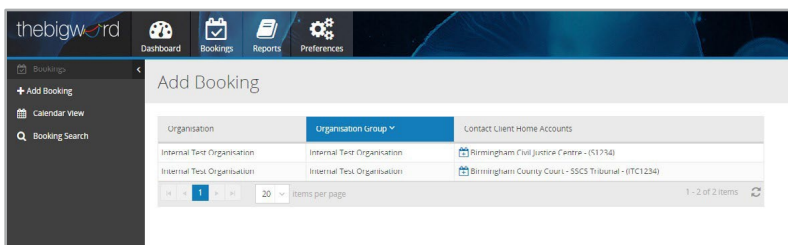
Select **Cancellation** to cancel your booking.

Select **Edit** to amend your booking details.

The appointment can be **amended** or **cancelled** through IMS.Direct Client before an interpreter is assigned to the booking. You will know an interpreter has been assigned when you receive an email with the timesheet confirming the booking and providing you with their details.

SUBMIT ON BEHALF OF ANOTHER USER

For users with the right access level, IMS.Direct Client allows you to create a booking on the behalf of someone else.



1. Select **Add booking**. You can now see the list of venues you have access to.

2. Select a client account you would like to make bookings on the behalf of, then continue with the booking process as per **page 7**.

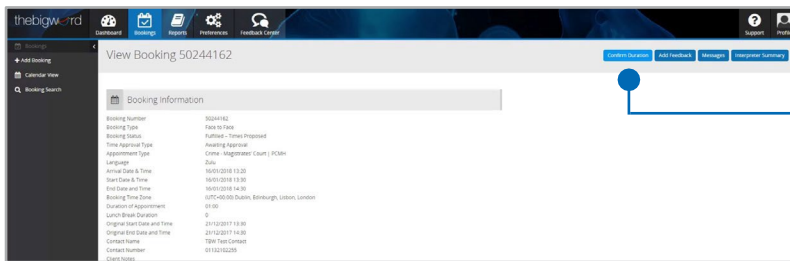
HOW TO REVIEW A TIMESHEET WHEN THE INTERPRETER HAS SUBMITTED ACTUAL TIMES

Step 1

Log into IMS.Direct Client Portal: thebigword.ims.direct

Step 2

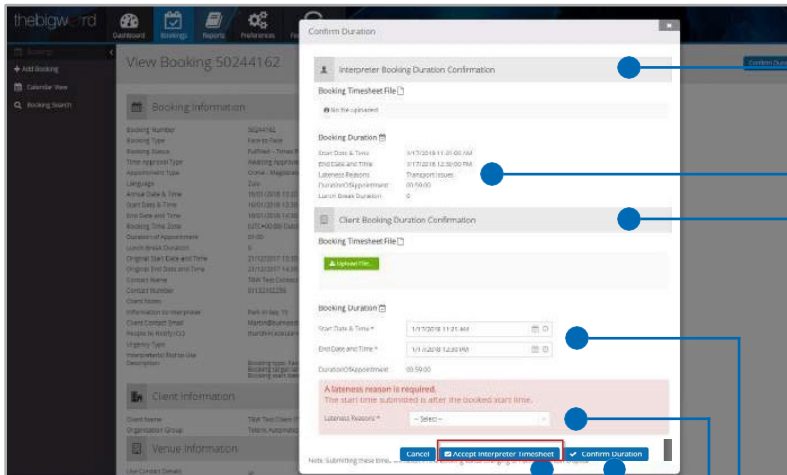
Under the **Bookings** tab, use the search functionality to find the booking required for review and click on the **Eye icon** to open the Booking view page. Bookings where an interpreter has submitted their times before you will appear as a new button **Confirm Duration**.



Select **Confirm Duration**.

Step 3

In this pop up window you are required to confirm the actual times of the booking. If the booking went ahead as per the original booked times, you can select **Confirm Duration**. If the booking did not go ahead as per the original booked times, you need to amend the times here.



1. You can review the timesheet and times the interpreter has submitted for this booking. If you are happy with the information submitted you can go straight to point 6a/6b.

2. If the interpreter attended the booking late, they should have selected a reason for their lateness. This also needs to be reviewed.

3. This section only requires completion if you disagree with the times submitted by the interpreter or the interpreter has not submitted times yet.

4. If you disagree with the times, you can amend them here. The times entered here should reflect the actual time of the booking (not the booked time).

5. If the actual start time is later than the original booked time, a **Lateness Reasons** drop down menu will appear from which a reason must be selected.

6a. Then select **Confirm Duration**.

