

Sample report

Starter audit: Acme Invoicing (fictional)

This report shows the format you receive. Acme Invoicing is a fictional app, and the findings are written for this example. A real report also links a recording or screenshot for every finding.

Routes tested	P0 blockers	P1 major	P2 minor	Checks passed
14	3	3	5	31

Tested

Sept 22–23, 2026

Test accounts

Owner, Admin, and Viewer roles, plus a client with no account

Browsers

Safari, Chrome, and Firefox (current stable versions)

Environment

Staging, build 2026.09.21-3, Stripe in test mode

Devices

iPhone 17 (iOS 26), Pixel 10 (Android 16), macOS and Windows desktops

Reviewed by

A senior QA engineer who reproduced every finding by hand

Summary

Acme Invoicing is not ready to release. Three P0 bugs block it: one stops checkout on iPhones, one marks declined payments as paid, and one lets a Viewer delete a client and its billing history through the API. A password reset link that keeps working is the most serious P1. Signup, the core invoice flow, and most layouts work well. After you fix the six P0 and P1 findings, a re-test takes about half a day.

Fix order

- 1

AC-02, AC-01, AC-03
Two lose money on every affected payment, and one lets a Viewer delete billing history. Fix all three before the next release.
- 2

AC-04
A leaked reset link still works. Fix it this week.
- 3

AC-05, AC-06
Both are visible to clients or block a common task on Android.
- 4

AC-07 to AC-11
Low risk. Fix them in your normal backlog.

Scope and method

Routes tested

/signup	/login
/verify	/reset-password
/dashboard	/clients
/clients/:id	/invoices
/invoices/new	/invoices/:id
/invoices/:id/pay	/checkout
/payments	/settings

Tabs, sheets, and forms count as part of the route they open on. Emails were checked in Gmail and Outlook.

Severity levels

- P0

Blocks release. Loses money or data, or stops a core flow.
- P1

Fix before release, or within days. A real user hits it or it exposes data.
- P2

Fix in the normal backlog. A workaround exists.
- P3

Polish. None in this report.

Method: The QA team tested every route by hand on each device, with AI-assisted tooling to crawl routes and capture console and network logs. A senior engineer reproduced each finding by hand on a real device before it went in this report. **Not tested:** Load testing, penetration testing, native iOS and Android apps, and code changes. Accessibility checks cover contrast, alt text, and keyboard focus. AC-10 was found while testing focus. This audit is not a full WCAG review and did not include screen readers.

Findings

P0

Checkout goes blank when you clear the promo code and tap Apply

Steps

1. Open /checkout with the Pro plan in the cart.
2. Type LAUNCH20 in Promo code, then delete it.
3. Tap Apply.

What happens

The page goes blank. Console: `TypeError: null is not an object (evaluating 'promo.trim')`.

Expected

The promo field clears and the order total returns to the full price.

Why it matters

Anyone who changes their mind about a code can't pay. Reloading empties the cart.

Suggested fix

Treat an empty field as no code: `(promo ?? "").trim()`. Disable Apply while the field is empty.

Reproduced: 5 of 5 attempts on iPhone 17. Not reproduced on desktop Safari or Chrome.

Evidence: Screen recording (0:18), console log

P0**A declined card still marks the invoice as paid****Steps**

1. As the client, open the payment link for any unpaid invoice.
2. Pay with the Stripe test card 4000 0000 0000 0002 (generic decline).
3. Open the invoice list as the account owner.

What happens

The client sees “Your card was declined.” The owner’s list shows the invoice as Paid. The Stripe test dashboard shows only `payment_intent.created` and `payment_intent.payment_failed` for this payment, so the status most likely changes on `payment_intent.created`.

Expected

The invoice stays Unpaid, and the owner sees the failed attempt.

Why it matters

Owners stop chasing invoices that were never paid. Revenue totals on the dashboard are wrong.

Suggested fix

Set Paid only on `payment_intent.succeeded`.
Add a Failed status for `payment_intent.payment_failed`.

