



A GUIDE FOR MAKING, REPLICATING AND CANCELLING BOOKINGS ONLINE

Meeting your language needs and exceeding your expectations

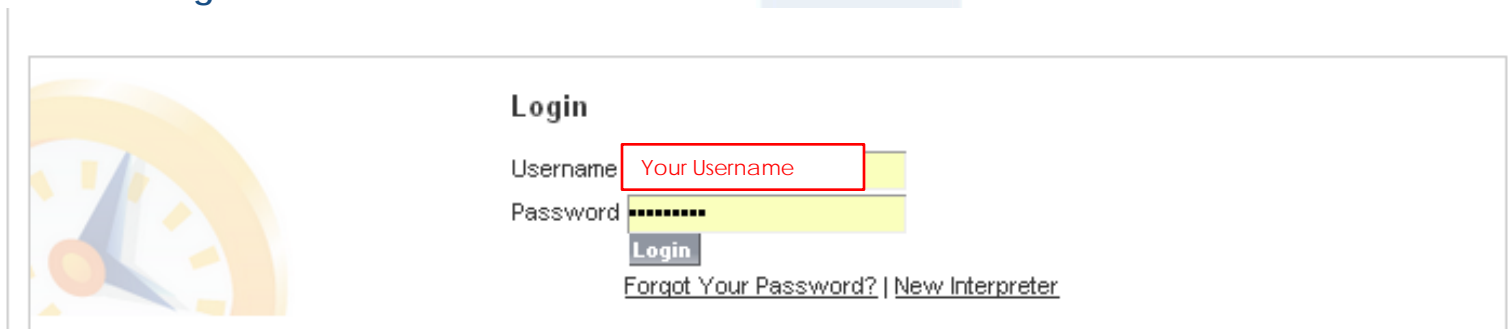
CREATING A BOOKING

LOG IN



Go to: www.oncall.force.com/CP_Login.html and enter the username and password you have been given.

PLEASE NOTE: If you need to create your own username and password, please use the 'NEW SYSTEM REGISTRATION' guide.

A screenshot of the ONCALL login page. On the left is a decorative graphic of a clock face with a blue hand and an orange center. To the right, the word "Login" is displayed in bold. Below it are two input fields: "Username" with the placeholder text "Your Username" and "Password" with a masked password of ten black dots. A "Login" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot Your Password?" and "New Interpreter".

Login

Username

Password

[Forgot Your Password?](#) | [New Interpreter](#)

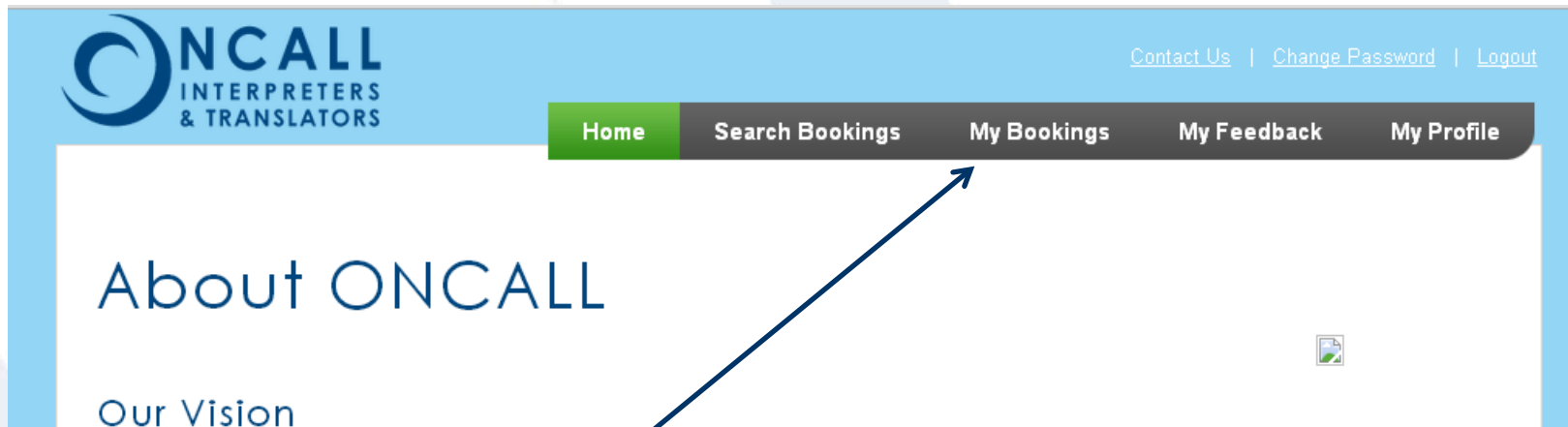
Login: Your Login Details

Password: Your password

THE HOME SCREEN



Once you have successfully logged in, you will see the new Home Screen as shown below.



Click on the 'My Bookings' Tab to be taken to the bookings window.

THE 'MY BOOKING' WINDOW

Before we look at how to create a booking, let's take a tour of the 'My Booking' window.

Search by Active or Historical Bookings through this picklist.

You create a new booking by clicking the New Booking Button

You can access your bookings by clicking on the Booking Number

IMPORTANT NOTICE
ONCALL values your custom and will endeavour to fill all booking requests with appropriately qualified or suitable interpreters. If you experience any difficulties, ONCALL Booking Staff will notify you with any options, providing wherever possible a minimum notice of 48 hours.

Active Jobs

My Bookings [New Booking](#)

Booking Number	Client	Language	Delivery Method	Delivery Location	Date	Start Time	Finish Time	Duration	Booking Status	ITS/Cancellation Status
OC00676171	Dummy Corp	Vietnamese	Face to Face	MELBOURNE - VIC - Australia	13/12/2012	0900	1100	120.0	Offer Unallocated	
OC00676173	Dummy Corp	Vietnamese	Face to Face	MELBOURNE - VIC - Australia	17/12/2012	0900	1100	120.0	Offer Unallocated	Cancelled By Customer

Home | [Quality Policy](#) | [Privacy policy](#) | [Site map](#)

© Copyright 2011. ONCALL LANGUAGE SERVICES PTY LTD T/A ONCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved.

