



The Feature Guide

Everything IMP does, one section at a time — built inside a working interpreting agency, for the people who run them.



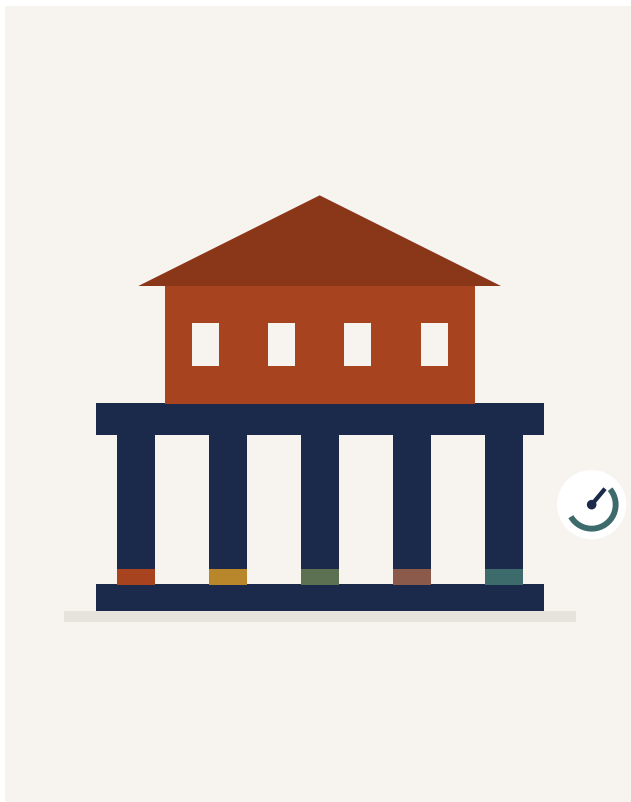
WHY IMP EXISTS

We couldn't find the tool. So we built it.

Frederick Interpreting Agency runs five hundred to a thousand jobs a month. For years that meant spreadsheets, email threads, and a scheduler who held the whole operation in her head. Every tool we tried was either a generic calendar bent to fit interpreting or a marketplace that competed with us for our own jobs.

IMP is what we built instead — and it runs FIA today. Every feature in this guide exists because we needed it to get through a real week. Nothing in here is a concept. It all has jobs behind it.

Ethan Kramer is Deaf, and IMP is a Deaf-owned platform. That isn't a footnote — it's why the interpreter and client experience were designed from the inside.



HOW TO READ THIS GUIDE

Two tiers, one platform.

Every feature in this guide carries a small tag so you always know where it lives.

STANDARD \$199/mo. Scheduling, broadcasting, rate cards, invoicing, reports, and all three portals. Includes 200 jobs a month; \$0.25 per job after. Unlimited interpreters, no per-seat fees.

PREMIUM +\$99/mo on top of Standard. The AI layer: AI Receptionist, Overnight Dispatch, AI Intake Parsing, and AI Customer Support.

PER MINUTE VRI, OPI, and the AI Translator are built into Standard and billed per minute, at the rate you set for each account.

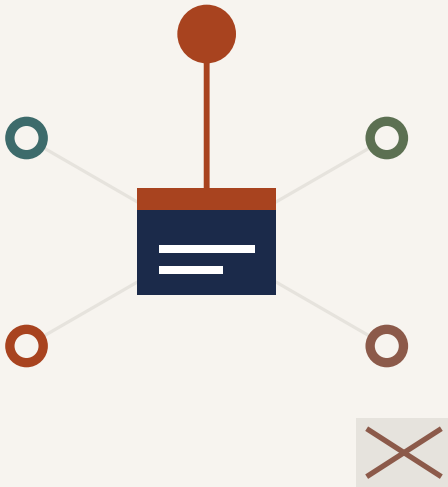
Illustrations show what each feature does for you, not what its settings screen looks like. Ask for a live walkthrough when you want to see the interface itself.

The right interpreter hears about it first.

Create a job and offer it to your full roster or a saved list. IMP ranks interpreters by language, certification, distance, and availability, so the best fit is at the top of the list – not whoever happened to check their email first.