If the organisation has mandatory timesheets enabled then the system will prompt you to submit a timesheet - Even if the same start and end time are submitted

6b. **Alternatively**, if a timesheet has been submitted by the interpreter and you wish to confirm the same start and end date/time, the **'Accept Interpreter Timesheet'** button will appear, allowing you to accept the submitted timesheet without having to re-upload it.

HOW TO CONFIRM ACTUAL BOOKING TIMES BEFORE THE INTERPRETER HAS SUBMITTED ACTUAL TIMES

In IMS.Direct Client you're able to confirm actual booking times before the Interpreter submits their times - Here we show you how you do this:

Step 1

Log into IMS.Direct Client Portal: thebigword.ims.direct

Step 2

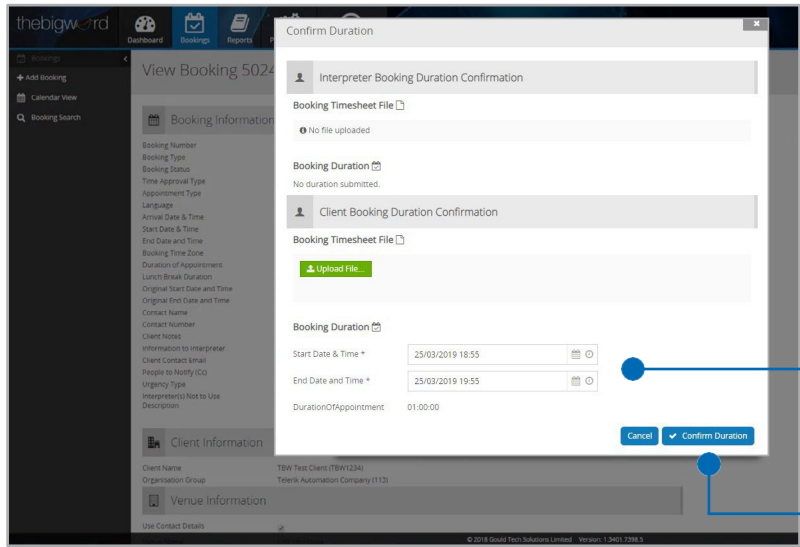
Under the **Bookings** tab, using search find the booking and click on the **Eye icon** to open the view booking page.



Select **Confirm Duration**.

Step 3

In this pop up window you are required to confirm the actual times of the booking.



1. If the booking went ahead as per the booked times, you can skip to 2. If the actual time was different to the booked time you will need to amend the time here by selecting the clock symbol. These times should reflect the actual times of the booking (not the booked time).

2. Then select **Confirm Duration**.

FINDING YOUR TELEPHONE INTERPRETING ACCESS CODE AND PIN

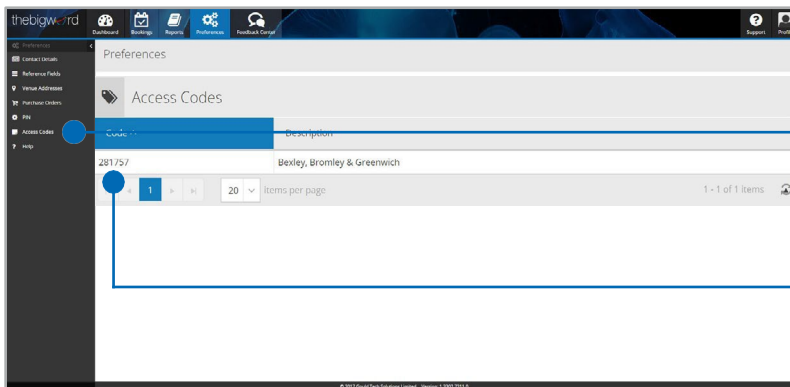


thebigword's Telephone interpreting service is available 24/7 and is accessed easily by dialling **0035319638294**

Once you have dialled this number you will be asked for an Access Number and some clients will also be asked for a PIN number. To find your Telephone Interpreting Access Number and PIN number, follow the process below. If you cannot access this, please contact your Account Manager.

Step 1

If this is the first time you are logging in to IMS.Direct, you will need to reset your password and log in to your portal by following the instructions on **page 3**.



