

Sample implementation plan

	TASK	Due Date	Assigned To
1	CONTRACT/ LEGALS		
2	APEXX legals complete		{MERCHANT} & APEXX
3	APEXX legals stored		APEXX
4	{Acquirer 1} legals complete		{MERCHANT}
5	{APM 1} legals complete		{MERCHANT}
6	PROJECT KICK-OFF		
7	Sales handover email and form complete		APEXX
8	Introduction email sent		APEXX
9	Implementation plan created		APEXX
10	Requirements gathering/ kick off call		{MERCHANT} & APEXX
11	Hierarchical structure agreed and documented		APEXX
12	Payment flow structure agreed and documented		APEXX
13	Project scope finalised		{MERCHANT} & APEXX
14	Request test card numbers from {Acquirer 1}		APEXX
15	API documentation shared		APEXX
16	Sandbox credentials provided to merchant		APEXX
17	Test scripts shared		APEXX
18	Postman collection created and shared		APEXX
19	COMPLIANCE		
20	APEXX compliance form complete		{MERCHANT}
21	KYC/AML review complete		APEXX
22	{Acquirer 1} compliance complete		{MERCHANT}
23	{APM 1} compliance complete		{MERCHANT}
24	Attestation of PCI DSS compliance complete		{MERCHANT}
25	PRODUCTION PSP SET-UP		
26	All {Acquirer 1} MIDs requested		APEXX
27	All {Acquirer 1} MIDs received		APEXX
28	All {APM 1} MIDs requested		APEXX
29	All {APM 1} MIDs received		APEXX
30	INTEGRATION / TESTING		
31	Payments integration complete		{MERCHANT}
32	Cancel integration complete		{MERCHANT}
33	Refund integration complete		{MERCHANT}
34	Capture integration complete		{MERCHANT}
35	Credit transaction integration complete		{MERCHANT}
36	Payments testing complete		{MERCHANT}
37	Cancel testing complete		{MERCHANT}
38	Refund testing complete		{MERCHANT}
39	Capture testing complete		{MERCHANT}
40	Credit transaction testing complete		{MERCHANT}
41	APEXX PRODUCTION SETUP		
42	Organisations created in Production		APEXX
43	Processors created in Production		APEXX
44	Accounts created in Production		APEXX
45	Webhooks configured in Production		APEXX

	TASK	Due Date	Assigned To
46	Merchant's user account created in Production		APEXX
47	Production credentials provided to merchant		APEXX
48	[-] PRODUCTION TESTING		
49	Payment connection testing complete		APEXX
50	Payment cancel testing complete		APEXX
51	Payment testing complete		{MERCHANT}
52	Settlement testing complete		{MERCHANT}
53	Cancel testing complete		{MERCHANT}
54	Refund testing complete		{MERCHANT}
55	Capture testing complete		{MERCHANT}
56	Credit transaction testing complete		{MERCHANT}
57	[-] TRAINING		
58	{MERCHANT} finance team trained		APEXX
59	{MERCHANT} fraud team trained		APEXX
60	[-] FINANCE		
61	{MERCHANT} invoicing details received		{MERCHANT}
62	{MERCHANT} invoicing details configured		APEXX
63	Reconciliation assistance		APEXX
64	[-] GO-LIVE		
65	Target go-live date(s) agreed		{MERCHANT} & APEXX
66	Go-live date(s) finalised		{MERCHANT} & APEXX
67	Confirm merchant setup is complete (Production)		APEXX
68	Confirm merchant testing is complete (Production)		{MERCHANT}
69	Shared support information with Merchant		APEXX
70	Confirm live transactions are processing successfully		{MERCHANT}
71	Confirm ramp-up schedule		APEXX
72	[-] POST LIVE SUPPORT		
73	Daily APEXX transaction review		APEXX
74	Weekly review summary		APEXX
75	Optimisation suggestions		APEXX
76	Introduced Merchant to CRM (for Enterprise merchants)		APEXX
77	[-] APEXX SANDBOX SETUP		
78	Organisations created in Sandbox		APEXX
79	Processors created in Sandbox		APEXX
80	Accounts created in Sandbox		APEXX
81	Webhooks configured in Sandbox		APEXX
82	Merchant's user account created in Sandbox		APEXX