Conflict detection blocks anyone already booked in that window. If nobody accepts, auto-rebroadcast widens the net on a schedule you set, so an unfilled job keeps moving without a coordinator babysitting it.

One-tap accept on the interpreter's phone. The moment someone takes it, everyone else sees it's filled.

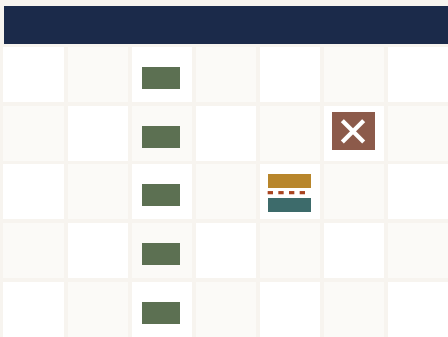


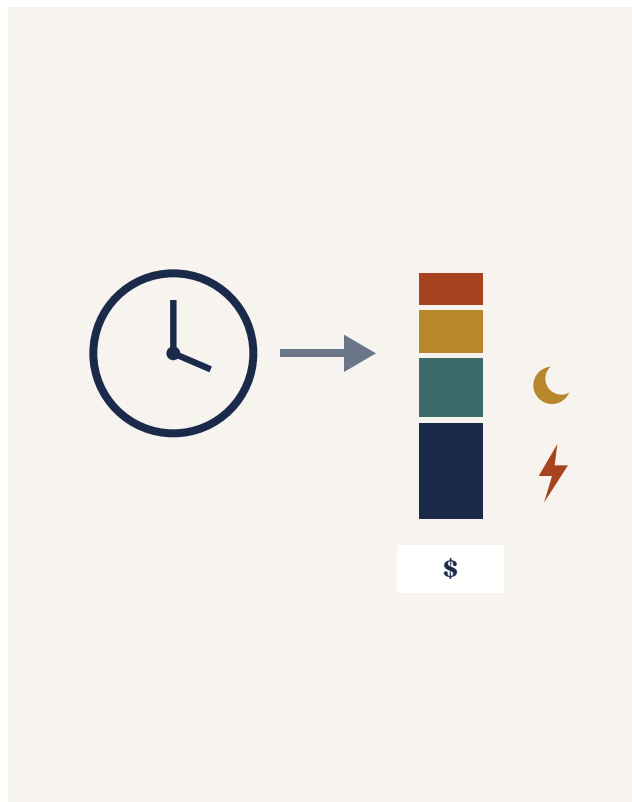
A month you can actually read.

Month-view calendar with recurring appointments that repeat themselves, full timezone handling for agencies and clients in different zones, and buffer times between bookings so the same interpreter is never scheduled back-to-back across town.

Every job shows its status at a glance – unfilled, broadcast, confirmed, in progress, complete – so a coordinator can scan a week and know exactly where the gaps are.

Double-bookings are blocked before they happen, not discovered after the client calls.





RATE CARDS & BILLING

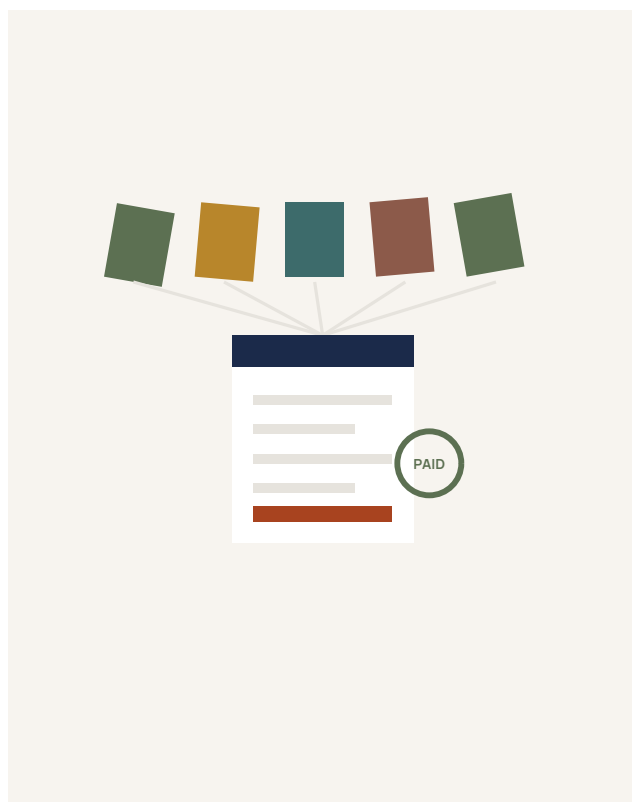
STANDARD

Set the rate once. Never hand-calculate again.