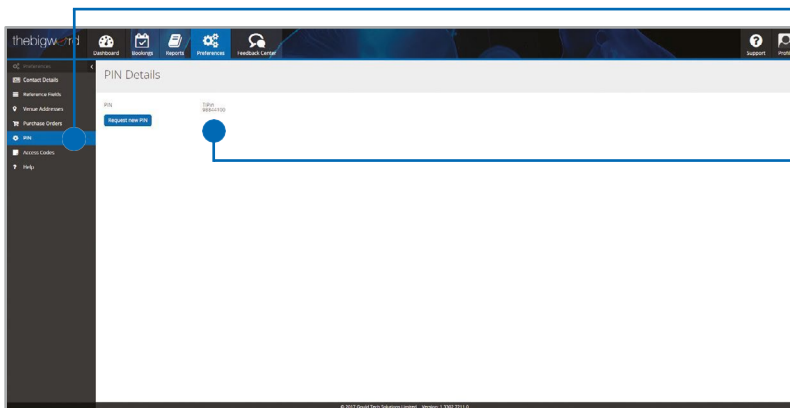
1. Select **Preferences** tab on the portal.

2. Then select **Access codes** from the side menu.

3. This is your Telephone Interpreting Access Code. This will not change so make a note of this in a safe place.

4. If you do require a PIN number you can find it by selecting **PIN** from the side menu to view your PIN number.

5. This is your Telephone Interpreting Access Code. This will not change so be sure to remember the code



Step 2

Once you have dialled **0035319638294**, follow the instructions on the IVR and enter your Access Code and PIN number when prompted.

Step 3

Then enter the language code of the language you require. Language codes can be found on the 'Telephone Interpreting Quick Guide' which can be found in your IMS.Direct welcome email or can be ordered following the process on **page 16**.

REQUESTING ON-DEMAND VIDEO REMOTE INTERPRETING (VRI)

On-Demand Video Remote allows you to connect with a professional Interpreter through an audio-visual call via your IMS.Direct Client Portal. If you do not have access to Video Remote Interpreting, please contact info@thebigword.com

Step 1

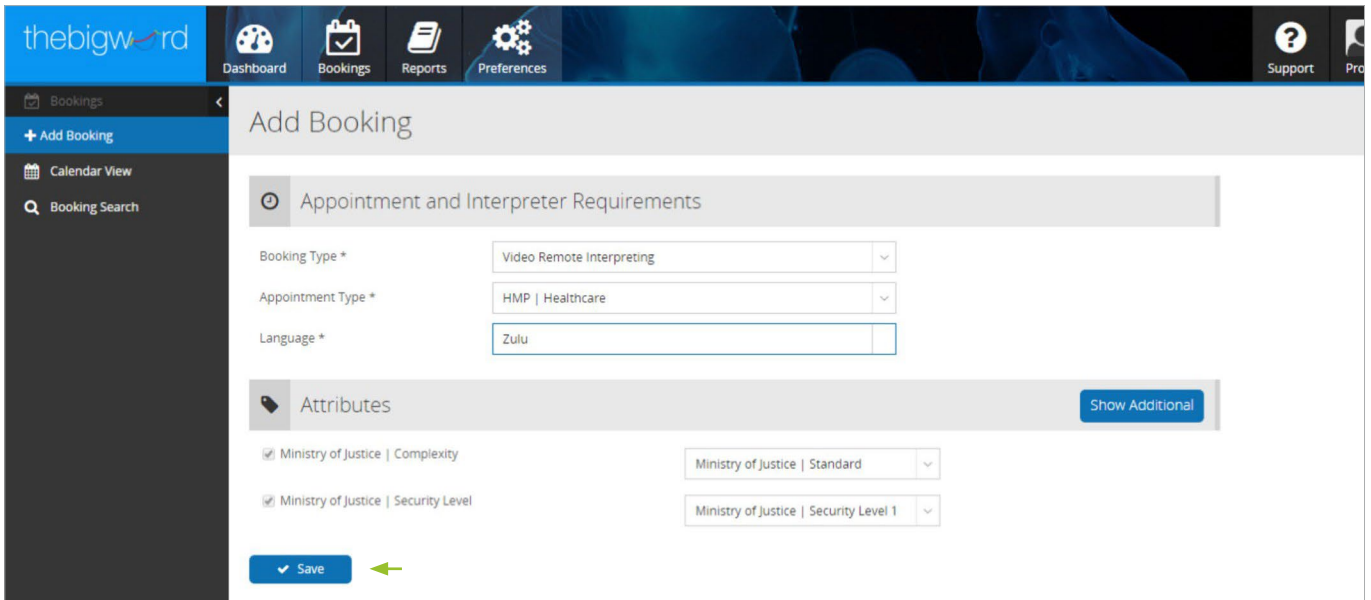
Login in to your IMS.Direct Client Portal as per page **3 and 4**.

Step 2

Create a booking as per the instructions on pages **6 to 8**.

