FREE CHECKLIST · FOR AUSTRALIAN BUSINESS

Software Invoice Checklist

Read your outsourced software invoice line by line. Tick what you can answer. Ask about the rest.

By ProScale360. General information, not legal advice.

How to use it

1. Get your latest invoice and the quote or contract it relates to.

2. Go section by section. Tick a box only if you can answer it from the documents, without asking.

3. Every unticked box is a question to ask, in writing. It is not a verdict. A clear vendor answers in a line.

1. What kind of invoice is it?

☐ Fixed price: one amount for the whole project

☐ Time and materials: you pay for hours worked

☐ Monthly retainer: a regular fee for a team or for support

☐ A mix of these

2. Check the type you have

Fixed price

☐ I can see exactly what is included, and what is not.

☐ I know what counts as a change request, and what one costs.

☐ Payments are tied to things finished, not only to dates.

Time and materials

☐ Every line says what work was done, not just "development".

☐ I know who worked those hours (name or role, and level).

☐ I know the hourly rate for each role.

☐ Waiting time, meetings and training are shown separately, or not billed.

☐ There is an estimate or cap, and I am told before it is passed.

Monthly retainer

☐ I know what I get each month (hours, tasks, response times).

☐ I know what happens to unused hours.

☐ I have actually used most of what I paid for in the last three months.

3. The other lines

- ☐ Third-party costs (hosting, licences, domains, tools) come with receipts, or are passed on at cost.
- ☐ There is no minimum number of hours charged per task, however small.
- ☐ No line says only "management" or "miscellaneous" with no description.
- ☐ Project management is a clear, agreed line, not a surprise percentage.
- ☐ The report shows what was finished, not only hours spent.
- ☐ Fixing mistakes in earlier work is not billed again as new work.

4. Ownership and access

- ☐ I own the code and files when the project ends, and it says so in writing.
- ☐ I can access the code repository now, not only at the end.
- ☐ Hosting, domain and app-store accounts are in my name.
- ☐ There is documentation another developer could use.
- ☐ I know how to leave: notice period, handover and final files.

5. Progress and people

- ☐ I can see progress between invoices without having to ask.
- ☐ I know who is working on my project.
- ☐ I can see a working version of the work so far.
- ☐ Changes to scope or price are agreed before the work starts.

6. AI (new in 2026)

- ☐ I know which AI tools are used on my project.
- ☐ I know how AI changed the estimate.
- ☐ I know who checks AI-written work before I see it.
- ☐ My customers' information is not pasted into public AI tools without my say-so.

What your ticks mean. Mostly ticked: your invoice is clear. A few unticked: send the email below. Many unticked, and the vendor cannot or will not answer: that is useful information about the vendor.

Email you can send

Hi [name],

I am reviewing the invoice for [project], dated [date]. Could you please send me:

1. A short description of the work behind each line.
2. Who worked those hours, and at what rate.
3. Receipts or cost details for any third-party charges.
4. How change requests are priced.
5. Written confirmation of who owns the code, and where it is held.

Thanks, [your name]

What a clear invoice looks like

One page, plain words: **what was built**, **who worked on it**, **what AI did and what people checked**, **what it cost** and **what comes next**.

How ProScale360 works. One itemised quote set around your budget. You see who worked on it and you see progress as it happens. No minimum hours per task. No markup on third-party costs. You own the code when the project ends. You never pay for idle time.

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