Rates live per account and per language. Rounding rules, minimum hours, tiered thresholds as a job runs long, cancellation policies, rush rates, and after-hours surcharges are all part of the rate card — not something a coordinator remembers to apply.

The moment a job is marked complete, the charge is calculated from the rate card that was in effect. No spreadsheet math, no forgotten surcharges, no two people getting different totals for the same job.

Interpreter pay is tracked separately from what you bill the client, so margins are visible per job.



INVOICING & PAYMENTS

STANDARD

A month of jobs becomes one invoice.

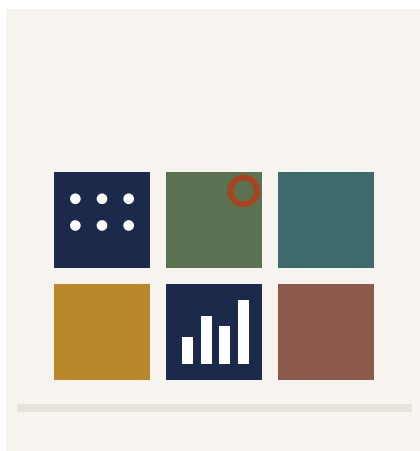
Batch-generate branded invoices by account and date range. Choose how you bill: sync to QuickBooks Online, collect online through Stripe, generate in-house invoices inside IMP, or export clean PDFs — whatever your books already expect.

Void and reissue without breaking anything downstream. Clients pay from their own portal, and the invoice flips to paid the moment the payment lands.

Every invoice line traces back to a specific job, so a billing question takes seconds, not an afternoon.

The same platform, seen by three different people.

An agency isn't one user. It's a coordinator running the day, interpreters out on jobs, and clients who just want an interpreter to show up and an invoice that makes sense. Each of them gets their own door into IMP, and none of them sees the others' mess.

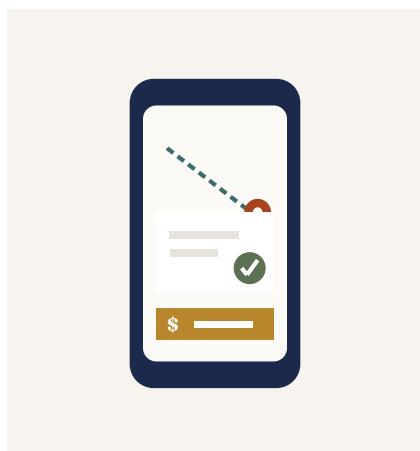


STANDARD

The Admin Console

The whole operation from one console: today's jobs, what's unfilled, who's broadcasting, what's billed, what's outstanding. Everything in this guide is driven from here.

- Jobs, calendar, members, accounts, rates, invoices, reports
- Activity log of who did what, when
- Role-scoped access — staff see only what their role needs

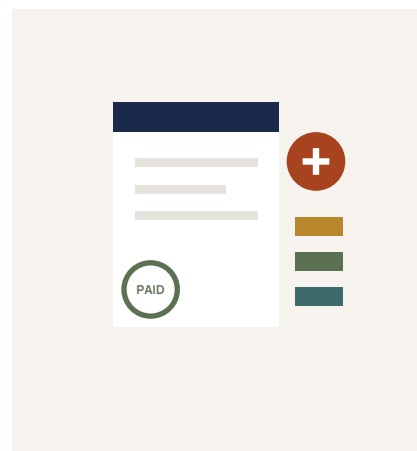


STANDARD

The Interpreter Portal

Built for a phone in a parking lot. Interpreters see their own schedule and a full breakdown of what they've earned — per job and per pay period — without emailing the coordinator.