Step 3

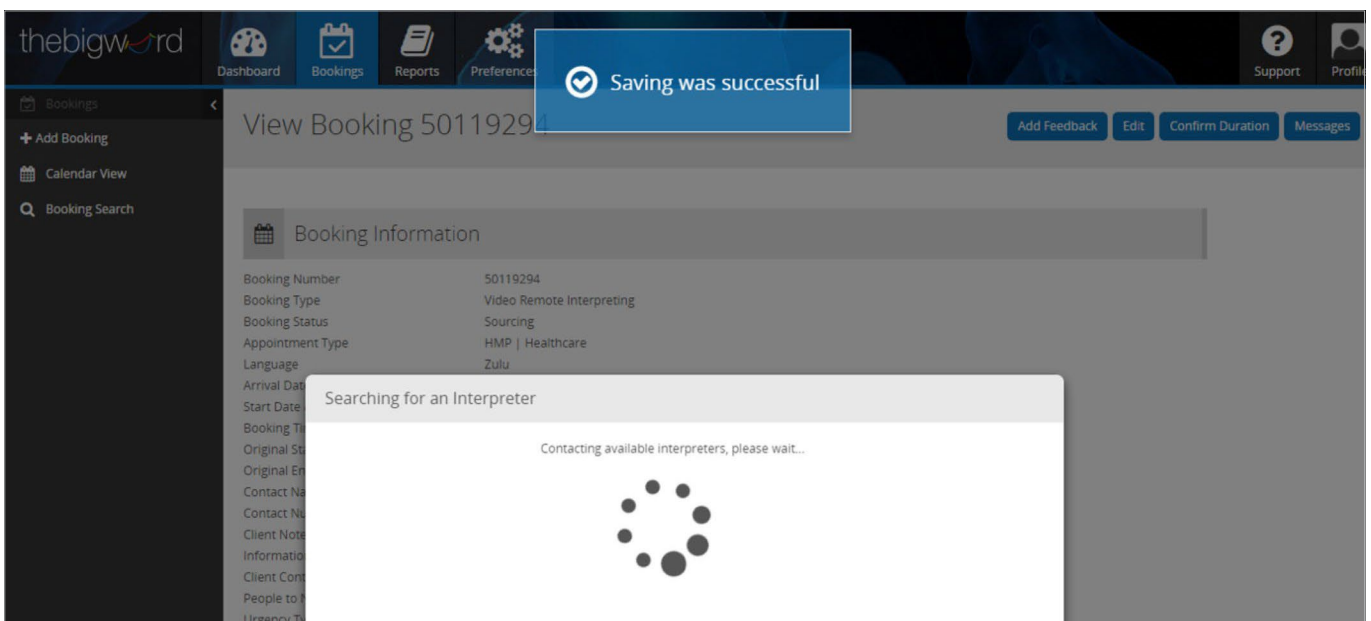
Add the booking details by selecting the booking type of **'Video Remote Interpreting'**. Select the appointment type and select the language required for interpretation. Review the default attributes to ensure the right qualified interpreter is automatically sourced to match your booking requirements. Once you are happy with the booking details entered, select the **save** button.



The screenshot shows the 'Add Booking' form in thebigword. The form is titled 'Add Booking' and is divided into two main sections: 'Appointment and Interpreter Requirements' and 'Attributes'. In the 'Appointment and Interpreter Requirements' section, the 'Booking Type *' is set to 'Video Remote Interpreting', the 'Appointment Type *' is set to 'HMP | Healthcare', and the 'Language *' is set to 'Zulu'. In the 'Attributes' section, there are two checked items: 'Ministry of Justice | Complexity' with a dropdown set to 'Ministry of Justice | Standard', and 'Ministry of Justice | Security Level' with a dropdown set to 'Ministry of Justice | Security Level 1'. A 'Show Additional' button is located to the right of the 'Attributes' section. At the bottom left of the form, there is a 'Save' button with a green arrow pointing left.

Step 4

You will be presented with a successful save of booking message along with a message to show you the system is searching for an available interpreter that matches the requirements of the booking. Please remain on this screen to get connected to your On Demand VRI booking.



