

# Order rejected or client blocked

Your order has been rejected?

**Smart will reject the order from you if:**

- The planned activity requires a license or a guarantee.
- The planned activity does not comply with [the statute of the cooperative](#).
- The planned activity cannot be processed through Smart (for example craftsmanship or sale of goods).
- The assignment has an hourly wage that is too low, which would result in the minimum wage not being met in the event of employment.

**Smart can refuse to process your order at any given stage if:**

- There is a suspicion that the work is subject to bogus self-employment and is not carried out independently.
- There is a difference of opinion between the cooperative and the members regarding the execution of the order.
- The client has debt towards the cooperative or if the invoices from the client are due for more than 2 months.
- There is a lack of cooperation on the part of the member to process the order.

Your client is blocked?

If clients already have too many unpaid invoices or there have been other issues, it may be necessary for us to temporarily block these clients. Depending on the problem, only orders with advance payment may be possible, or we might not be able to accept new orders at all.

If you personally haven't had any issues with the client, please contact Smart for more information. We would communicate together with you and your client to resolve the issue.

Client XYZ GmbH



Add new



With this client only orders with pre-payment mode are being accepted. Please choose the pre-payment mode in the payment section to submit your order. In case of questions, please do not hesitate to contact us. Thank you!

## Client

Request changes

Client ABC e.V.



Add new



Can't create order with blocked client.

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