STEP 1: Client Details

Click on the 'New Booking' Button in the My Bookings window

New Booking

You will be then taken to the first step of the bookings process – Client Details

Boxes with a red dash are compulsory fields

Step1: Client Details

Create Booking

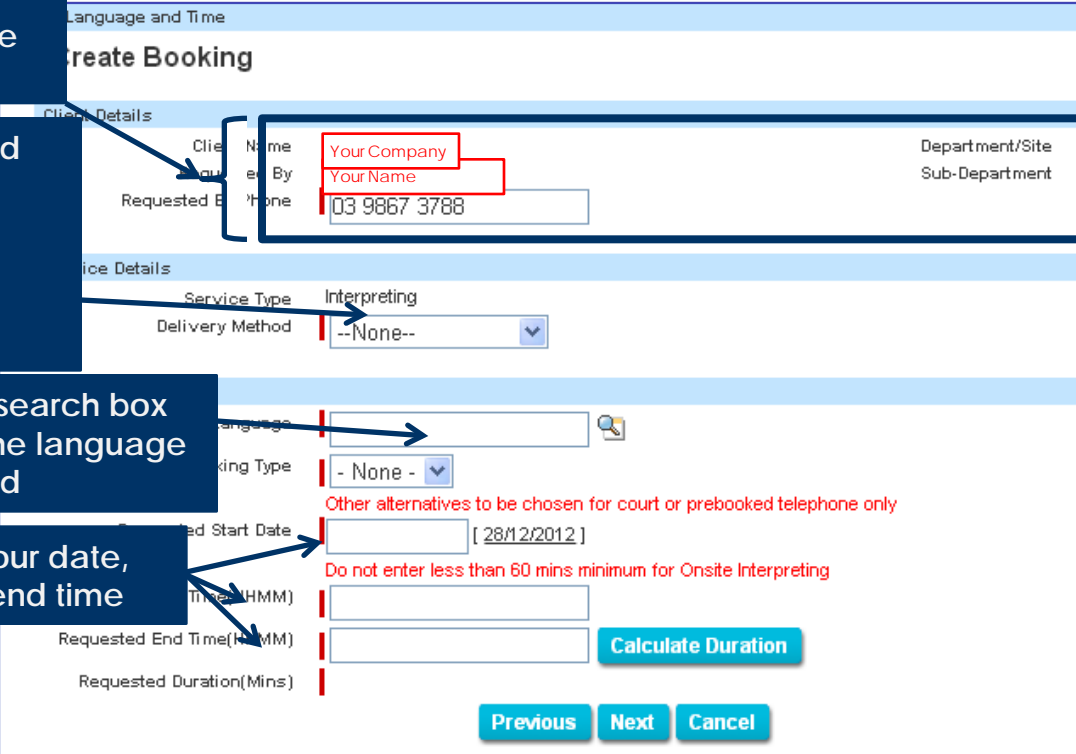
Client Details

Client:	<input type="text" value="Your Company"/>
Department	--None--
Sub Department	--None--
Requested By	<input type="text" value="Your Name"/>
Request Came By	Web Site

Ensure all your details are correct, and click 'Next'.

STEP 2: Language and Time

In this window you will need to input all of your booking details as outlined below:



The information you added in the previous screen

Delivery Method options are:

- Face to Face
- Telephone
- Video Conference

Use the search box to find the language you need

Choose your date, start and end time

Additional Face to Face options: Confirmation of delivery address and option to provide another location

Additional Telephone options: Confirmation of Mobile Fees

Additional Video Conferencing options: Choice of ONCALL Office location for service delivery.

Form Fields:

- Client Name: Your Company
- Requested By: Your Name
- Requested Phone: 03 9867 3788
- Service Type: Interpreting
- Delivery Method: --None--
- Language: [Search Box]
- Booking Type: - None -
- Requested Start Date: [28/12/2012]
- Requested End Time (HMM): []
- Requested Duration (Mins): []

Buttons: Previous, Next, Cancel, Calculate Duration

STEP 3: CALD

After you have supplied the language and date enter the CALD details.

Client Details

Client Name: Department/Site:
Requested By: Sub-Department:
Requested By Phone: 9594 2374

CALD

First Name:
Gender:
Phone:
Report To Location:
Item Number:
Last Name:
Ref. Number:
Alt. Phone:
Claim Number:

[Save and Add Multiple CALD](#)

CALD Added

Action	First Name	Last Name	Phone	Alt. Phone	Report To Location	Ref. Number	Claim Number	Item Number
Remove	Not provided					1		

[Previous](#) [Next](#) [Cancel](#)

If you have more than one CALD, click this link and add additional names or 'Confidential'

STEP 4: Special Requirements

In this window you can include any special requirements your booking may have. Please provide us with as much information as possible.

The screenshot shows the 'Create Booking' form in the NCALL system. The form is titled 'Step4: Special Requirements' and is divided into several sections:

- Client Details:** Includes fields for Client Name (Your Company), Requested By (Your Name), Requested By Phone, Department/Site (Your Department), and Sub-Department (Your Sub Department).
- Requested Interpreter Details:** Includes fields for Requested Interpreter Name, Requested Interpreter Gender (dropdown menu), and Requested_NAATI Level (dropdown menu).
- Client Booking Comments:** Includes fields for Booking Specific Requirements and Nature of Request.
- Report To Details:** Includes fields for Report To Person and Pref. Phone No.
- Client Invoicing Details:** Includes fields for Purchase Order # and Cost Centre.
- Confirmation Details:** Includes fields for Confirmation Type (dropdown menu) and Confirmation Email (Your Email).

At the bottom of the form, there are three buttons: Previous, Next, and Cancel.

If there are fields which do not apply to you, you do not have to complete them.

STEP 5: Confirmation

In the confirmation window you have the chance to review your booking. Please check it thoroughly and ensure all the details are correct.

Step5: Confirmation

Create Booking

Confirmation
Your Name you are requesting an Arabic interpreter on Tuesday 18/12/2012 at 9:00am for 120 minutes Face to Face

Client Details [Edit Client Detail](#)

Client Name	Your Company	Department/Site	
Requested By	Your Name	Sub-Department	
Requested By Phone	02 9000 0100		

Service Details [Edit Service Details](#)

Service Type	Interpreting	Delivery Method	Face to Face
Service Delivery Address	Your Address	Booking Type	

Language and Time [Edit Language and Time Detail](#)

Language	Arabic
Requested Start Date	18/12/2012
Requested Start Time (HHMM)	0900
Requested End Time (HHMM)	1100
Requested Duration	120

CALD Added [Edit CALD Details](#)

First Name	Last Name	Gender	Report To Location	Ref. Number
Confidential				

Booking Special Requirements [Edit Special Requirements Details](#)

Cost Centre		Requested Interpreter Name	
Trial Number		Requested Interpreter Gender	
Trial Duration		Confirmation Type	
Purchase Order #		Charge To Person	

[Previous](#) [Save](#) [Cancel](#)

You can edit any of your booking details from this window if necessary.