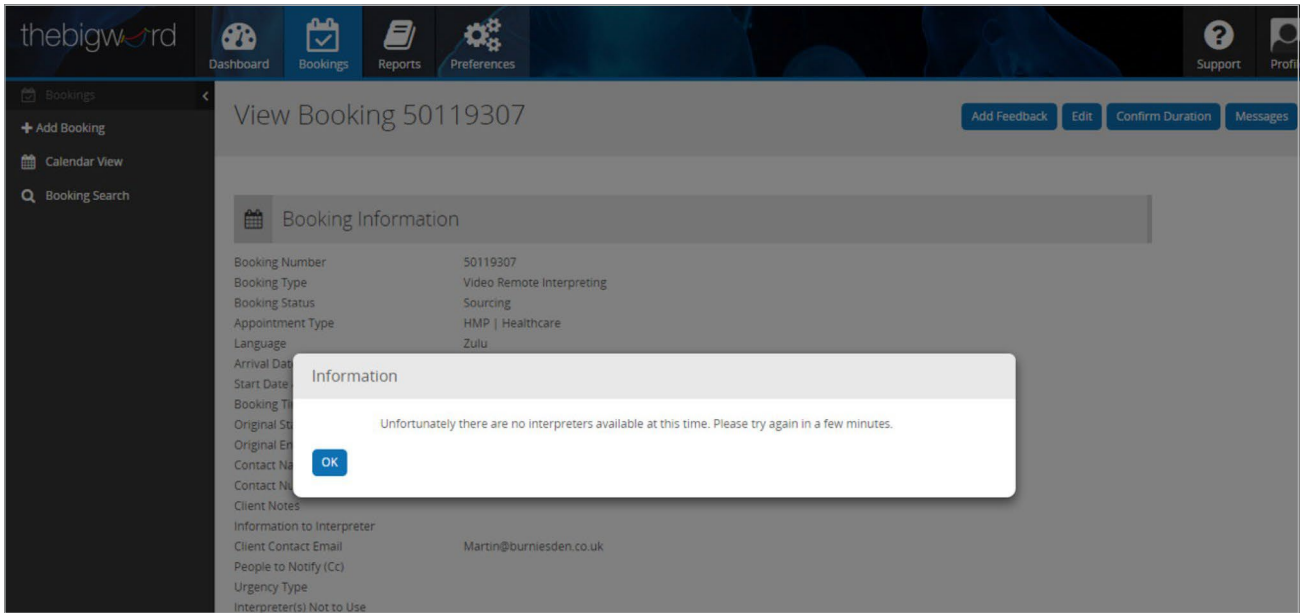
The screenshot shows the 'View Booking' page for booking 50119294. A blue notification box at the top center says 'Saving was successful'. Below the notification, the page title is 'View Booking 50119294' and there are buttons for 'Add Feedback', 'Edit', 'Confirm Duration', and 'Messages'. The main content area is titled 'Booking Information' and displays the following details:

Booking Number	50119294
Booking Type	Video Remote Interpreting
Booking Status	Sourcing
Appointment Type	HMP Healthcare
Language	Zulu
Arrival Date	
Start Date	
Booking Time	
Original Status	
Original End	
Contact Name	
Contact Number	
Client Note	
Information	
Client Contact	
People to	
Urgency Type	

A modal window titled 'Searching for an Interpreter' is displayed in the foreground. It contains the text 'Contacting available interpreters, please wait...' and a loading spinner icon.

Note

If there is no available interpreters online, you will be presented with the following message. In this instance please either try again shortly if appropriate or alternatively contact your Interpreting Operations Team.



Step 7

Once an interpreter has accepted, you will be taken to a conference room to commence your session.


VRI On Demand

Please click on Open Conference to continue your On Demand VRI booking

[Open Conference](#)


Please enter in your name and check your microphone and camera settings are correct before selecting the **'Join meeting'** button. Once you have selected **'Join meeting'**, you will be connected to you Interpreter.

Once an interpreter is connected you will see them on your screen to start your On Demand VRI session.

StarLeaf 

Enter your name |

[Join meeting](#)

 Audio and video settings



At the end of your session please click on the **'red telephone'** button to close the booking.

REPORTING

VRI reporting

Select **Reporting** from the top menu bar, you can select the **Various different booking types or VRI reporting**.

