Scope creep script and change request

What to say when a client asks for "one small thing" outside the project, plus a change request form with real fields.

Copy, adapt and send. Replace anything in [brackets] with your own details.

THE SCRIPT

"Good idea. It is outside the current scope, which covers [summary from the proposal]. Two options: I write it up as a change request with a price and timeline, or we put it on the phase two list for after launch. Which works better for you?"

Agree with the idea, name the scope, offer two paths and let the client choose. Start nothing until approval is in writing, even small items.

CHANGE REQUEST

- ☐ Project: [name]. Request: [CR-01]. Date: [date]. Requested by: [name].
- ☐ The change: [what will be built or changed, in plain language].
- ☐ Reason: [the business goal behind it].
- ☐ Estimate: [hours] hours at [rate] = [total]. [Fixed price, or estimate with a range.]
- ☐ Timeline impact: launch moves from [date] to [date], or "no change".
- ☐ Dependencies: [content, access or decisions needed from the client, and by when].
- ☐ Not included: [what this change does not cover].
- ☐ Billing: [added to the next invoice, or deposit due before work starts].
- ☐ If not approved by [date]: the original scope and timeline stand, and this moves to phase two.
- ☐ Approved by: [name], signature: _____, date: [date]. Work starts on receipt.

PREVENT THE NEXT ONE

- ☐ List inclusions, exclusions and revision rounds per phase in every proposal.
- ☐ Set one channel for requests, so nothing gets agreed in passing on a call.
- ☐ Log every request, even free ones, and show them on invoices as no-charge lines.