FAQ - invoicing process

Who is the sender of the invoice?

The invoice is sent by Smart and all of Smart's tax details are provided on the invoice (tax number, VAT number, billing address, account details). All other details for the invoice are taken directly from your order in the portal.

Will I receive a copy of the invoice e-mail?

Yes, we will send all invoices to you in cc, to the contact person in the order and, if applicable, to the clients general e-mail address, if specified in the database.

My client does not need an invoice

Even if the client does not require an invoice, Smart must always issue an invoice for accounting reasons.

If the client transfers the money to us without an invoice, please create an order in the portal after receiving the money and note under 'Special agreement' that the invoice should not be sent to the client and will only be issued internally. You can also note there that the invoice has already been paid.

In addition, you can write your own e-mail address for this client in the client profile. You will then receive the invoice in cc. The same applies to the 'Contact person' field.

> Please note: Your budget will soon be linked directly to the portal. It is therefore necessary that you always create an order. Otherwise the amount will not appear in your budget.

Is it possible to issue the invoice in another language?

All invoices are issued bilingually in German and English. Therefore, please fill in the fields in the order either in German or in English. It is not possible to issue the invoice in another language.

Is it possible to change the layout of the language?

No, this is a standard layout in our software.

How can I view the processing status of my invoices?

Via the bar with the status of your order processing in the Smart Portal and in your budget overview on the mein.Smart.

What should I do if clients want to sign their own contract?

It is possible to have a separate, additional contract with further details about the order. The contractual partner for additional contracts must be SMartDe eG, represented by: "Your name", Mehringplatz 8, 10969 Berlin - you are therefore also signing additional contracts as a representative of the cooperative. Smart requires a copy in any case - please submit this via the portal when creating the order.

When can I skip client confirmation without losing the payment guarantee?

If you already have a signed fee contract or other written confirmation of the order with Smart and your client. If you do not have an additional contract, there is the alternative of having the client sign the Smart order form in pdf format (available in Downloads) and then uploading it to the portal.

Can I send additional files with the invoice?

No, unfortunately this is not possible. Additional files can only be sent from the Portal via the order confirmation process and not with the invoice. However, you will receive the invoice in cc and can then forward the additional documents to your client yourself.

There is also the option of uploading files in the order form in the Smart Portal and sending it to the client confirmation. These can be retrieved and uploaded by your client in the confirmation link. Please note that the files are no longer available after confirmation because the link expires. They should therefore be downloaded if necessary.

Can my invoice be sent before the scheduled invoicing date? Can I request changes before the invoice is issued?

Draft invoices are created in the Smart Portal 7 days before the invoice date based on your order. You receive an e-mail with the information that the draft has been created and it is possible for you to send the invoice on your own. Click on the invoice draft, check that everything is OK and click on "Save and send" to send the invoice to your client independently. If there is no action from your side, the invoice will be sent by Smart at the planned invoice date.

If changes need to be made, you can select "Request changes" and inform us of the desired adjustments in the "Reason" field. We will make the corrections and issue the invoice.

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