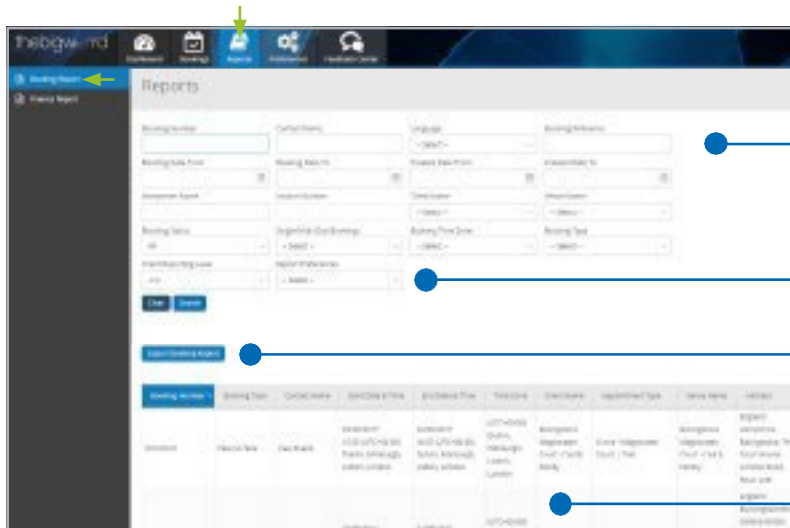
Booking Report

Export Booking Report

Booking Number	Booking Type	Contact Name	Start Date & Time	End Date & Time	Time Zone	Client Name	Appointment Type	Venue Name	Address
50120989	Video Remote Interpreting	TBW Test Contact	02/05/2017 14:48 (UTC) Dublin, Edinburgh, Lisbon, London	02/05/2017 14:53 (UTC) Dublin, Edinburgh, Lisbon, London	(UTC) Dublin, Edinburgh, Lisbon, London	TBW Test Client	HMP Adjudication hearings		
50120313	Video Remote Interpreting	TBW Test Contact	30/04/2017 07:32 (UTC) Dublin, Edinburgh, Lisbon, London	30/04/2017 07:37 (UTC) Dublin, Edinburgh, Lisbon, London	(UTC) Dublin, Edinburgh, Lisbon, London	TBW Test Client	HMP Healthcare		
50120166	Video Remote Interpreting	TBW Test Contact	28/04/2017 15:30 (UTC) Dublin, Edinburgh, Lisbon, London	28/04/2017 15:35 (UTC) Dublin, Edinburgh, Lisbon, London	(UTC) Dublin, Edinburgh, Lisbon, London	TBW Test Client	HMP Adjudication hearings		

Booking report

IMS.Direct Client provides access to reports - **'Booking Report'** will provide a detailed view of your bookings and usage **'Financial Report'** is for carrying out payment assurance checks.



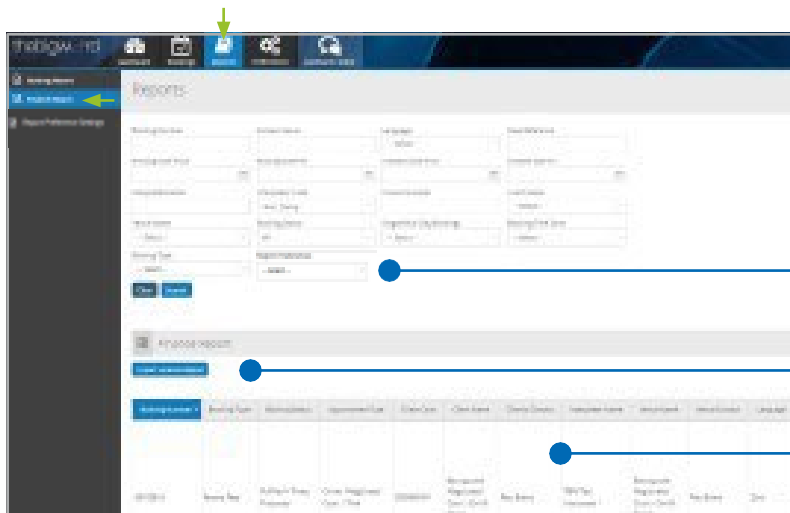
Booking Reports
 Select **Reports** to access a consolidated list of your bookings. Select **Booking Report** on the left menu.
 Use the 'Search Form' to look for your bookings and select **Search**.

Use this field to apply any **Report Preferences** you have created. (See **page 20** for more details).

To export your report select **Export Booking Report**.

You can now see the list of jobs based on the selected search criteria. You can scroll right to find more information.

Finance report



Finance Reports
 To view Finance Reports, select **Finance Reports** under the **Reports** tab.
 Use the search form to look for your bookings. If you have created any report preferences you can select them here. See **page 20** for more details), then select **Search**.

To export your report click on **Export Finance Report**.

You can now see the list of jobs based on the selected search criteria. You can scroll right to find more financial information.

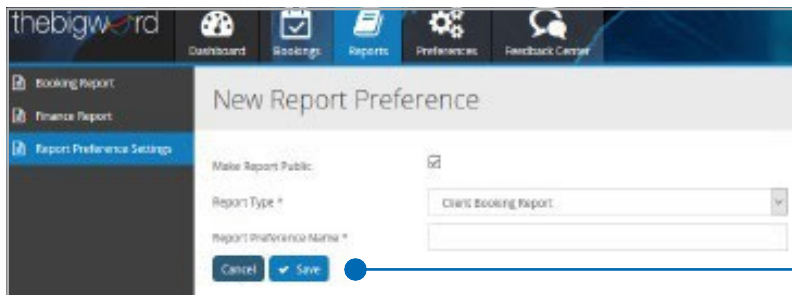
Report preferences

You can edit your 'Report Preference Settings' to apply your own personal preferences to both Booking and Finance Reports.