- One-tap accept on broadcast jobs
- Availability, so they're only offered jobs they can take
- Turn-by-turn navigation to the job site

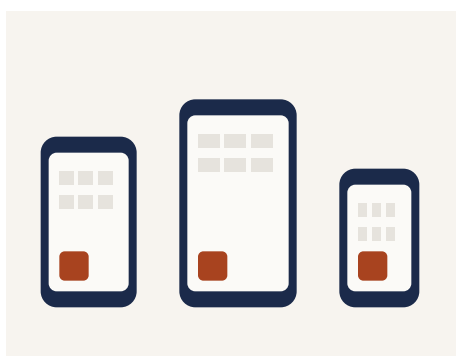


STANDARD

The Client Portal

Clients request interpreters, view invoices, pay online through Stripe, and review their full job history — no phone tag with your staff, no waiting on a callback.

- Submit a request and watch it get filled
- Every invoice, every payment, in one place
- Job history for their own records



RUNS ON ANY PHONE

STANDARD

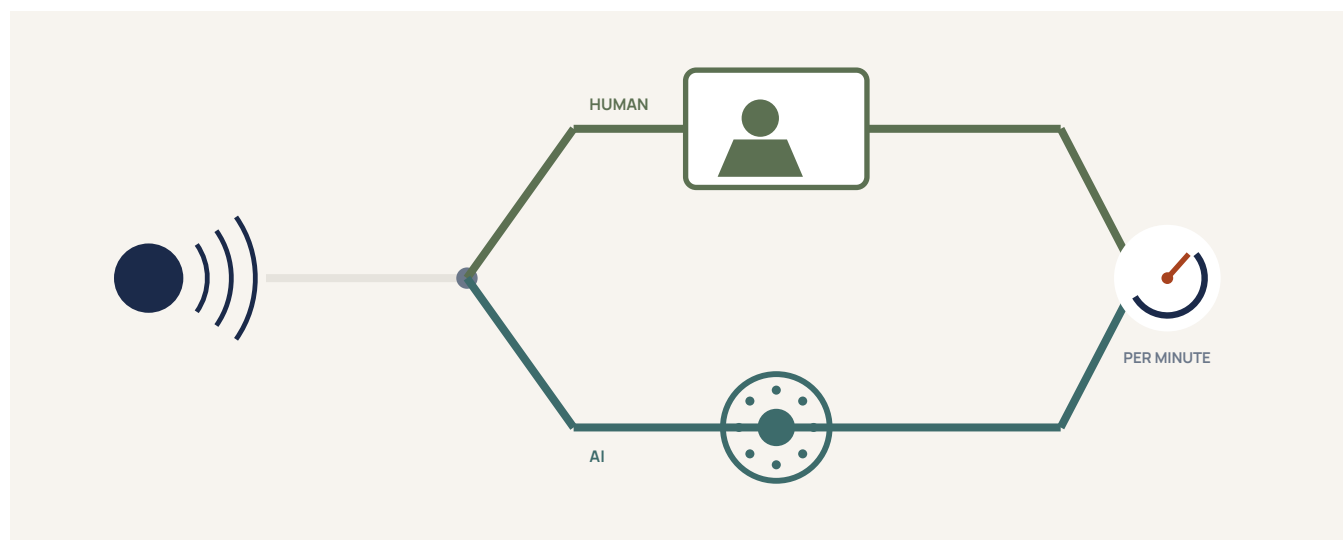
Native apps. App Store and Google Play.

IMP ships as a native app on the App Store and Google Play — iPhone and Android — with the browser covering desktop and every other device. Interpreters install it in thirty seconds and sign in with their agency login. One codebase, every device, always current.

Interpreters never see client billing. Clients never see interpreter pay. Each portal shows exactly what that person needs and nothing else.

Video, phone, and AI interpreting — inside the platform, not bolted on.

When a client needs an interpreter right now, IMP doesn't hand them off to a third-party vendor with its own login and its own invoice. The call runs inside IMP, the minutes are metered to the account, and the charge lands on the same invoice as everything else.



