

Get a grant for my business

Start writing

Enquiry

Application

Appraisal

Claim

Budget management

Home 28

US01 - Talk to me in plain English

US02 - Not having to request information

US03 - Knowing if I'm eligible

US04 - Knowing what to do and when

US05 - Keeping in touch

US06 - Does your offer fit my needs

US07 - How long will it last?

US08 - How to get in touch

E1 - Find information about funding

E2 - Talk to someone about eligibility

E3 - Find out if I'm eligible

AP11 - Knowing where I am in the application process

AP12 - Application service levels

AP13 - Signing my application

AP14 - Changing my application

AP15 - Save my application and return later

AP16 - Receiving application confirmation

AP17 - Only giving relevant information

AP18 - Seeing a summary of my application

AP19 - Uploading supporting documents to my application

AP20 - Seeing previous applications

AP21 - Updating my business details

AP22 - Confirming my business details

AP23 - Rejection reasons

AP24 - What do I need for an application?

AP25 - Knowing how much grant

AP26 - Sharing my application

AP27 - Download or print my application

AP28 - Getting help with my application

AP41 - Seeing my offer with others

AP42 - Confirmation of offer acceptance

AP43 - Notification of offer issue

AP47 - Notification of application decision

AP48 - Making changes to my application

AP49 - View my offer online

AP50 - Accept my offer online

AP51 - Downloading my offer

AP52 - Accessing my contract

Green = Customer

Home 28

US09 - Seeing all customer interactions

US01 - Having direct contact with customers

US02 - Configurable system

E4 - Seeing all details of customer enquiry

E5 - Routing a grant enquiry

E6 - Routing an enquiry to a colleague

E7 - Access to eligibility criteria for grants

E8 - Completing a grant eligibility check

AP1 - Responding to advice request

AP2 - Seeing applications assigned to me

AP3 - Having complete picture of an application

AP4 - Seeing all details about applicant business

AP5 - Providing help to applicants

AP6 - Knowing an advice request has been made

AP7 - Recording advice details with application

AP8 - Face-to-face customer contact

AP9 - Incomplete application journeys

AP10 - Invoking other specialists

AP28 - Knowing my customer is applying

AP1 - Seeing submitted applications

AP2 - Seeing applications being approved

AP3 - Seeing information about applicant business

AP4 - Seeing all information included by applicant

AP5 - Recording approval decisions

AP6 - Pass an approval

AP7 - Missing information

AP8 - Requesting additional information

AP9 - Knowing the status of an approval

AP10 - Invoking external people in approval

AP11 - Approving an application

AP12 - Review, amend or create a payment schedule

AP13 - Approving application

AP14 - Communicate decision to applicant

AP15 - Reviewing an offer

AP16 - Being notified about an offer response

AP17 - Reviewing an offer

AP18 - Conditioning offers

AP19 - Seeing all interactions with this application

AP20 - Consistent terminology

AP21 - Contact with the applicant

AP22 - Seeing previous interactions with applicant

AP23 - Knowing how long approval takes

AP24 - Quantifying the grant amount

AP25 - Invoking colleagues in the approval process

AP26 - Standard rejection criteria

AP27 - Audit trail

AP28 - Offer interactions with applicant

AP29 - Printing approvals

AP30 - Declaring a conflict of interests

AP31 - State full compliance

AP32 - Companies in distress

AP33 - Specialist approval knowledge

AP34 - Picking up work from other approvers

AP35 - Having a portfolio of customers

AP27 - Seeing enough information to approve

AP28 - Using my professional judgement

AP29 - Face-to-face interactions with applicants

AP30 - Human rights due diligence

AP31 - Knowing my customer has had an offer

AP32 - Knowing my customer's application has been rejected

AP33 - Knowing my customer has accepted or rejected their offer

AP34 - Knowing my customer's application has been approved

AP35 - Seeing all information related to an approval

AP36 - Logging additional information

AP41 - Approval template

Red = Staff