

We started the contract with the customer in December 28 2021 He needed to make a travelling show, in 4 days. The customer gave me the video material, a bad script that I have to make a video for and said that he would provide the voiceover soon. I started to make a draft of the video (because I need to make a video in 4 days, and just when he will throw the voiceover, I'll adjust the video for the voiceover and that's it). But it's not that easy. I made a video, and then the customer gave me a NORMAL script, and I started all over again. The video was done, and I started waiting for the voiceover.. I waited for the voiceover until March 15. (AND NOW the most interesting: upwork closed our contract twice! Because our contract was not profitable, the customer did not pay for the milestones. And I didn't demand it because: First, I thought he would close the milestone himself when he saw fit. Second, there was a chance that the customer would pay for the milestones at the end and close the contract. That was the first time our contract was closed by upwork. The customer reopened the contract. (Apr 28)I made a video, gave it to the customer, he said to make a couple of edits, I did them. Then he said to make some more edits to add text. I said to him, "provide information about the text", the client ignores me. I wrote him many times, he ignores me. And HERE UPWORK CLOSED OUR CONTRACT 2 times (Jul 29), and upwork asked for a refund. I asked the client to cancel the refund and open the contract to finish the video. After upwork closed our contract - the customer wrote that we leave it as it is without opening the contract! That is, I made him the video, I got no money, I got no feedback, and I can not leave him any feedback, because the contract is closed and the money returned to the customer automatically. Because of this my JSS has dropped from 100% to 83%.

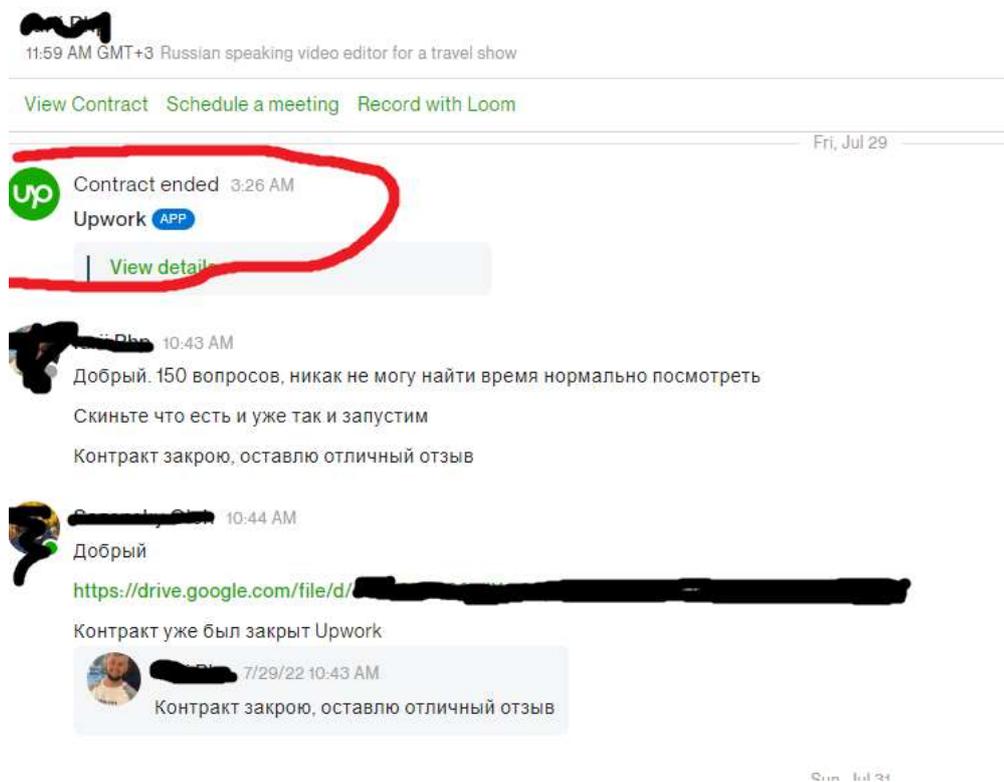
What can you advise in this situation?

Can you from your side fix JSS based on the above?

## SCREENSHOTS



Client ignores me



Here is the moment when upwork closed the contract, and the customer did not open a new contract, and continued to ignore