BOOKING RESULT



When you click 'Save' you will then be taken to the Booking Number window.



[Contact Us](#) | [Change Password](#) | [Logout](#)

Home

Search Bookings

My Bookings

My Feedback

My Profile

Booking Result

The booking has been successfully created. The booking number is

OC01822790

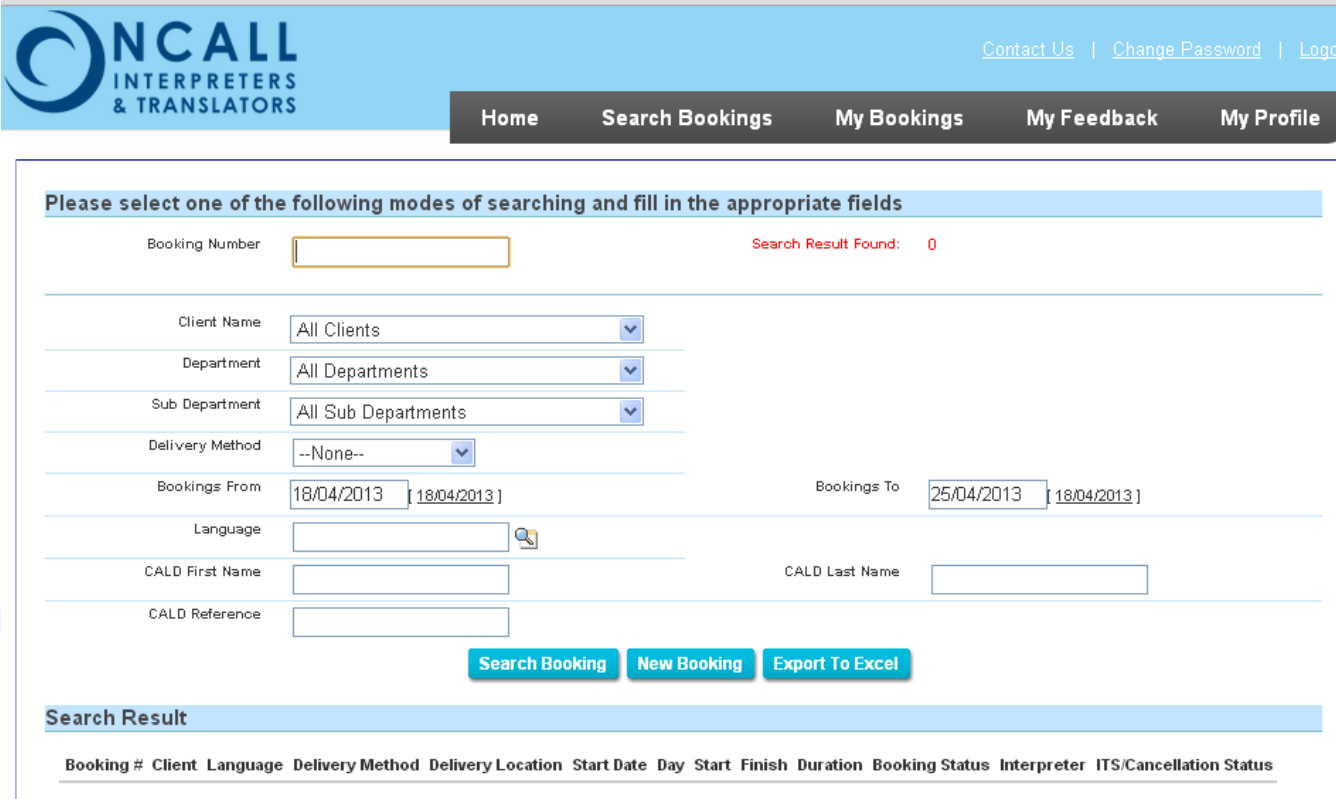
Close



SEARCHING BOOKINGS

SEARCHING BOOKINGS

You can search for a booking at any time, by clicking the 'Search Bookings' tab.



The screenshot shows the NCALL website's search interface. At the top, there is a navigation bar with the NCALL logo and links for 'Contact Us', 'Change Password', and 'Logout'. Below this is a dark navigation menu with tabs for 'Home', 'Search Bookings', 'My Bookings', 'My Feedback', and 'My Profile'. The main content area is titled 'Please select one of the following modes of searching and fill in the appropriate fields'. It contains several search criteria: 'Booking Number' (text input), 'Client Name' (dropdown menu), 'Department' (dropdown menu), 'Sub Department' (dropdown menu), 'Delivery Method' (dropdown menu), 'Bookings From' and 'Bookings To' (date pickers), 'Language' (text input with a search icon), 'CALD First Name' (text input), 'CALD Last Name' (text input), and 'CALD Reference' (text input). A 'Search Result Found: 0' indicator is visible. Below the search fields are three buttons: 'Search Booking', 'New Booking', and 'Export To Excel'. At the bottom, there is a 'Search Result' section with a table header listing columns: Booking #, Client, Language, Delivery Method, Delivery Location, Start Date, Day, Start, Finish, Duration, Booking Status, Interpreter, and ITS/Cancellation Status.

You can use any of the above fields to search for a booking, offering you more flexibility and convenience.

REPLICATING BOOKINGS

REPLICATING BOOKINGS

Replicating a booking is a great tool if you will be meeting with the same client for subsequent appointments.

From the 'My Bookings' window, click on the booking number to take you to this screen.

Find the 'REPLICATE BOOKING' button, which is in two locations on this window.