1. To add a new report preference that is visible for all users in your organisation select **Add New** here. If you cannot access this, please contact your Account Manager.

2. Only users with certain access levels will be able to create public report preferences.

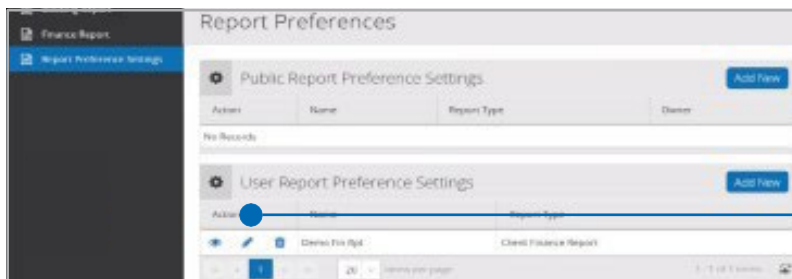


3. From the drop down menu select which report you would like to create a preference for.

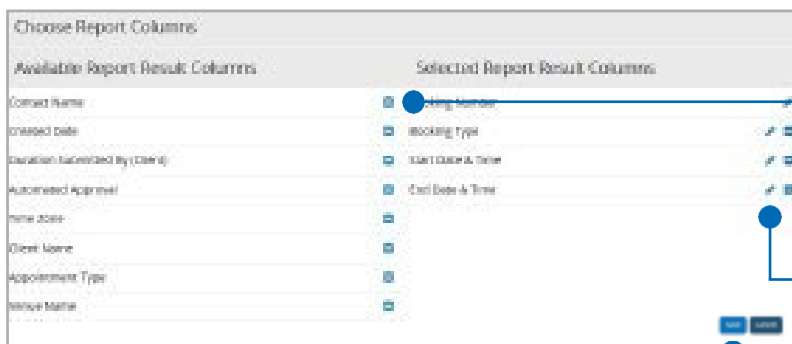
4. You can rename this report preference by typing in this field.

5. Then select **Save**.

Now, you can add, edit, remove and rename the fields included in your report preferences. (See **page 19** for more details).



6. Select this pencil symbol to edit your report preference.



7. You can add fields to your report preference by selecting the **+** symbol in the available report column.

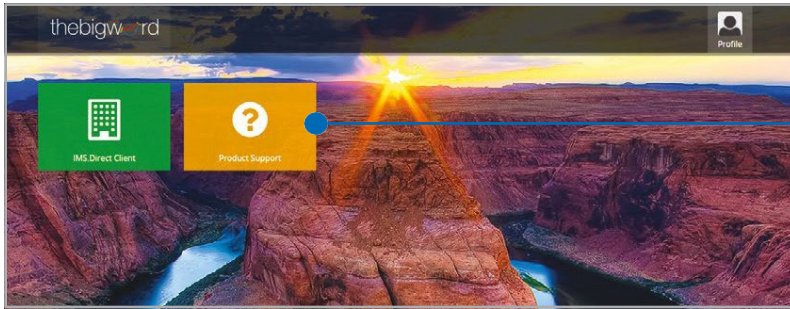
8. You can remove fields by selecting the **-** symbol.

9. You can edit the name of any field by selecting the pencil symbol.

10. Then select **Save**.

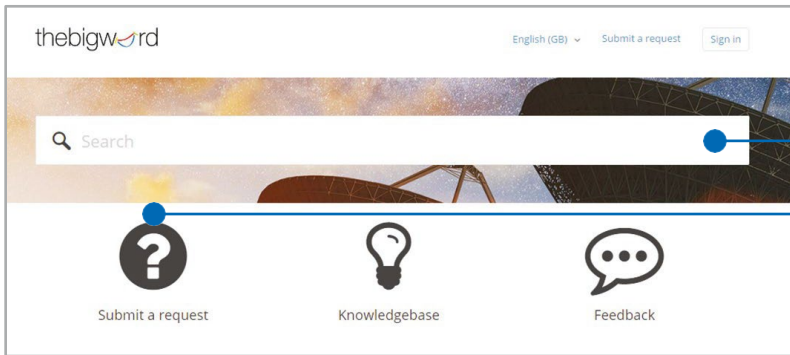
TECHNICAL SUPPORT

If you're having any technical difficulties accessing or using IMS.Direct Client please raise a ticket with Product Support team for assistance: <https://support.thebigword.com/hc/en-gb>



1. Log in to your IMS.Direct Client portal as per instructions on **page 4**.

2. Select the **Product Support** tile.



3. Use the search bar to search for useful articles and user guides.

4. If you require technical assistance, you can contact our technical support team by selecting **Submit a request**.

Submit a request

Please choose a request type below

Submit your Product Support request

Your email address *

Subject *

Description *

Please enter the details of your request as well as any relevant product names/job numbers.

