Payments project checklist

An operational starting point for Italy

Business model and ownership

01 Project objective ☐

Define customers, service, markets, channels and measurable objectives. Record the initial scope and assumptions to validate.

Owner / evidence / next action

02 Operating perimeter ☐

Map participating entities, the movement of funds and contractual relationships. Assign regulatory assessments to the appropriate responsible specialists.

Owner / evidence / next action

03 Partner selection ☐

Compare coverage, integration, support, reporting and commercial terms using a common assessment sheet. Record dependencies and open questions.

Owner / evidence / next action

04 Responsibilities and contracts ☐

Identify ownership of requests, outcomes, funds, support, incidents and reporting. Align technical documentation with contractual arrangements.

Owner / evidence / next action

Check each area after team review and record the supporting evidence.

Scope and applicable requirements depend on the model and entities involved.

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Flows, data and reconciliation

05 Transaction flows

Describe payments, deposits, refunds and payouts separately. Define outcomes and permitted actions for every state.

Owner / evidence / next action

06 Identifiers and events

Agree stable references across platform and provider. Link reversals and adjustments to the original operation; record the source and time of each event.

Owner / evidence / next action

07 Uncertain outcomes

Define checks for timeouts, delayed responses and duplicate notifications before repeating a request. Assign an escalation path.

Owner / evidence / next action

08 Accounting specification

Agree ERP data, gross and net amounts, fees, currencies and settlement references. Include totals controls and an exception queue.

Owner / evidence / next action

Check each area after team review and record the supporting evidence.

Scope and applicable requirements depend on the model and entities involved.

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Testing and operational launch

09 Acceptance plan

☐

Test normal and exceptional paths: failures, interruptions, refunds, adjustments and edge cases. Give each test an expected outcome.

Owner / evidence / next action

10 Support and continuity

☐

Assign contacts, priorities, coverage and escalation timings. Ensure support and accounting teams have the references they need.

Owner / evidence / next action

11 Phased launch

☐

Define the pilot scope, go-live criteria, initial monitoring and intervention conditions. Formalize the operational handover.

Owner / evidence / next action

12 Indicators and review

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Measure conversion, exceptions, resolution times and operational cost. Link each indicator to an owner and an actionable decision.

Owner / evidence / next action

Check each area after team review and record the supporting evidence.

Scope and applicable requirements depend on the model and entities involved.