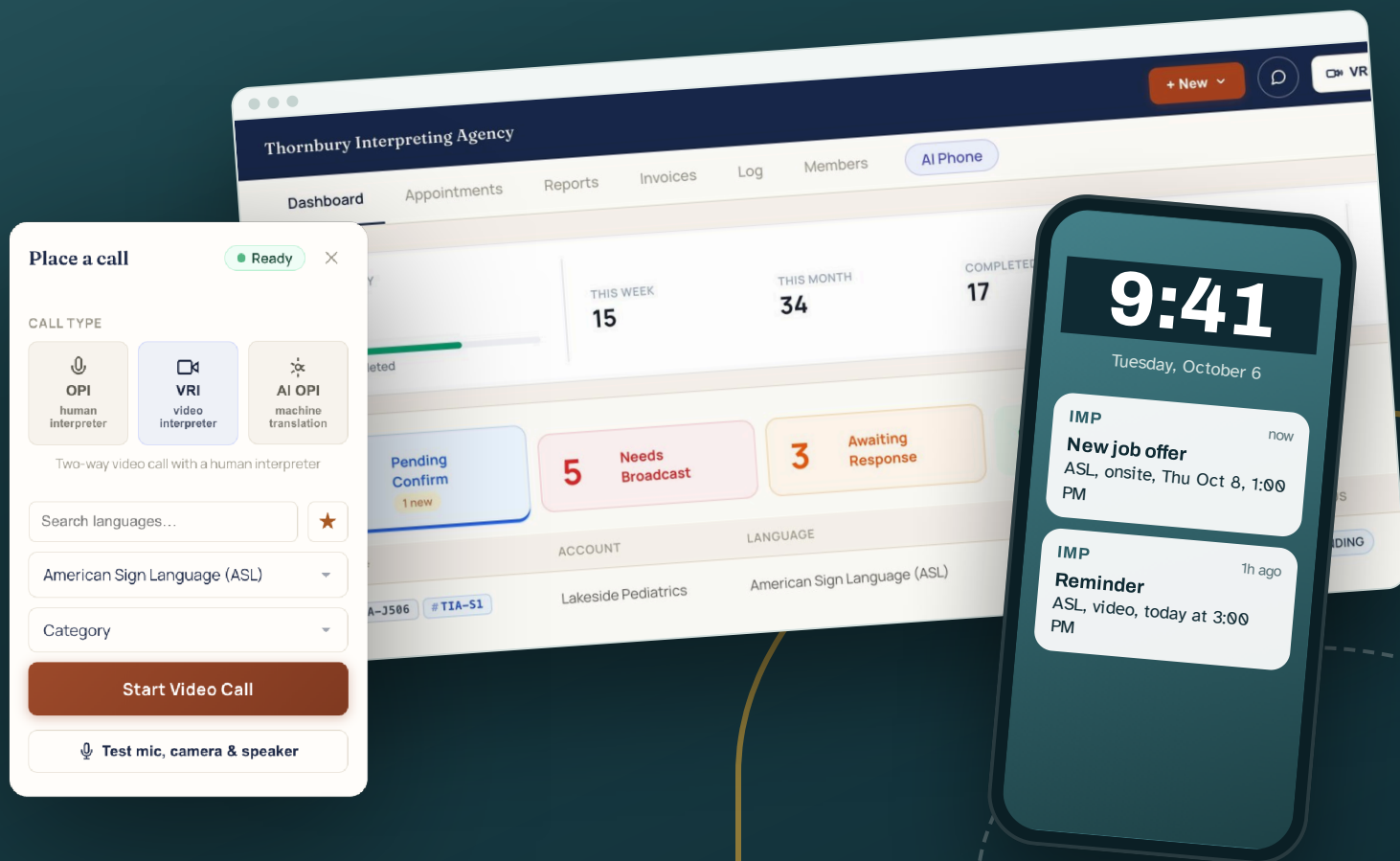


IMP

FEATURE GUIDE, SEPTEMBER 2026

Everything IMP does, one part at a time

Software for interpreting agencies: scheduling, broadcasting, invoicing, payments, interpreter pay, calls, and Premium AI.