What can we help you with today? *

Attachments

Add file or drop files here

Submit

5. Fill out the request form and select **Submit**. The product support team will be in contact for investigations.

SUPPORT MATERIALS

Digital Support Materials

If you require digital copies of user guides and/or collaterals you can request them emailing your Account Manager. The digital support materials that are available are:

- IMS.Direct Full User Guide
- IMS.Direct Quick Guide
- Face to Face Interpreting - How to Guide
- Telephone Interpreting Quick Guide
- Telephone Interpreting - How to Guide
- IMS.Direct New User Registration Form
- Language Identifier Poster

Printed Support Materials

You can also request printed collateral to display in your office. To order please email your Account Manager detailing the quantity, the addressee and the address you would like to send the collaterals to. Items available to be printed are:

- IMS.Direct Quick Guide
- Language Services Awareness Poster
- Face to Face Interpreting - How to Guide
- Telephone Interpreting Quick Guide
- Language Identifier Poster

GLOSSARY

Access Code and PIN code

Each user of IMS.Direct will have their own Access code and sometimes a PIN code as well. This Access Code and PIN code will give you access to our Telephone Interpreting services. This unique code will be needed during the automated process of connecting to an interpreter alone.

Appointment type

Within your organisation, there may be several types of appointments where an Interpreter is required. These appointment types will be tailored to your organisation and will appear in the drop down menu on the booking form.

Attributes

Attributes refer to the skills, qualifications and experience your Interpreter will have. Based on your booking requirements, we will find an Interpreter with the appropriate attributes to fulfil your booking.

Automated Telephone Line

Allows interpreters and end clients to validate timesheets at the end of a face-to-face interpretation appointments. Dial **0800 757 3476** and follow the instructions. You will need your unique PIN to complete the process.

Dashboard

A menu button on IMS.Direct Client system that provides information about all active interpreter bookings.

Face-To-Face Interpreting

A session where an interpreter attends your location and provides language support in person, interpreting what you and the limited English speaker are saying.

Helpdesk

thebigword has a dedicated team of experts on a Helpdesk to help you overcome any issues and answer any questions. The Helpdesk can be contacted on **0035319638294** or via email at ukgovinterpreting@thebigword.com

IMS.Direct Client

IMS.Direct Client is thebigword's online system for accessing interpreting services. It is fast, simple and available 24/7/365 to make bookings or access reports on trends and spends. It is a secure platform, protecting all of your details and offers complete visibility and control over your interpreter bookings.

It also allows you to view all bookings and view a calendar to check future appointments. IMS.Direct Client can be accessed at **thebigword.ims.direct**

Interpreter Code

Every interpreter is equipped with a Supplier Code. Please make a reference of a supplier code in case you need to provide feedback/want to work with the interpreter again.

Language Code

Every language available through Telephone Interpreting has a unique Language Code. You will need to use this code to access the language you need.

Language Identifiers

If you are unable to identify the language you need support with, thebigword has a specialist team of language identifiers who will do it for you. They can be contacted by calling Telephone Interpreting on **0035319638294**, following the instructions and dialling **700#** when asked for the language code.

Limited English Speaker

Someone with limited English skills who will need the support of an interpreter to effectively communicate.

Multi-Day Booking

The Multi-Day Booking option is available on the Booking Form and is used if you require an interpreter for more than one day. If required, tick the 'Multi-Day Booking' option. This will open a new field to enable you to make a booking over a set number of days.

Notifications

A menu button on IMS.Direct Client system that will provide key updates to each user, requesting approval of timesheets that have been submitted without your validation after interpreters have completed their appointments.

Target Language

The language you need the interpreter to be able to communicate in and support the limited English speaker.

Telephone Interpreting

Instant access to expert interpreters over the phone who will provide language support, interpreting what is being said between you and the non-English speaker you are communicating with.

Timesheet

Every interpreter attending a face-to-face interpreting appointment is issued with a timesheet. The end user also receives a copy of the timesheet to confirm the booking and get all of the information they need about the interpreter. The timesheet must be validated by both the end client and the interpreter at the end of the appointment.



+44 (0)870 748 8000



www.thebigword.com



info@thebigword.com