The screenshot shows the NCALL website interface for a booking detail page. At the top, there is a navigation bar with 'Home', 'Search Bookings', 'My Bookings', 'My Feedback', and 'My Profile'. Below this, the booking number 'OC00739731' is displayed. The 'Booking Detail' section contains a table with the following information:

Job Details	
Booking Number	OC00739731
Status	Unallocated
Client Name	
Department Name	
Sub-Department Name	
Site Type	Onsite
Delivery Address Street	Ln 23 Bowen Crescent
Delivery Location	
Delivery Postcode	3000
Report Location	
Report To Person	
Prof. Phone No.	
Nature of Request	
Requested Interpreter Name	
Service Type	Interpreting
Language	Japanese
Delivery Method	Face to Face
Day of Week	Thursday
Requested Start Date	20/12/2012
Requested Start Time (HHMM)	1400
Requested End Time (HHMM)	1600
Requested Duration	120
Created By	Mary Jane, 20/12/2012 11:35 AM

Below the table, there are two 'Cancel Booking' and 'Replicate Booking' buttons. The 'Replicate Booking' button is highlighted with a blue arrow pointing from the text on the left. Below the table, there is an 'Additional Info' section with the following information:

Additional Info	
ITS/Cancellation Status	
Cancellation Reason	
Cancellation Date Time	
Cancelled by Client Name	

Below the 'Additional Info' section, there are two 'Cancel Booking' and 'Replicate Booking' buttons. The 'Replicate Booking' button is highlighted with a blue arrow pointing from the text on the left. At the bottom of the page, there is a 'CALDs' section with a 'New CALD' button and a table with the following information:

Action	First Name	Last Name	Ref. Number
Edit	Bob	Green	

At the bottom of the page, there is a footer with the text: '© Copyright 2011, NCALL LANGUAGE SERVICES PTY LTD T/A NCALL Interpreters & Translators, ABN 50 151 001 777. All rights reserved.'

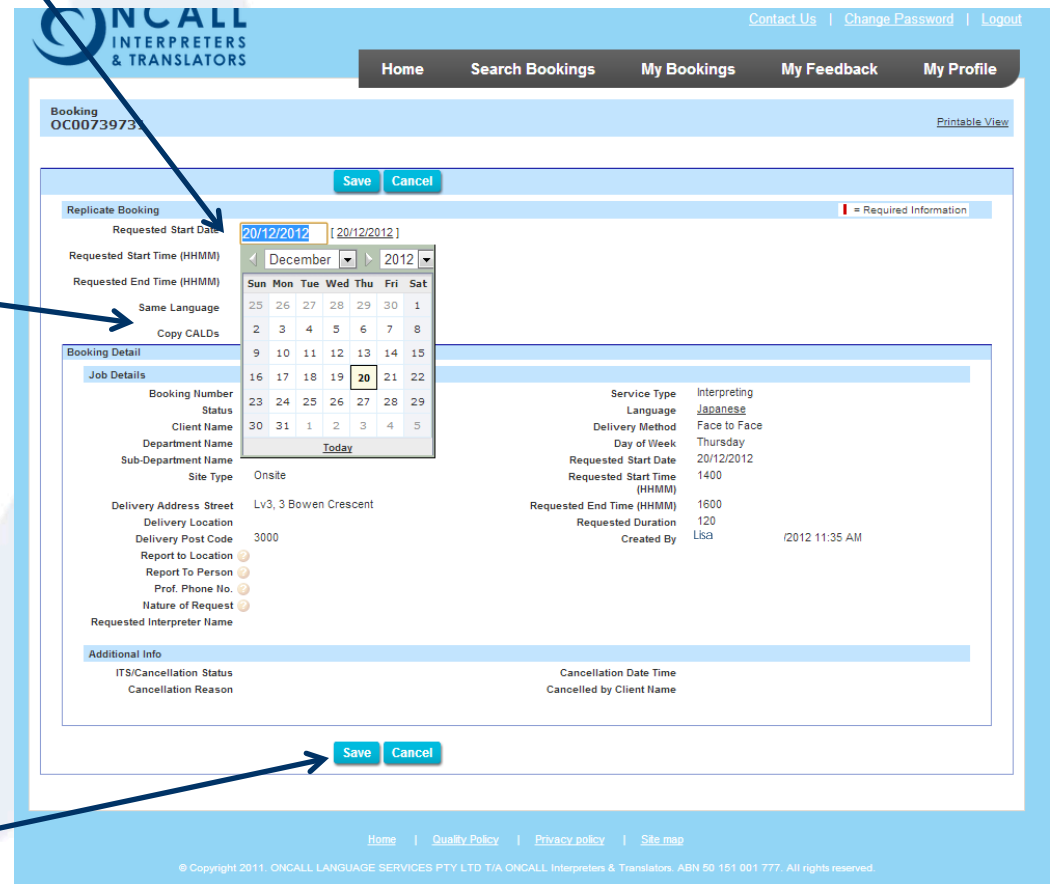
REPLICATING BOOKINGS

Firstly you will be required to change the date and time of the booking.

Then you can indicate if the booking is for the same language (checkbox) and if the CALD is to be copied to the new booking.

The next section shows all the original booking details, or the booking details you are replicating. Check to ensure this is the booking you want to replicate.

Click 'SAVE'.



The screenshot shows the 'Replicate Booking' form for booking OC0073973. The form includes a calendar for selecting a new date and time, and a 'Booking Detail' section for reviewing the original booking information. A 'Save' button is located at the bottom of the form.

Replicate Booking

Requested Start Date: 20/12/2012 [20/12/2012]

Requested Start Time (HHMM): December 2012

Requested End Time (HHMM):

Same Language:

Copy CALDs:

Booking Detail

Job Details

Booking Number	OC0073973	Service Type	Interpreting
Status	Confirmed	Language	Japanese
Client Name	ABC COMPANY	Delivery Method	Face to Face
Department Name	DEPT A	Day of Week	Thursday
Sub-Department Name	Sub-Dept 1	Requested Start Date	20/12/2012
Site Type	Onsite	Requested Start Time (HHMM)	1400
Delivery Address Street	LV3, 3 Bowen Crescent	Requested End Time (HHMM)	1600
Delivery Location		Requested Duration	120
Delivery Post Code	3000	Created By	Lisa /2012 11:35 AM
Report to Location	<input type="radio"/>		
Report to Person	<input type="radio"/>		
Prof. Phone No.	<input type="radio"/>		
Nature of Request	<input type="radio"/>		
Requested Interpreter Name			

Additional Info

ITS/Cancellation Status		Cancellation Date Time	
Cancellation Reason		Cancelled by Client Name	

© Copyright 2011. ONCALL LANGUAGE SERVICES PTY LTD T/A ONCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved.