Built by Frederick Interpreting Agency

A Deaf-owned interpreting agency, in business since 2017. interpretationmanagement.com

INSIDE

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HOW TO READ IT

Every feature carries a tag.

STANDARD

\$199 a month

Billed annually, or \$299 month to month with 30 days' notice. Unlimited interpreters and 250 jobs a month, then 25 cents a job.

PREMIUM

+\$99 a month

AI Intake, the AI Receptionist with its own phone line and overnight dispatch, and AI Support.

PER MINUTE

Calls

VRI, OPI, and AI OPI placed through IMP, billed per minute on either plan.

WHO BUILT IT

Built by an interpreting agency, from scratch.

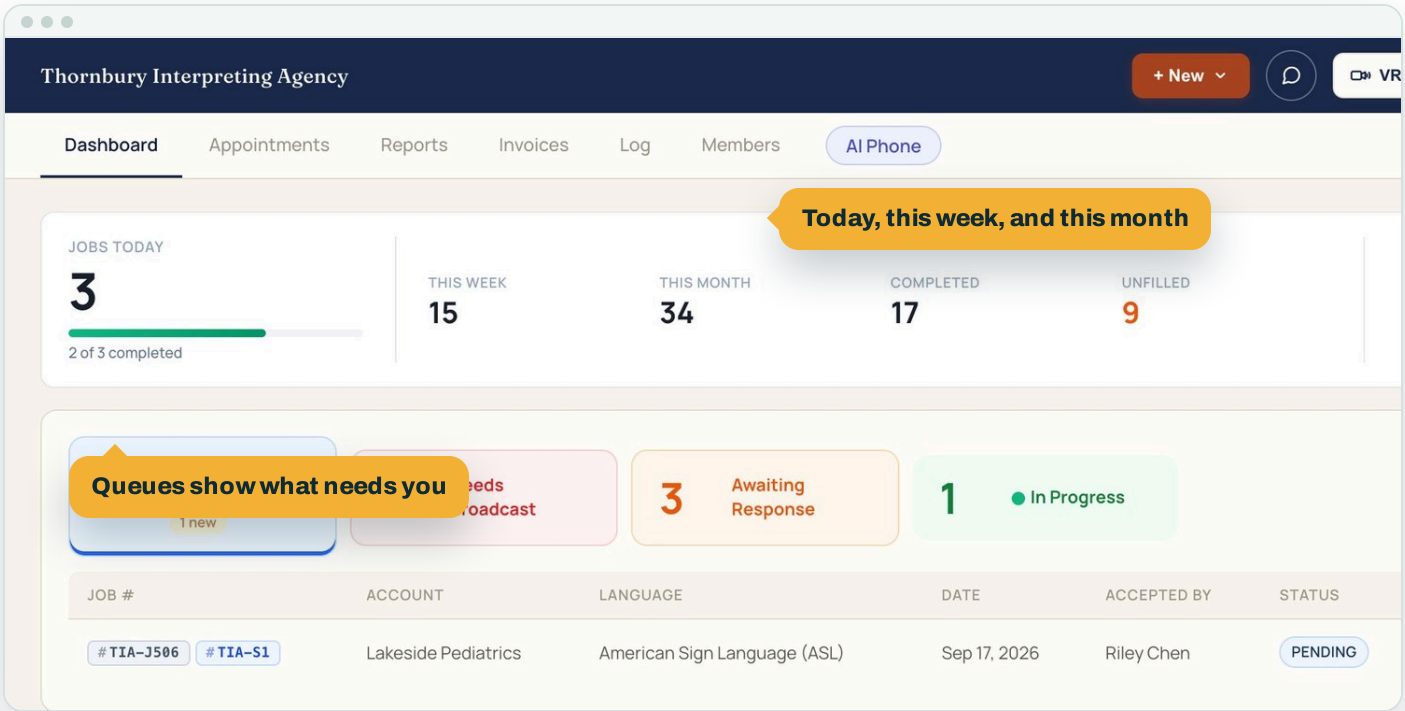
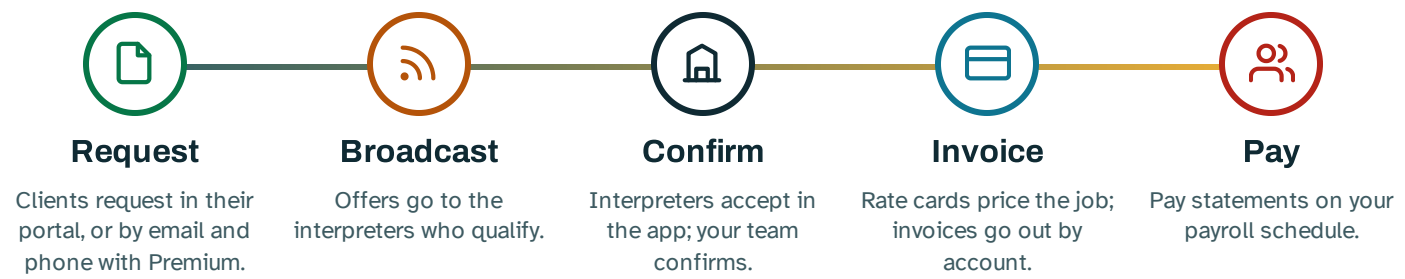
Frederick Interpreting Agency is a Deaf-owned agency in business since 2017, serving community organizations, nonprofits, state, county, and federal agencies, medical organizations, hospitals, and dental offices. FIA built IMP to help agencies like it grow and run better.