Reproduced: 3 of 3 attempts, also with test card 4000 0000 0000 9995 (insufficient funds).

Evidence: Screen recording (0:41), webhook payloads, network log

P0 Team members with the Viewer role can delete clients**Steps**

1. Invite a team member with the Viewer role, and sign in as that user.
2. Open a client. The Delete button is hidden, as expected.
3. Send DELETE /api/clients/:id with the Viewer's session, from the browser console.

What happens

The API returns 200 OK and deletes the client and every invoice attached to it.

Expected

The API returns 403 Forbidden and deletes nothing.

Why it matters

The lowest role can delete a client and its billing history with one request, and the interface has no way to restore it.

Suggested fix

Check the role in the API handler, not only in the interface.

Reproduced: 3 of 3 attempts, with two different Viewer accounts.

Evidence: Network log, request and response

P1 Password reset links still work after the password changes**Steps**

1. Request two reset emails for the same account.
2. Use the first link to set a new password.
3. Open the second link.

What happens

The second link opens the reset form and accepts a new password.

Expected

The second link shows that it has expired and offers to send a new one.

Why it matters

A reset link that leaks, for example in a forwarded email, still works after the user secures the account.

Suggested fix

Invalidate every outstanding reset token when the password changes.

Reproduced: 3 of 3 attempts.

Evidence: Screen recording (0:35)

P1 The editor and the PDF calculate totals differently, so they differ by a cent

Steps

- 1. Add three lines, each 1.5 hours at \$45.25.
- 2. Note the total in the editor.
- 3. Export the invoice as a PDF and compare the totals.

What happens

The editor shows \$203.64: it rounds each line to \$67.88, then adds them. The PDF shows \$203.63: it adds the unrounded lines (\$203.625), then rounds.

Expected

The editor and the PDF show the same total, and the total equals the sum of the lines shown.

Why it matters

Clients see two different amounts for the same invoice and question the bill.

Suggested fix

Calculate totals in one shared function: round each line to cents, then add the rounded lines. Use it in the editor and in the PDF.

Reproduced: Every time, on all browsers.

Evidence: Screenshots of the editor and the PDF

P1 The Send invoice button is under the keyboard on Android

Steps

- 1. Open an invoice and tap Send.
- 2. Tap the Message field.

What happens

The keyboard covers the Send button. The page can't scroll far enough to reach the button.

Expected

The sheet shrinks above the keyboard, and the Send button stays reachable.

Why it matters

Owners on Android can't send an invoice with a message.

Suggested fix

Add interactive-widget=resizes-content to the viewport meta tag, so the layout shrinks when the keyboard opens. Let the sheet content scroll.

Reproduced: 5 of 5 attempts on Pixel 10. iPhone 17 is not affected.

Evidence: Screen recording (0:12)

P2 minor findings

A delivered report gives each of these the same steps, evidence, and fix as above. This sample lists them in short form.

P2	AC-07	Double-tapping Save creates two identical clients	/clients, New client form
P2	AC-08	Dates show in US format for accounts set to the UK	/invoices
P2	AC-09	Search returns no results for client names with an apostrophe	/clients
P2	AC-10	Icon buttons in the sidebar have no accessible name	All pages
P2	AC-11	The Terms link in the signup footer returns a 404 error	/signup

What passed

31 checks found no problems. Each one lists what we tried, so you know what this release covers. A delivered report links the evidence for each check. “All” devices means iPhone 17, Pixel 10, and desktop Safari, Chrome, and Firefox.

