**Payments, Bills and Invoices (Icon) >**

**When will I receive my money? >** The payment is free of charge twice a month . The first payout period includes orders from 1-15. of the month and will be paid no later than the 24th of the month. The second payout period includes orders from the 16th to the end of the month and will be paid no later than the 9th of the following month. The money will be transferred directly to the account indicated in your profile.

**\*\*\*Remember, invoices will only be transferred if:**

1. your details (account details, personal details, etc.) are complete
2. The invoices have been confirmed by you

**\*\*\*(Endeavor to always update your account details to avoid delay payments)**

**\*\*\*(Inconsideration of public holidays and bank holidays)**

**\*\*\*(All cleans completed and payments claimed in a specific month from customers (and minus the commission paid to květ).**

**What is the commission for** **květ? >** Details on the commission can be found > here. (link to an uploaded pdf file in German or Czech Republic. Depending on the Country)

**Where do I deposit my account data? >** You can deposit and adjust your account information via the app in your profile. Here's how it works:

1. Log into the Helpling Partner app
2. Select "More" from the bottom of the menu bar
3. Click on "Bank details"

Alternatively, you can also send us an email with your account details to: [info@kvetsluzeb.de](mailto:info@kvetsluzeb.de) or [info@kvetsluzeb.cz](mailto:info@kvetsluzeb.cz)

**May I accept cash? >** Unfortunately, you can not accept cash. All cleaning jobs provided through **květ** are handled through the platform. Payments of the customers are made exclusively cashless. Otherwise, invoicing and processing via the květ platform is not possible.

**How do my clients pay for my cleaning? >** clients are charged for every successful and completed clean via online via direct transfer or via card immediately. Write us a message through our contact form and let us know how you feel about your cleaning experience.

**When there is a problem with the payment? >** If the message "Payment Issue" appears in your online profile, there may have been an error in the customer's payment process. In such cases, we inform the customer. You too can contact your customer and tell them that an invoice has not yet been paid.

**Orders and Customers >** Below is a sample list of articles belonging to the category. If you would like to find more articles, please use the search bar at the top of the page.

**How do I receive cleaning offers? >** Once you have specified your availability, you will receive the first cleaning offers in your area. They come to you simply via push notification via the Kvet app, or e-mail - just as you wish! You can also see these offers in the "News" section of the app or in the "Notifications" section of the start page in your online profile.

**How can I respond to cleaning offers? >** You would find all your job offers in the job offers page. Every offer is arranged in the order of recency and it includes its status. If the over is still available, click on the accept button which would appear in the offer tab.

They receive cleaning offers through different channels and can also answer about them. This is how it works:

**SMS**(5euros per month): The most direct way. Just click "YES" if you want to accept the cleaning offer. “NO” if you want to decline the cleaning offer.

**Push notification (5euros per month)**: Click on the push notification to get all the details on the cleaning offer. In the app, you accept the cleaning offer or reject it, as you wish.

**E-Mail (Free of charge):** In the e-mail you will already receive extensive details about the order. Further information on the order can be obtained by clicking on the e-mail in your customer account. There you confirm the cleaning offer or reject it.

**Hint:** Pay attention to the date, time, duration, frequency and distance before accepting. As soon as you have accepted the cleaning offer bindingly, the customer will be informed directly by notification about your commitment. For a complete overview of all cleaning services in your area, visit our Helpling Partner app or your online profile.

**Feedback and ratings >** Below is a sample list of articles belonging to the category. If you would like to find more articles, please use the search bar at the top of the page.

**More > You need further help? Could we not answer your question? Do not worry, you are welcome to contact us for more information > Contact us**