PER MINUTE

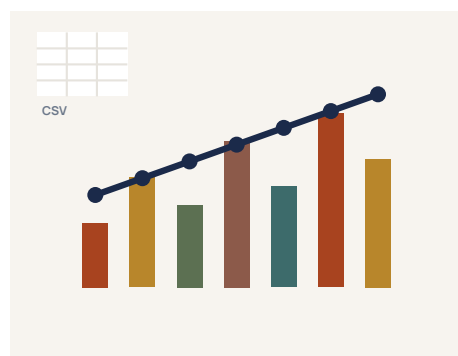
VRI & OPI — a human, on demand

Video remote interpreting and over-the-phone interpreting with your own interpreters, launched from a job or from the client portal. The interpreter joins from any device. Minutes are tracked per account and billed at the rate you set — no separate vendor contract, no reconciling two bills.

PER MINUTE

AI Translator — when a human isn't needed

Real-time AI interpreting over the phone for routine, low-stakes calls, at a fraction of the per-minute cost. You decide per job whether it gets a human or the AI — and you can route anything sensitive to a person. The same meter, the same invoice line.



REPORTS & ANALYTICS

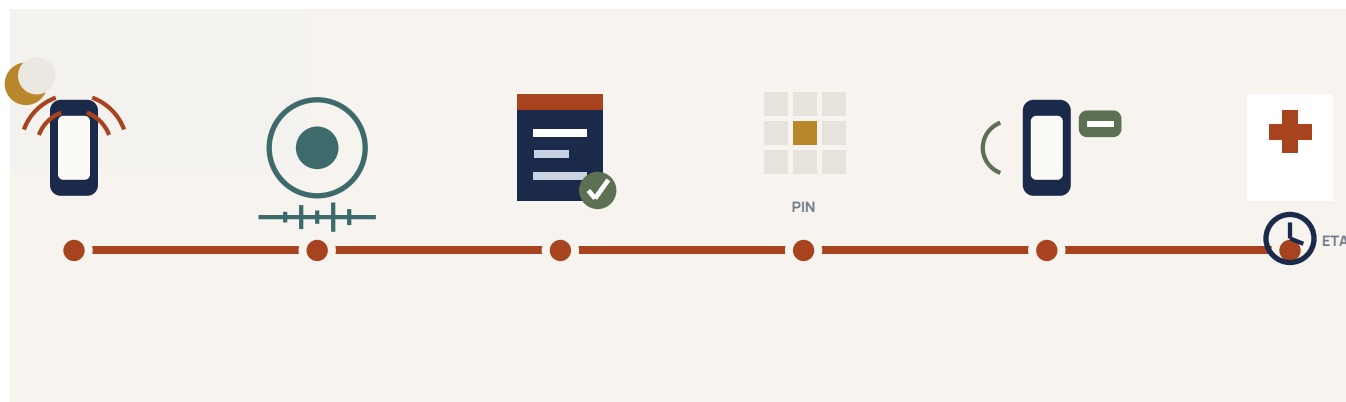
STANDARD

Know what the month actually did.

Revenue by account and by interpreter. Interpreter payroll. Monthly overviews. Language demand, so you know what to recruit for. Multiple report types, every one exportable to CSV for your accountant or your board.

The phone rings at 2am. Here's what happens.

Premium adds an AI layer that works the hours nobody's at the desk. A hospital calls overnight and IMP answers: the request is taken, parsed, and turned into a job — and with a dispatch PIN, your on-call interpreter is reached and the hospital is told when to expect them.



1

A call comes in. No one's at the desk.

2

The AI Receptionist answers and takes the request.

3

AI Intake parses it into a job for review.

4

Hospital enters its dispatch PIN.

5

On-call interpreter is texted and called.

6

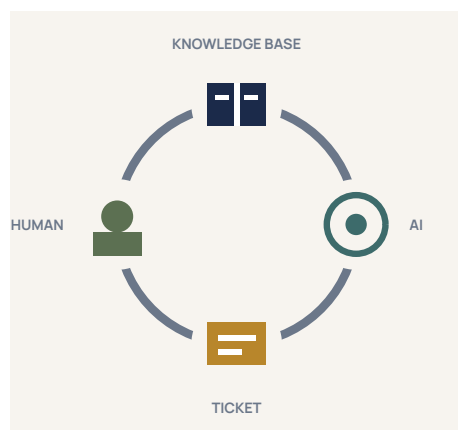
Hospital hears the ETA.