Screens in this guide come from IMP's demo agency. Names in examples are made up.

THE BIG PICTURE

How a job moves through IMP

Five steps, each in the same system, so nothing is retyped between a scheduling tool, a spreadsheet, and an invoicing app.



The dashboard in IMP's demo agency.

Your team
Runs the agency on the web as Agency Admins.

Interpreters
Take offers and see pay in the IMP app.

Clients
Request and approve in their own portal.



Offers go to the interpreters who qualify.

Create a job and IMP lists the interpreters who fit it by language, credential, delivery type, and the settings they are cleared for. Anyone unavailable, already booked at that time, or who already answered is left off.

NAME	SCHEDULE	AVAIL	QUALIFICATION	LANGUAGES	ADDRESS	RATE	DISTANCE
☒ Alicia Tran alicia.t@thornbury.example	✓ Available	—	Pre-selected: qualified, free, not yet asked Certified Delivery	Onsite, OSI- Consecutive +5	Proctor, MD	\$50/hr	5.4 mi
☒ Chris Anand chris.a@thornbury.example	✓ Available	—	Language Certified Delivery	American Sign Language (ASL), Hindi Onsite, S-Video +2	Urbana, MD	\$50/hr	5.4 mi
☒ Jordan Okafor jordan.o@thornbury.example	✓ Available	—	Language Certified Delivery	American Sign Language (ASL) Onsite, OSI- Consecutive +1	Mount MD		Distance to the job
☒ Marcus Bell marcus.b@thornbury.example	✓ Available	—	Language Certified Delivery	American Sign Language (ASL) Onsite, OSI- Consecutive +1	Hagerstown, MD	\$50/hr	25.8 mi

All qualified

Everyone who fits the job, pre-selected.

By location

The same list, sorted by distance.

Custom roster

A saved group you choose.

- ✓ Push notifications leave out the client name
- ✓ Interpreters accept in the app, and your team confirms
- ✓ Rebroadcast on a timer, up to a limit you set

BROADCAST HISTORY
Sent to 1 interpreters by Nadia Brooks - Just now

Each broadcast is noted on the job, with who sent it and when.