ID	Check	What we tried	Result
SIGN-IN AND ACCOUNTS			
TC-01	Signup with email and with Google /signup · All	New email, existing email, Google account with and without a name	Pass
TC-02	Email verification link /verify · All	Valid link, reused link, link older than 24 hours	Pass
TC-03	Wrong password shows a clear error /login · All	Wrong password, unknown email, five attempts in a row	Pass
TC-04	Session expires after 30 days All signed-in routes · Desktop Chrome	Session cookie set to expire, then a page reload	Pass
TC-05	Logout clears the session on every tab Account menu · Desktop Chrome, Firefox	Three open tabs, logout in one, actions in the others	Pass
TC-06	Magic link login /login · iPhone 17, desktop Chrome	Link opened on the same device and on a second device	Pass

INVOICES			
TC-07	Create, edit, and duplicate an invoice /invoices/new · All	One line, 40 lines, edit after sending, duplicate a paid invoice	Pass
TC-08	Tax calculation for one and two tax rates /invoices/new · Desktop Chrome	0%, 20%, and 5% + 9.975% compound rates	Pass
TC-09	PDF export on desktop and phone /invoices/:id · All	Short and multi-page invoices, logo and no logo	Pass
TC-10	Recurring invoice schedule /invoices, Recurring tab · Desktop Chrome	Weekly, monthly on the 31st, and yearly schedules	Pass
TC-11	Overdue reminder email Email · Gmail, Outlook	Invoice one day overdue, then paid before the second reminder	Pass
TC-12	Currency switch between USD, EUR, and GBP /settings, Billing tab · Desktop Chrome	Switch with open invoices, check symbols and decimal separators	Pass
PAYMENTS IN TEST MODE			
TC-13	Successful card payment /invoices/:id/pay · All	Stripe test card 4242 4242 4242 4242	Pass
TC-14	3D Secure challenge /invoices/:id/pay · iPhone 17, desktop Chrome	Test card 4000 0027 6000 3184, approve and cancel the challenge	Pass
TC-15	Refund from the dashboard /payments · Desktop Chrome	Full and partial refunds, invoice status after each	Pass
TC-16	Receipt email to the client Email · Gmail, Outlook	Paid, refunded, and partially refunded invoices	Pass
TC-17	Plan upgrade and downgrade /settings, Plan tab · Desktop Chrome	Upgrade mid-cycle, downgrade with more clients than the plan allows	Pass

LAYOUTS

TC-18	No horizontal scroll at 320 px All 14 routes · Chrome device mode, iPhone 17	Every route at 320, 375, and 430 px wide	Pass
TC-19	Navigation menu on phones All routes · iPhone 17, Pixel 10	Open, close, rotate the phone, use the back button	Pass
TC-20	Tables scroll on phones /invoices, /clients · iPhone 17, Pixel 10	100 invoices, long client names	Pass
TC-21	Dark mode All routes · macOS Safari, iPhone 17	System dark mode on and off with the app open	Pass

ERRORS AND LINKS

TC-22	No console errors 13 routes, all except /checkout · All	Console open through every flow on each route. The error on /checkout is AC-01.	Pass
TC-23	No failed requests on page load All 14 routes · Desktop Chrome	Network log on a cold load of each route	Pass
TC-24	Custom 404 page Unknown URLs · All	Unknown path, deleted invoice ID, malformed ID	Pass
TC-25	Main navigation and sidebar links All routes · Desktop Chrome	Every link followed. The broken footer link on /signup is AC-11.	Pass

FORMS AND ACCESSIBILITY

TC-26	Required field errors on every form 9 forms · All	Submit empty, then fix one field at a time	Pass
TC-27	Very long client names /clients, New client form · All	255 characters, no spaces, on lists and PDFs	Pass
TC-28	Emoji and non-Latin characters /clients, New client form · All	Emoji, Arabic, Chinese, and Hindi names on lists and PDFs	Pass
TC-29	Keyboard focus order /signup, /checkout · Desktop Chrome, Safari	Tab and Shift+Tab through every field and button	Pass
TC-30	Text contrast on all buttons All routes · Desktop Chrome	Contrast checked in light and dark mode	Pass
TC-31	Alt text on uploaded logos /settings, Brand tab · Desktop Chrome	Logo shown with the business name as alt text	Pass