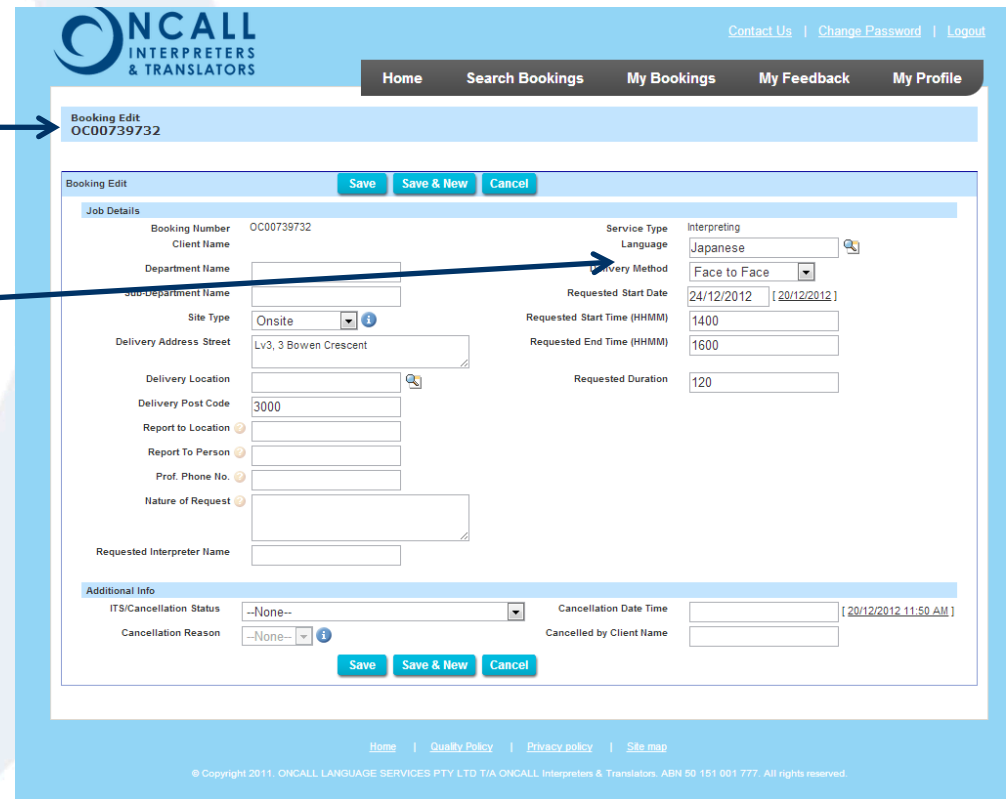
REPLICATING BOOKINGS

The next window shows your new booking details, including the new booking number, and allows you to completely alter any details from the original booking if necessary.

This is the new booking number.

Here you can see the date and time details you changed in the previous window.

Click 'SAVE'.



The screenshot shows the 'Booking Edit' page for booking OC00739732. The page is titled 'Booking Edit' and includes a navigation bar with 'Home', 'Search Bookings', 'My Bookings', 'My Feedback', and 'My Profile'. The main content area is divided into 'Job Details' and 'Additional Info' sections. The 'Job Details' section contains fields for Booking Number (OC00739732), Client Name, Department Name, Sub-Department Name, Site Type (Onsite), Delivery Address Street (Lv3, 3 Bowen Crescent), Delivery Location, Delivery Post Code (3000), Report to Location, Report to Person, Prof. Phone No., Nature of Request, and Requested Interpreter Name. The 'Additional Info' section includes ITS/Cancellation Status (None), Cancellation Reason (None), Cancellation Date Time (20/12/2012 11:50 AM), and Cancelled by Client Name. The page also features a 'Service Type' dropdown set to 'Interpreting', a 'Language' dropdown set to 'Japanese', and a 'Delivery Method' dropdown set to 'Face to Face'. Requested Start Date is 24/12/2012, Requested Start Time is 1400, Requested End Time is 1600, and Requested Duration is 120. The page includes 'Save', 'Save & New', and 'Cancel' buttons at the bottom of each section and a footer with copyright information.

REPLICATING BOOKINGS

When your booking is complete, you will see the booking confirmation window again.



The screenshot shows the NCALL booking confirmation window for booking OC00739732. The page includes a navigation menu with 'Home', 'Search Bookings', 'My Bookings', 'My Feedback', and 'My Profile'. The main content area is titled 'Booking OC00739732' and features a 'Printable View' link. Below this, there are 'Cancel Booking' and 'Replicate Booking' buttons. The 'Booking Detail' section is divided into 'Job Details' and 'Additional Info'. The 'Job Details' section contains a table with the following information:

Job Details	
Booking Number	OC00739732
Status	Unallocated
Client Name	
Department Name	
Sub-Department Name	
Site Type	Onsite
Delivery Address Street	Lv3, 3 Bowen Crescent
Delivery Location	
Delivery Post Code	3000
Report to Location	
Report To Person	
Prof. Phone No.	
Nature of Request	
Requested Interpreter Name	

The 'Additional Info' section contains the following information:

Additional Info	
ITS/Cancellation Status	
Cancellation Reason	
Cancellation Date Time	
Cancelled by Client Name	

Below the 'Additional Info' section, there are 'Cancel Booking' and 'Replicate Booking' buttons. The 'CALDs' section has a 'New CALD' button and a table with the following information:

Action	First Name	Last Name	Ref. Number
Edit	Bob	Green	

At the bottom of the page, there is a footer with the text: '© Copyright 2011. NCALL LANGUAGE SERVICES PTY LTD T/A NCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved.'