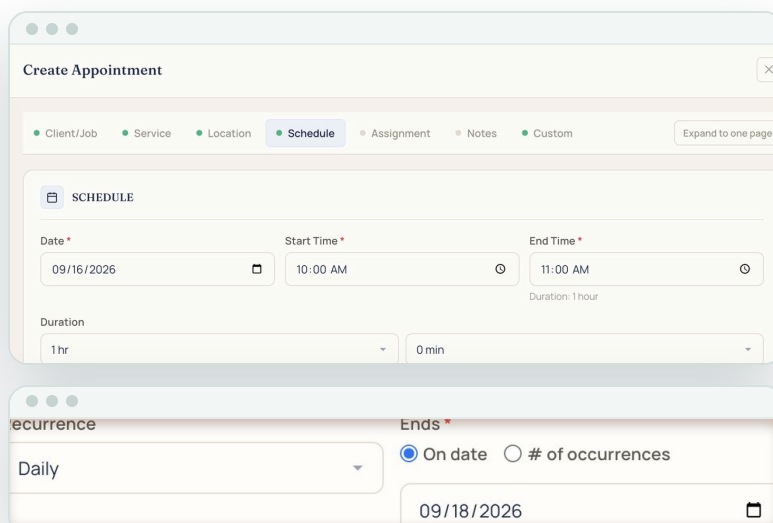
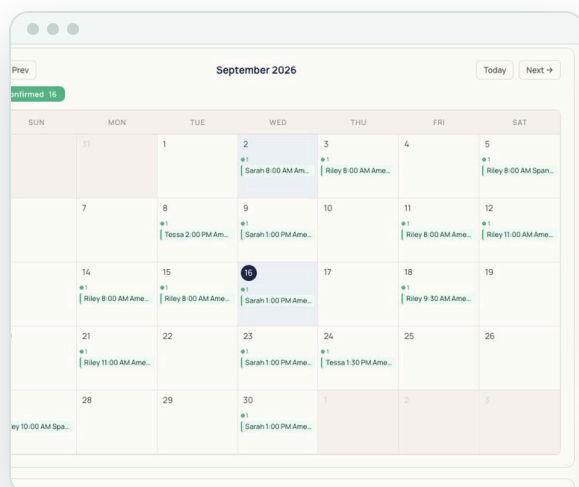


SCHEDULING AND CALENDAR

STANDARD

Series, team jobs, and time zones.

Book single jobs or a recurring series that ends on a date or after a number of jobs. Team jobs keep two or more interpreters on one appointment, and each job carries its own time zone.



Buffers flag conflicts

When you broadcast, an interpreter booked at the same time shows in red, and one inside your buffer gets a yellow warning.

- ✓ A calendar and a list, with search and filters
- ✓ Check availability before you broadcast
- ✓ Add to Google Calendar for confirmed interpreters
- ✓ Change a series and IMP asks which jobs it applies to
- ✓ Cancel reasons, like untimely or same day
- ✓ Reminders about two hours before each job



Rate cards price each job.

Rates live on rate cards by account and language, with your agency defaults underneath. IMP uses the first card that fits, and no card means no charge.

Account card 1
this language

Account card 2
All

Agency card 3
this language

Agency card 4
All

No card
no charge

Minimums

Rounding

Rush

After-hours minutes

Holidays

Cancellations

Conference

Daily

Mileage

NAME	LANGUAGES	STD RATE	MIN	ROUNDING	DAILY	CANCEL RULES		
ASL standard	English → American Sign Language (ASL)	\$79.50/hr	2h	15min up	—	1 rule · 1 priority	Edit	Del
Spoken language standard	English → All	\$69.00/hr	2h	15min up	—	1 rule · 1 priority	Edit	Del

GeneralRate CardsBroadcast DisplayCustom FieldsBusiness HoursPay ScheduleEmailInvoicingAutomationSystemAll Templates

Invoice Delivery Method

Choose how invoices are delivered to clients. This determines what happens when you click "Send" on an invoice.

☒ **IMP Built-in**
Send invoice email via IMP → client pays through the IMP client portal

☐ **QuickBooks Online**
Push invoice to QBO → QuickBooks handles delivery & payment → status syncs back to IMP

☐ **Stripe Invoicing**
Create Stripe invoice → Stripe sends email & collects payment → webhook updates IMP

☐ **Manual**
Just mark as SENT in IMP — you send the invoice however you prefer (PDF, email, mail)

Save Delivery Method

QuickBooks Online

Connect your QuickBooks account to sync invoices automatically.

Click the button below to log into your QuickBooks account and authorize IMP to create invoices.

Connect to QuickBooks

Invoices, delivered your way.

Generate a pay period or a month of invoices at once, one for each account. Send through IMP, QuickBooks Online, or Stripe Invoicing, or mark it sent and deliver it yourself.