AI Receptionist

Forward your main line to its own number during the hours your phone isn't monitored. It answers, holds a natural conversation, collects the essentials, and hands them to AI intake. Every call is transcribed and summarized, and a text goes to whoever you name.

Overnight Dispatch

Give each hospital contract a PIN. When a caller enters it, the receptionist verifies the account, texts and calls your on-call interpreter, takes the interpreter's ETA by reply, and calls the hospital back with it. A backup and escalation chain fire if nobody answers.



Every issue only needs a human once.

Build your own knowledge base. When a client asks a question through chat, the AI answers from it. If it can't — or senses a human is needed, or the client asks — a ticket opens for your team. Resolve it once, turn the answer into an article, and the next client never waits.

What's in place today, and what's in progress.

This page is written to be cited. HIPAA has no vendor certificate — it's an operating program. Here is exactly where IMP stands, so a board or a compliance officer can check each line.

In place today

TENANT ISOLATION	Every agency's data is walled off at the database layer by row-level security — not just in the application. One agency cannot read another's rows.
ENCRYPTION	AES-256 at rest. TLS in transit. Applies to the database, file storage, and all API traffic.
ACCESS CONTROL	Role-scoped across all three portals. Interpreters never see client billing; clients never see interpreter pay; staff see only what their role needs.
ACTIVITY LOGGING	Administrative actions are logged — who did what, when — and the log is visible to agency admins.
INFRASTRUCTURE	HIPAA-eligible providers for database, call transport, and speech processing. SOC 2 Type II and ISO 27001 at the database layer.

In progress

BUSINESS ASSOCIATE AGREEMENTS	Our database, call-transport, and speech providers each offer a BAA. We are executing them now. Once our upstream agreements are in place, we can sign a BAA with your agency.
RISK ASSESSMENT & POLICIES	A formal security risk assessment and written HIPAA policies are underway. We will share timelines in writing as each piece is completed.

Scope, stated plainly

HUMAN VRI / OPI	Our nearest-term HIPAA-covered path. It depends only on the database and call-transport agreements.
AI TRANSLATOR & AI INTAKE	Involve an additional speech-processing provider and follow on our compliance roadmap. Until that agreement is executed, we scope them to non-PHI use.

We'd rather show you what's implemented and what's on a dated timeline than claim a checkbox that doesn't exist. If your clients have specific requirements, send them — we'll answer each one directly.

This page reflects our status as of the print date and is updated as agreements are executed. Ask for the current version.

PRICING

Two tiers. No per-seat fees. Unlimited interpreters.

STANDARD

\$199 /mo, billed annually

- Scheduling, broadcasting & conflict detection
- Rate cards & automatic billing
- Invoicing — QuickBooks, Stripe, in-house, PDF
- Reports & analytics, CSV export
- Admin, interpreter & client portals
- VRI · OPI · AI Translator, billed per minute
- 250 jobs/month included · \$0.25 per job after

Free onboarding · Free data migration · First month free

PREMIUM

+\$99 /mo on top of Standard

Everything in Standard, plus the AI layer:

- **AI Receptionist** — answers when no one can
- **Overnight Dispatch** — PIN, on-call reach, hospital ETA
- **AI Intake Parsing** — email, PDF, or call becomes a job
- **AI Customer Support** — resolve once, answer forever

Nonprofits and founding agencies: ask about our discounted rate.

GETTING STARTED

Already on another platform? We move it for you.

Jobs, interpreters, accounts, rate cards, and history — all of it, free. You don't rebuild your agency in a new system. We migrate it, we onboard your team, and the first month is on us.

Say yes

We schedule a kickoff and send a short intake.

We migrate

Your data moves over. We check it with you line by line.

Your team onboards

A walkthrough for each role — admin, interpreter, client.

You're live

First month free. We stay close while you settle in.

See it run on your agency's jobs.

A personalized walkthrough built around your real workflow — your accounts, your languages, your week. No slides, no pressure, and we're happy to do it in ASL or voice, whichever you prefer.

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Frederick Interpreting Agency · Frederick, Maryland

Deaf-owned · Built inside a working agency

IMP — Interpretation Management Platform · Feature Guide