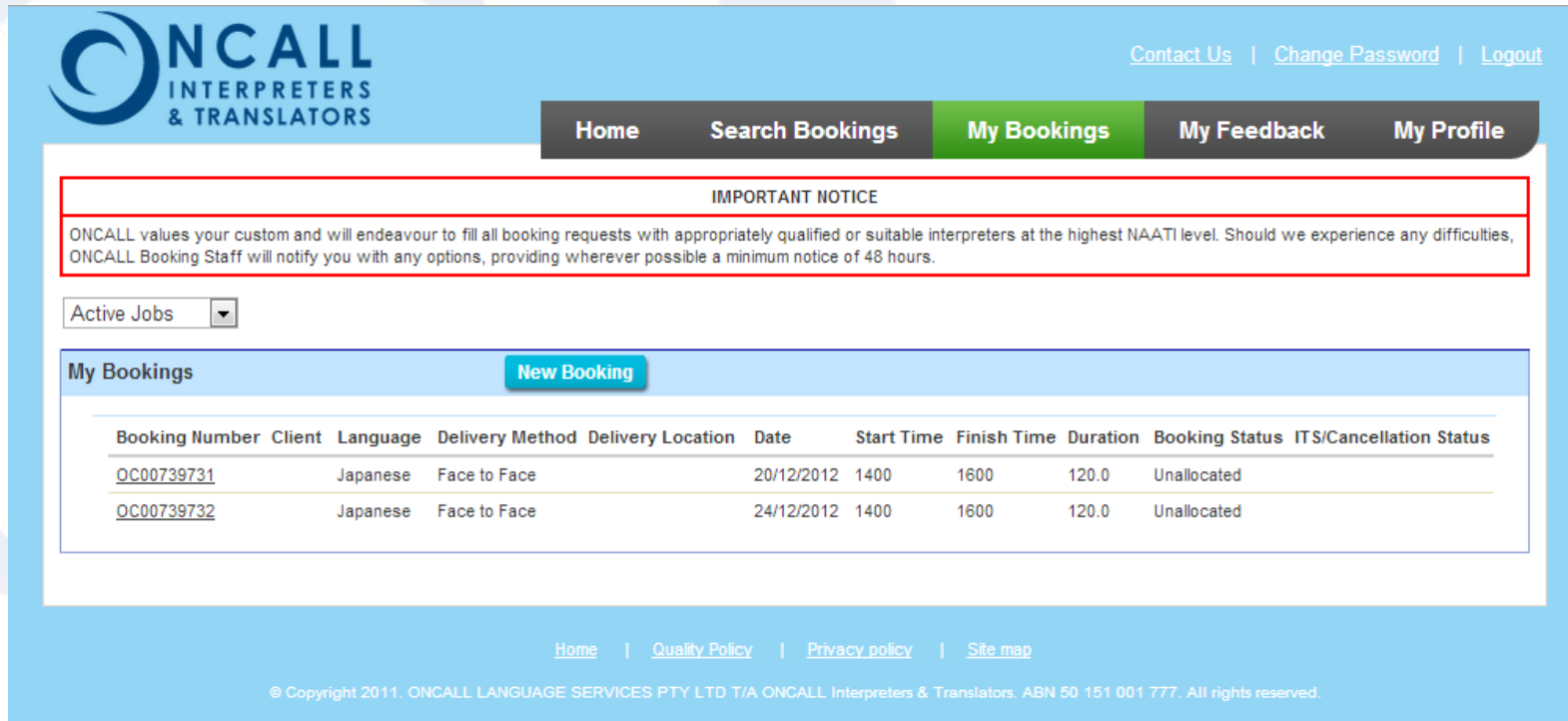
From here you can choose to replicate the booking again, or go to 'MY BOOKINGS' to make a new booking, or cancel an existing booking.



CANCELLING BOOKINGS

CANCELLING BOOKINGS

To cancel a booking, start at the 'MY BOOKINGS' window.



ONCALL INTERPRETERS & TRANSLATORS

Contact Us | Change Password | Logout

Home Search Bookings **My Bookings** My Feedback My Profile

IMPORTANT NOTICE

ONCALL values your custom and will endeavour to fill all booking requests with appropriately qualified or suitable interpreters at the highest NAATI level. Should we experience any difficulties, ONCALL Booking Staff will notify you with any options, providing wherever possible a minimum notice of 48 hours.

Active Jobs ▼

My Bookings [New Booking](#)

Booking Number	Client	Language	Delivery Method	Delivery Location	Date	Start Time	Finish Time	Duration	Booking Status	ITS/Cancellation Status
OC00739731		Japanese	Face to Face		20/12/2012	1400	1600	120.0	Unallocated	
OC00739732		Japanese	Face to Face		24/12/2012	1400	1600	120.0	Unallocated	

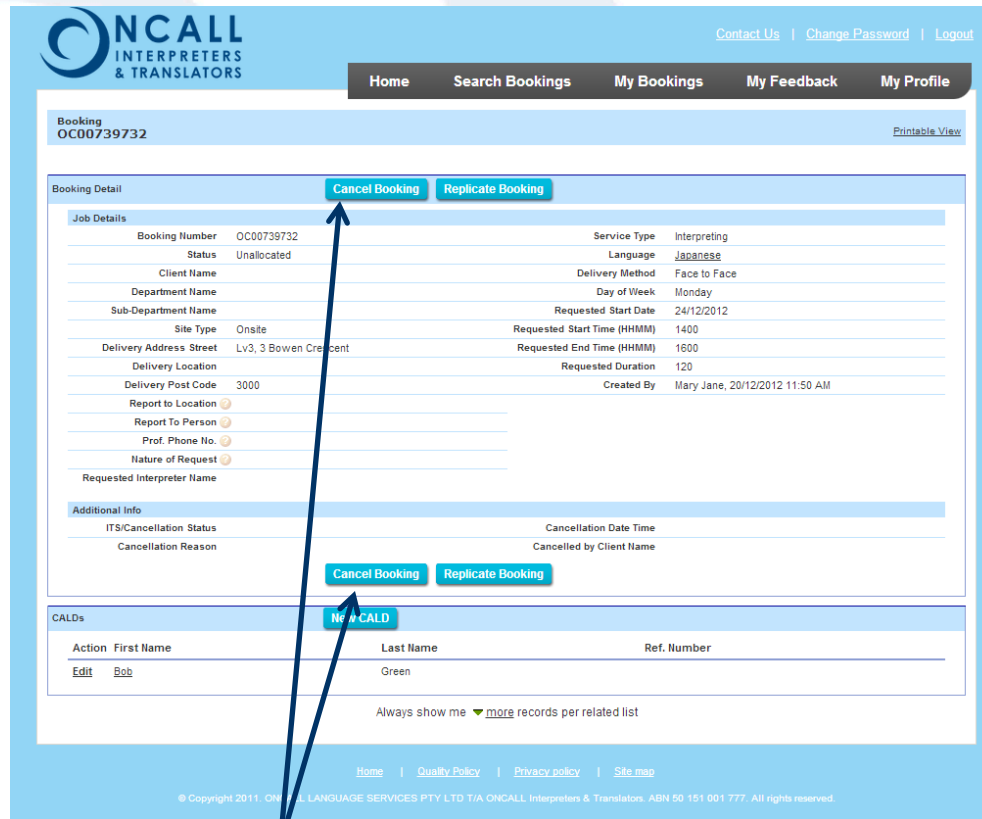
Home | Quality Policy | Privacy policy | Site map

© Copyright 2011. ONCALL LANGUAGE SERVICES PTY LTD T/A ONCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved.