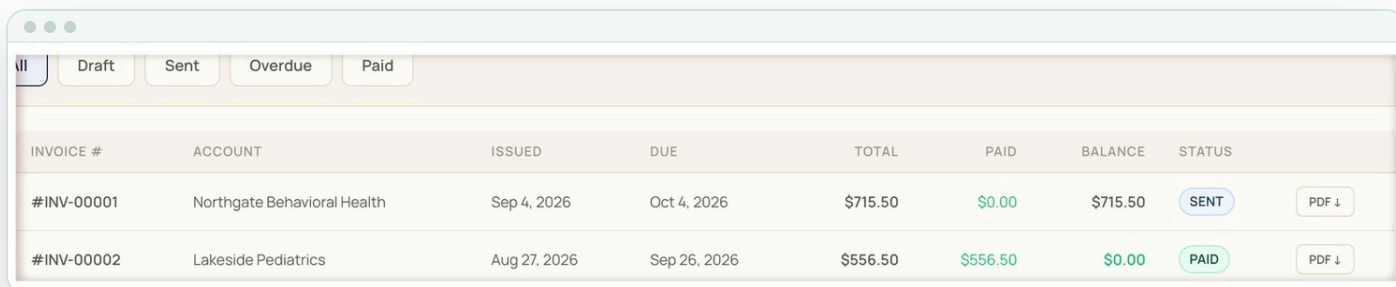
- ✓ After-hours rates bill only the minutes outside business hours
- ✓ Pick the federal holidays you observe
- ✓ A PDF for each invoice

 PAYMENTS

STANDARD

Card payments to your own Stripe.

Clients pay invoices sent from IMP by card in their portal, and the money goes to your own Stripe account. With QuickBooks Online, payment status comes back to IMP.



INVOICE #	ACCOUNT	ISSUED	DUE	TOTAL	PAID	BALANCE	STATUS	
#INV-00001	Northgate Behavioral Health	Sep 4, 2026	Oct 4, 2026	\$715.50	\$0.00	\$715.50	SENT	PDF ↓
#INV-00002	Lakeside Pediatrics	Aug 27, 2026	Sep 26, 2026	\$556.50	\$556.50	\$0.00	PAID	PDF ↓

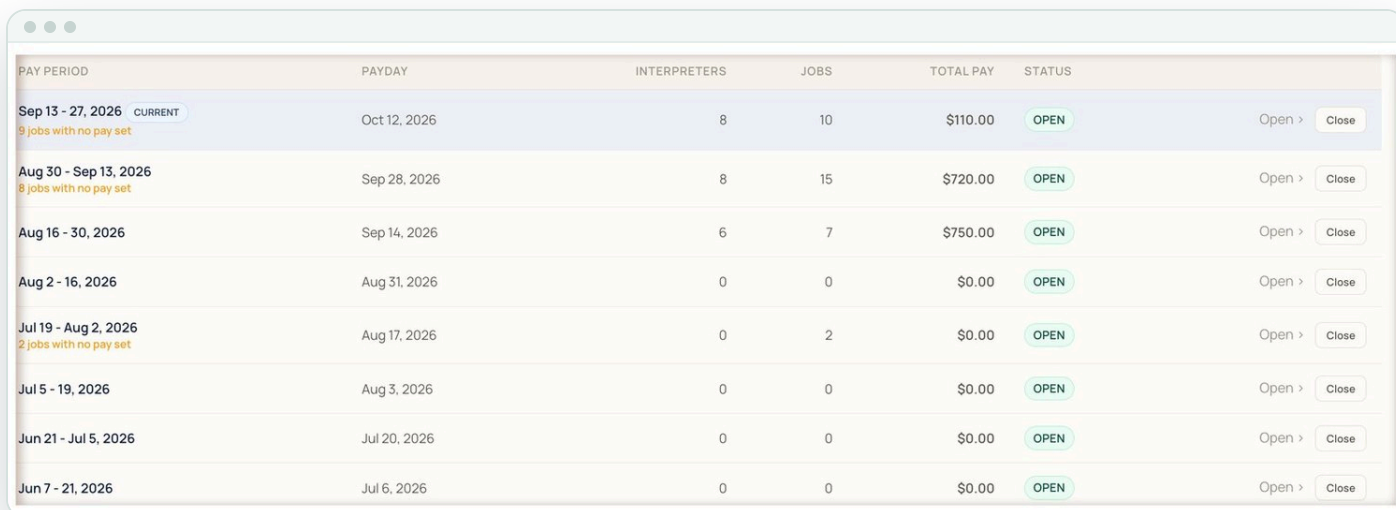
- ✓ Paid and balance on each invoice
- ✓ Filter by draft, sent, overdue, or paid
- ✓ Clients see their invoices in the portal

 INTERPRETER PAY

STANDARD

Pay statements on your payroll calendar.

