Check order status

What happens to the order?

After you have created the order, it is sent to the user for confirmation. If the order is approved by the user, it is sent to the "Smart confirmation". Here we will take another close look at the order and get in touch if we have any questions or comments. As soon as we confirm the order, it is "Active". You can see where the order is currently located in the order list or by looking at the status on the dashboard.

Status of the order briefly explained

Draft - You can save the order as a draft and edit it later before it is sent. Drafts are not visible to users or the Smart Team.

User confirmation - the order is with the user for confirmation.

Smart confirmation - the order is being checked by Smart and will be released for invoicing. We try to process orders within 48 hours on working days.

Active - The order has been confirmed by Smart and the user and is ready for invoicing. The invoice will be issued on the entered invoice date at the earliest.

Rejected - These are orders that have been rejected by the user or by Smart.

> Caution: Orders that have not been confirmed by the user end up in this status after the "Offer valid until" date has expired. Therefore, please check regularly whether your orders have been confirmed in time. If the order ends up in the "Rejected" status, it can be duplicated and resent to the user for confirmation.

Completed: For orders with this status, invoicing and payment have already taken place and the service period has been completed. These are therefore active orders whose service and invoicing have been completed as planned.

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