Click on the booking number you wish to cancel.

CANCELLING BOOKINGS

You will then go to the Booking Detail window.



Booking
OC00739732 [Printable View](#)

[Home](#) [Search Bookings](#) [My Bookings](#) [My Feedback](#) [My Profile](#)

[Cancel Booking](#) [Replicate Booking](#)

Job Details

Booking Number	OC00739732	Service Type	Interpreting
Status	Unallocated	Language	Japanese
Client Name		Delivery Method	Face to Face
Department Name		Day of Week	Monday
Sub-Department Name		Requested Start Date	24/12/2012
Site Type	Onsite	Requested Start Time (HHMM)	1400
Delivery Address Street	Lv3, 3 Bowen Crescent	Requested End Time (HHMM)	1600
Delivery Location		Requested Duration	120
Delivery Post Code	3000	Created By	Mary Jane, 20/12/2012 11:50 AM
Report to Location			
Report to Person			
Prof. Phone No.			
Nature of Request			
Requested Interpreter Name			

Additional Info

ITS/Cancellation Status	Cancellation Date Time
Cancellation Reason	Cancelled by Client Name

[Cancel Booking](#) [Replicate Booking](#)

CALDs [New CALD](#)

Action	First Name	Last Name	Ref. Number
Edit	Bob	Green	

Always show me [more](#) records per related list

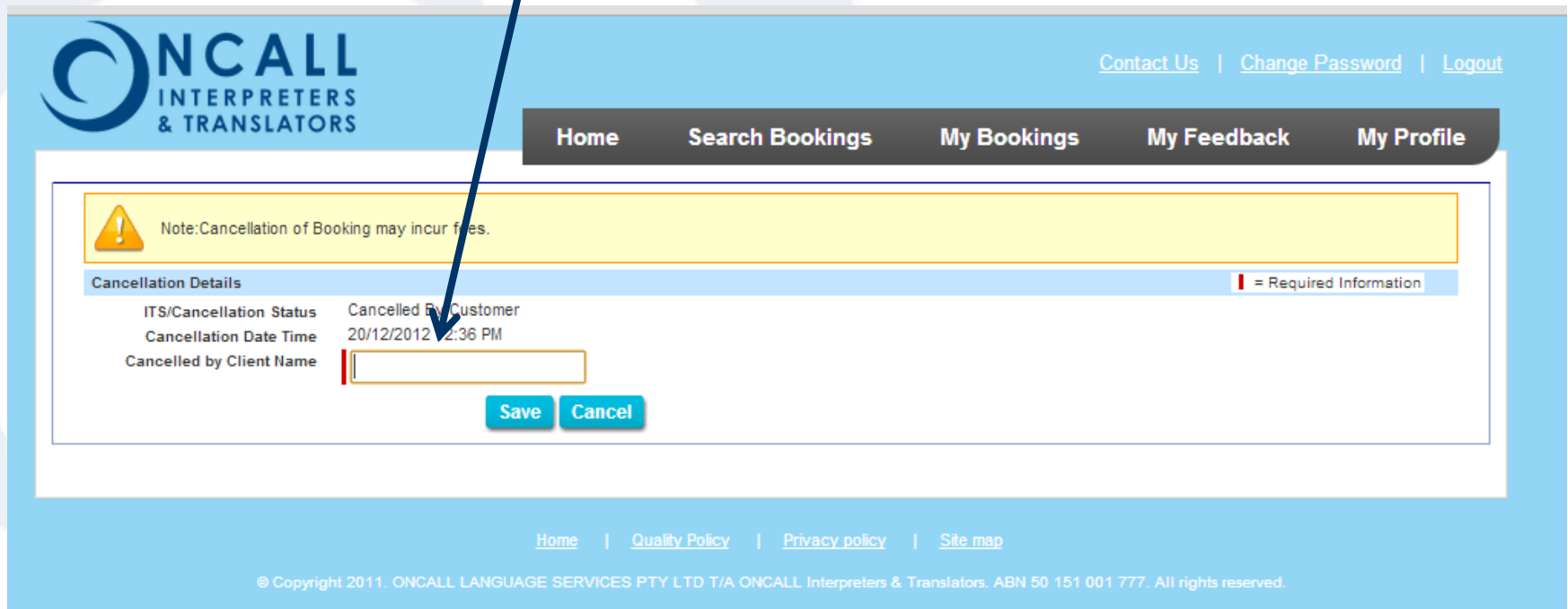
[Home](#) | [Quality Policy](#) | [Privacy policy](#) | [Site map](#)

© Copyright 2011. ONCALL LANGUAGE SERVICES PTY LTD T/A ONCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved.

Click on either of the **CANCEL BOOKING** buttons.

CANCELLING BOOKINGS

After hitting the CANCEL button, you will be required to put your name in the field to confirm cancellation.



The screenshot shows the NCALL website interface. At the top left is the NCALL logo. To the right are links for 'Contact Us', 'Change Password', and 'Logout'. Below this is a navigation bar with 'Home', 'Search Bookings', 'My Bookings', 'My Feedback', and 'My Profile'. A yellow warning box contains a triangle icon and the text 'Note: Cancellation of Booking may incur fees.' Below this is the 'Cancellation Details' section, which includes a legend 'I = Required Information'. The details are: 'ITS/Cancellation Status' is 'Cancelled By Customer', 'Cancellation Date Time' is '20/12/2012 12:36 PM', and 'Cancelled by Client Name' is followed by a required text input field. Below the input field are 'Save' and 'Cancel' buttons. At the bottom of the page are links for 'Home', 'Quality Policy', 'Privacy policy', and 'Site map', along with a copyright notice: '© Copyright 2011. ONCALL LANGUAGE SERVICES PTY LTD T/A ONCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved.'

Cancellation Details		I = Required Information
ITS/Cancellation Status	Cancelled By Customer	
Cancellation Date Time	20/12/2012 12:36 PM	
Cancelled by Client Name	<input type="text"/>	I

Then click 'SAVE'.