Pay periods follow your schedule: weekly, every two weeks, twice a month, or monthly. Each interpreter has a pay rate and a minimum, kept separate from what clients are billed.



PAY PERIOD	PAYDAY	INTERPRETERS	JOB	TOTAL PAY	STATUS	
Sep 13 - 27, 2026 CURRENT 9 jobs with no pay set	Oct 12, 2026	8	10	\$110.00	OPEN	Open > Close
Aug 30 - Sep 13, 2026 8 jobs with no pay set	Sep 28, 2026	8	15	\$720.00	OPEN	Open > Close
Aug 16 - 30, 2026	Sep 14, 2026	6	7	\$750.00	OPEN	Open > Close
Aug 2 - 16, 2026	Aug 31, 2026	0	0	\$0.00	OPEN	Open > Close
Jul 19 - Aug 2, 2026 2 jobs with no pay set	Aug 17, 2026	0	2	\$0.00	OPEN	Open > Close
Jul 5 - 19, 2026	Aug 3, 2026	0	0	\$0.00	OPEN	Open > Close
Jun 21 - Jul 5, 2026	Jul 20, 2026	0	0	\$0.00	OPEN	Open > Close
Jun 7 - 21, 2026	Jul 6, 2026	0	0	\$0.00	OPEN	Open > Close

- ✓ Statements in the interpreter app once you send them
- ✓ A spreadsheet export each period for your bookkeeper
- ✓ An admin can reopen a closed period

Place a call

Ready

CALL TYPE

OPI
human
interpreter

VRI
video
interpreter

AI OPI
machine
translation

Two-way video call with a human interpreter

Start Video Call

Test mic, camera & speaker



VRI, OPI, AND AI OPI

PER MINUTE

Calls from the Place a call window.

Pick the call type, choose the language, and start. The window can test the mic, camera, and speaker first.

VRI

Video interpreter

✓ **ASL offered****OPI**

Phone interpreter

× **No ASL****AI OPI**

Machine translation

× **No ASL**

ASL, CDI, CART, and TypeWell stay on video.

They are never placed on a phone call or an AI call.



OVERFLOW COVERAGE

PER MINUTE

Backup on live calls.

Choose a delay from 5 to 120 seconds. When a live call rings past it, the IMP Interpreter Network is offered the call too, while your own interpreters can still take it. The first to accept takes the call.

0 seconds

Your interpreters are offered the call

Your delay

15 seconds by default

After the delay

The IMP Interpreter Network too

ASL

Video

Spanish

Video and phone

French

Video and phone

Other languages

Added in writing when
interpreters are available

Live calls only, never scheduled jobs. Overflow minutes are billed per minute, by language.



Your line, answered day and night.

The AI Receptionist answers your agency's phone line on its own number, takes requests as draft jobs for your team, and texts staff on urgent calls. Overnight dispatch covers hospitals when the office is closed.



Overnight dispatch

An example night

2:14 AM Call from the emergency department

The nurse enters the hospital's PIN.

2:15 AM On-call interpreter texted, then called

Two minutes before the backup gets the call.

