Check order status

What happens with the order?

After creating the order, it will be sent to Smart for confirmation. Here, we will take a closer look at the order and contact you if we have any questions or comments. If your order needs to be confirmed by the client, it will be sent directly to them after Smart's confirmation. Once the client confirms the order or directly after Smart's confirmation if you skipped the client confirmation, it becomes "active". Seven days before the planned billing date, you will receive an e-mail and have the opportunity to request changes to the invoice draft. You can see where your order is currently located in the orders list or based on the status in your dashboard.

image.png

Status of orders

Draft

You can save your order as a draft and edit it at a later time before submitting it. Drafts are not yet visible to the Member Support Team.

Smart Confirmation

The order is being reviewed by Smart and will be released for invoicing or client confirmation. We aim to process orders on weekdays within 24 hours. Do you have an emergency? Then call us or write us a quick email!

Client Confirmation

The order has been sent to the client via email with a link to the client confirmation page. The client can confirm the order as long as the validity of the offer in the order is specified. We recommend specifying at least a few days or a week for confirmation.

> If you have selected the option to **skip client confirmation** during order creation, the order will be activated immediately after Smart's confirmation. This function can be used, for example, if another confirmation/contract is already available (please upload

corresponding proof during order creation). If no other confirmation is provided by the client, or if your order doesn't meet the necessary requirements for the payment guarantee, your order will not be subject to **payment guarantee.**

Active

The order has been confirmed by Smart and, if applicable, by the client, and is ready for invoicing. 7 days before the planned invoice date, a draft invoice will be automatically generated and can be reviewed by you at this step. You will be notified by email about this. If you have no changes to request, we will issue the invoice to the client on the invoice date, and you do not need to take any further action.

Cancelling confirmation

If your requested the cancellation of an "Active" order form, Smart will review it, and any planned or issued invoices will also be cancelled by Smart. Please provide a detailed reason for the cancellation request.

Rejected

These are orders that have been rejected or not confirmed in time by the client or Smart.

Please note: Orders that have not been confirmed by the client within the "offer valid until" date will end up in this status after the "Offer valid until" date has expired. Therefore, please regularly check whether your orders have been confirmed by the clients in a timely manner. If the order ends up in "Rejected" status and should still be invoiced, it can be duplicated and sent back to Smart for confirmation.

A rejected order should be cancelled? Please go to the tab invoices in the left menu. Under invoice draft you can find the rejected order. Use the button 'Ask for changes' to let Smart know that the invoice should be cancelled. Please note, this is a temporary solution. We are working on a smoother process!

Completed

For orders with this status, invoicing has already been completed, and the service period has ended. **These are therefore active orders whose service period and invoicing have been completed.**

Orders will automatically switch to this status - there is no action needed on your side. Please note that there still might be unpaid invoices related to a completed order.

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