CANCELLING BOOKINGS



You will then go to the Booking Detail window.

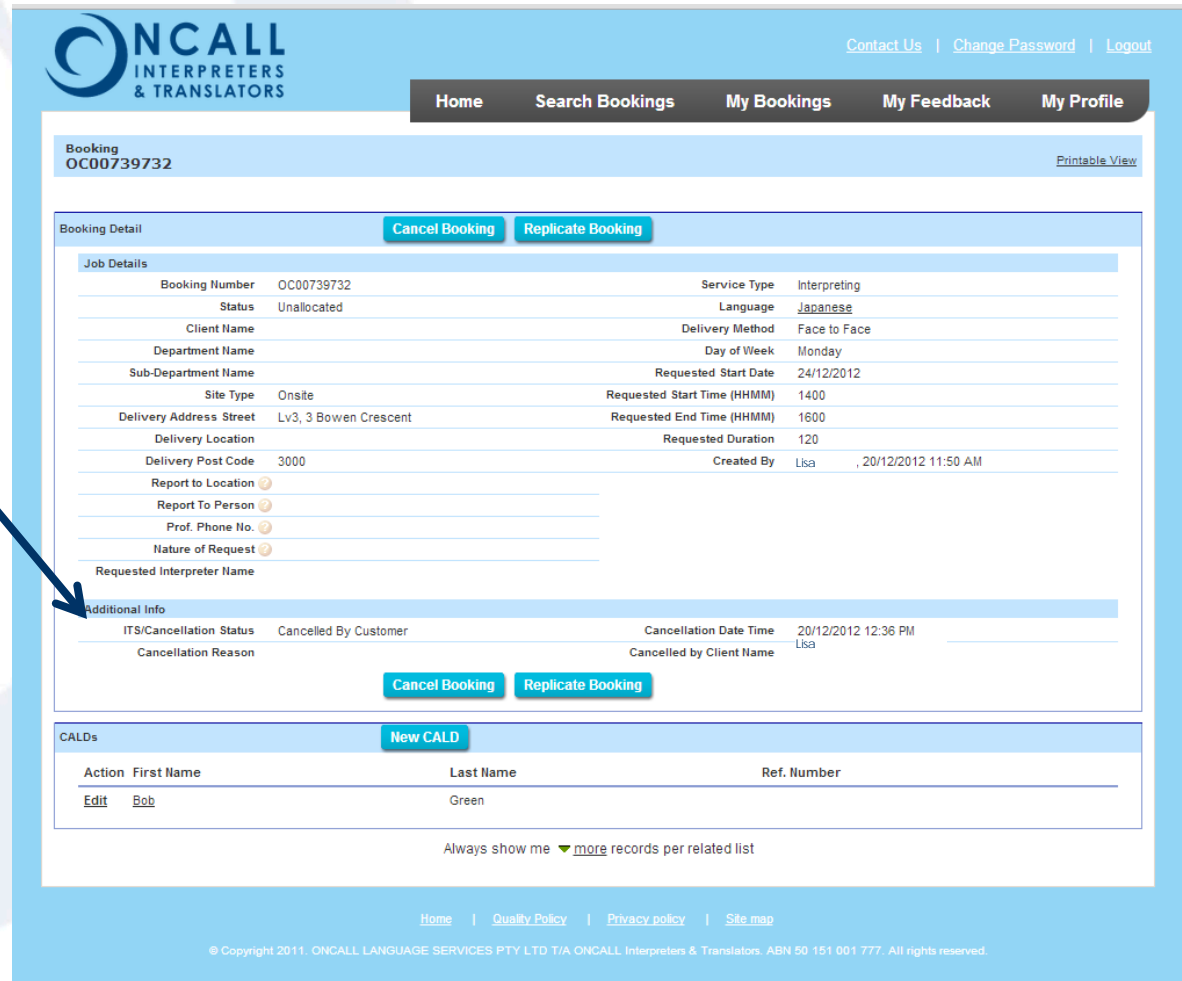
A screenshot of the ONCALL website interface. The top navigation bar is light blue and contains the ONCALL logo on the left and links for "Contact Us", "Change Password", and "Logout" on the right. Below this is a dark grey navigation menu with buttons for "Home", "Search Bookings", "My Bookings", "My Feedback", and "My Profile". The main content area is white and displays a "Cancel Booking Result" message in a light blue box. The message text reads: "Your Existing Booking # : OC00739732 for Language : Japanese has been cancelled on 20/12/2012 12:36 PM. Cancellations fees may apply." Below the message is a blue "Close" button. At the bottom of the page, there is a footer with links for "Home", "Quality Policy", "Privacy policy", and "Site map", followed by a copyright notice: "© Copyright 2011. ONCALL LANGUAGE SERVICES PTY LTD T/A ONCALL Interpreters & Translators. ABN 50 151 001 777. All rights reserved."

Click on either of the CANCEL BOOKING buttons.

CANCELLING BOOKINGS

When you have completed the cancellation, you will then be taken back to the Booking Detail window.

In this window, you will be able to view the cancellation details.



The screenshot displays the ONCALL booking management interface. At the top, there is a navigation bar with links for Home, Search Bookings, My Bookings, My Feedback, and My Profile. The main content area shows the details for a specific booking (OC00739732). The booking is currently in a 'Cancelled' state. The interface includes sections for Job Details, Additional Info, and CALDs (Cancellation and Allocation Log Details).

Booking Details:

Job Details	
Booking Number	OC00739732
Status	Unallocated
Client Name	
Department Name	
Sub-Department Name	
Site Type	Onsite
Delivery Address Street	Lv3, 3 Bowen Crescent
Delivery Location	
Delivery Post Code	3000
Report to Location	
Report to Person	
Prof. Phone No.	
Nature of Request	
Requested Interpreter Name	

Additional Info:

ITS/Cancellation Status	Cancelled By Customer	Cancellation Date Time	20/12/2012 12:36 PM
Cancellation Reason		Cancelled by Client Name	Lisa

CALDs:

Action	First Name	Last Name	Ref. Number
Edit	Bob	Green	

Always show me [more](#) records per related list



Thank you for completing the Creating Bookings training.

You can use the My Feedback tab to let us know what you thought of the training, or the new system.

Meeting your language needs and exceeding your expectations