2:17 AM Reply: YES 30

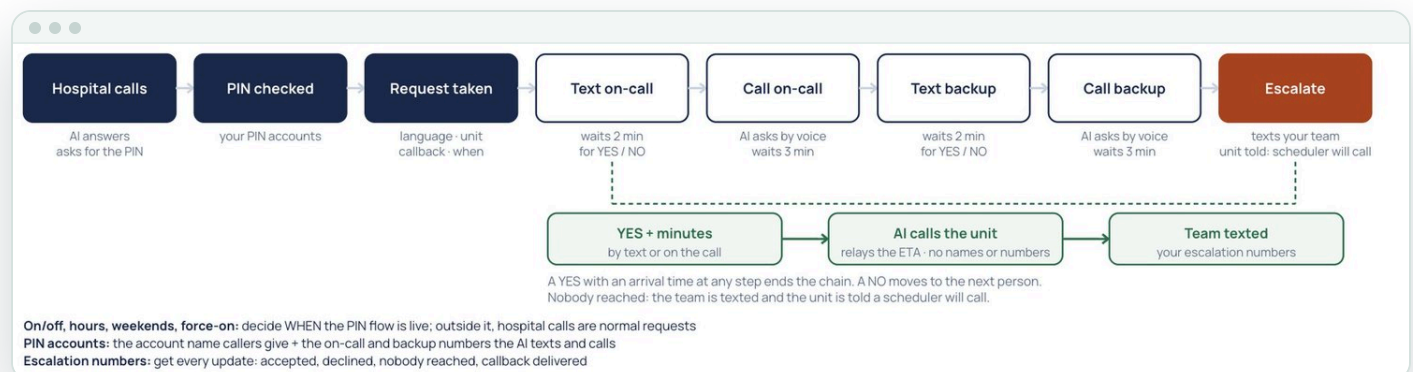
The interpreter can be there in 30 minutes.

2:18 AM The unit gets a call back

An arrival time, and no names.

✓ Your escalation contacts get each update

- ✓ A PIN for each hospital, so only real units can dispatch
- ✓ On-call first, then a backup, on the timing you set
- ✓ Requests wait as drafts for your team
- ✓ Urgent calls text your staff



Overnight dispatch settings in IMP's demo agency.

AI INTAKE

PREMIUM

Requests turned into draft jobs.

Paste a request or upload a file in any format. IMP drafts the job and marks what it read, and a scheduler reviews it before it goes out.

EMAIL REQUEST

Hi, we need an ASL interpreter Thursday, October 8 from 1:00 to 2:30 at Clearwater Family Health, second floor. Thanks, Dana

**DRAFT JOB**

Language **ASL**

Date **Thu, Oct 8**

Time **1:00 to 2:30 PM**

Location **Clearwater Family Health**

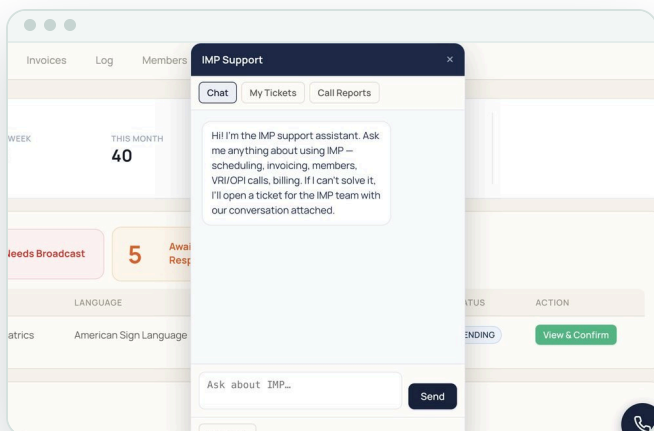
Account **Clearwater Family Health**

Review and approve

An example. Found in the New menu as IMP AI Processor.

AI SUPPORT

PREMIUM



A help desk for clients and interpreters.

Chat answers go straight to the person asking. Questions that need a person become tickets, with a drafted reply your team approves.

- ✓ In the client and interpreter portals
- ✓ Ticket replies wait for approval



INTERPRETER MANAGEMENT

STANDARD

Profiles that decide who qualifies.

Credentials, language pairs with the settings each interpreter is cleared for, delivery types, ratings, rosters, and pay rates. Your team sets them, and interpreters cannot change their own languages or credentials.

NIC

CDI

CI

CT

CSC

SC:L

BEI I to V

COMMUNICATION TYPE

Select which delivery methods this interpreter is qualified for. Used for automatic job routing.

OPI ☒ Scheduled Telephonic ☐ On-Demand Telephonic	VRI ☒ Scheduled Video ☒ On-Demand Video	OSI ☒ Onsite Consecutive ☒ Onsite Simultaneous ☐ Onsite Whisper ☒ Onsite	Other ☐ Third Party Platform
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LANGUAGE PERMISSIONS

Certifications allow routing to ONLY the most qualified individuals. Service types selected do not require a specific permission.

Language 1: English

Language 2: American Sign Language (ASL)

Specialized Types: **Select all** Clear

☒ Medical
 ☐ Legal
 ☐ Court
 ☒ Education
 ☐ Mental Health
 ☐ Social Services
 ☐ Government
 ☐ Corporate
 ☐ Insurance
 ☐ Emergency Services
 ☐ Community
 ☐ K-12 Educational
 ☐ Standard
 ☐ Other

Remove

- ✓ Invite interpreters by email
- ✓ Save rosters and filter offers by rating
- ✓ Availability kept current in the IMP app



ROLES AND ACCESS

STANDARD

A login for everyone on the job.



Your team

Agency Admins, on the web



Interpreters

The IMP app on iOS and Android, or the web



Clients

Account Admin, Requestor, and Limited Requestor

Client roles see only their own account. Limited Requestor requests wait for an Account Admin to approve them. There is no limit on team members or interpreters.



REPORTS AND THE ACTIVITY LOG

STANDARD

Five reports, and a record of changes.

Summary

VRI/OPI Usage

Interpreter Payroll

Monthly Overview

Language Demand

Summary VRI/OPI Usage Interpreter Payroll Monthly Overview Language Demand

From To

mm/dd/yyyy mm/dd/yyyy

This Week Last Week This Month Last Month **Generate**

VRI / OPI Calls Invoices Other Activity Refresh

WHEN	WHO	ACTION	TYPE	ITEM
Sep 15, 10:28 PM	System	Generated	Invoice	1 invoices



NOTIFICATIONS

STANDARD

Seventeen email templates with merge tags, sent from IMP with replies to your own Reply-To, or through your own domain or provider. Push notifications reach interpreters on web, iOS, and Android, without the client name.



CUSTOM FIELDS

STANDARD

Add what your agency tracks to jobs, accounts, and interpreter profiles. Mark a job field Show in Broadcast and interpreters see it on the offer.

Notification templates

Customize email templates for each event. Use {{variable}} merge tags.

Job Broadcasted Subject: New Interpreter Assignment Available – {{language}}	Active Preview Edit
Interpreter Accepted Subject: Interpreter Accepted – {{language}} on {{date}}	Active Preview Edit
Interpreter Confirmed Subject: Assignment Confirmed – {{agency_name}}	Active Preview Edit



SECURITY AND ACCESS

Each agency's data is kept separate, encrypted in transit and at rest, and backed up automatically. IMP support can open a read-only or full-access session into an agency's account; it ends after 60 minutes, it is logged, and the agency can request the record.

Plans and what they include

STANDARD

\$199/mo

billed annually, \$2,388 a year

Or \$299 month to month, with 30 days' notice.

- ✓ Unlimited interpreters
- ✓ 250 jobs a month, then 25 cents a job
- ✓ Logins for your team, interpreters, and clients
- ✓ Scheduling, broadcasting, invoicing, payments, pay, reports

PREMIUM

+\$99/mo

added to Standard

The AI tools.

- ✓ AI Receptionist on its own phone line
- ✓ Overnight dispatch for hospitals
- ✓ AI Intake and AI Support

PER MINUTE

Calls

on either plan

Placed through IMP.

- ✓ VRI and OPI
- ✓ AI OPI for routine spoken-language calls
- ✓ Overflow minutes, by language

Every plan includes



Scheduling and calendar



Job broadcasting



Rate cards and invoicing



Card payments



Interpreter pay statements



Reports and the activity log



Custom fields



Email and push notifications



The IMP app for interpreters



The client portal



VRI, OPI, and AI OPI calls, per minute



Overflow coverage, per minute

Switching from another system?

Migration of your accounts, interpreters, and rates is free on annual plans. We recommend about four weeks, most of it a parallel run. There is no free trial; a demo with your own requests is the best way to see IMP.

IMP

Bring a real request to the demo.

We book it in IMP with you, start to finish, so you see your own work move through it.



Book a demo

interpretationmanagement.com/demo

Questions and pricing

contact@interpretationmanagement.com

Help for customers

support@interpretationmanagement.com

Need interpreters?

frederickinterpreting.com

IMP, the Interpretation Management Platform

Built by Frederick Interpreting Agency, a Deaf-owned agency.