

Get a grant for my business					
Over-seeing	Enquiry	Application	Appraisal	Claim	Budget management

External 38

U201 - Talk to me in plain English 🔍 Feedback View details	E1 - Find information about funding 🔍 Feedback View details	APL11 - Knowing where I am in the application process 🔍 Feedback View details	AP41 - Seeing my offer with others 🔍 Feedback View
U202 - Not having to request information 🔍 Feedback View details	E2 - Talk to someone about eligibility 🔍 Feedback View details	APL12 - Application service levels 🔍 Feedback View	AP45 - Confirmation of offer acceptance 🔍 Feedback View
U203 - Knowing if I'm eligible 🔍 Feedback View details	E3 - Find out if I'm eligible 🔍 Feedback View details	APL13 - Signing my application 🔍 Feedback View	AP46 - Notification of offer issue 🔍 Feedback View
U204 - Knowing what to do and when 🔍 Feedback View details		APL14 - Changing my application 🔍 Feedback View	AP47 - Notification of application decision 🔍 Feedback View
U205 - Keeping in touch 🔍 Feedback View details		APL15 - Save my application and return later 🔍 Feedback View	AP48 - Making changes to my application 🔍 Feedback View details
U206 - Base your offer on my needs 🔍 Feedback View details		APL16 - Receiving application confirmation 🔍 Feedback View	AP49 - View my offer online 🔍 Feedback View
U207 - How long will it take? 🔍 Feedback View details		APL17 - Only giving relevant information 🔍 Feedback View	AP50 - Accept my offer online 🔍 Feedback View
U208 - How to get in touch 🔍 Feedback View details		APL18 - Seeing a summary of my application 🔍 Feedback View	AP52 - Downloading my offer 🔍 Feedback View
		APL19 - Attaching supporting documents to my application 🔍 Feedback View	AP53 - Assessing my contract 🔍 Feedback View
		APL20 - Seeing previous applications 🔍 Feedback View	
		APL21 - Updating my business details 🔍 Feedback View details	
		APL22 - Confirming my business details 🔍 Feedback View details	
		APL23 - Rejection reasons 🔍 Feedback View	
		APL26 - What do I need for an application? 🔍 Feedback View	
		APL28 - Knowing how much grant 🔍 Feedback View	
		APL29 - Sharing my application 🔍 Feedback View	
		APL27 - Download or print my application 🔍 Feedback View	
		APL28 - Getting help with my application 🔍 Feedback View	

Internal 45

U200 - Seeing all customer interactions 🔍 Feedback View details	E4 - Seeing all details of customer enquiry 🔍 Feedback View details	APL1 - Responding to advice request 🔍 Feedback View details	AP1 - Seeing submitted applications 🔍 Feedback View
U201 - Having direct contact with customers 🔍 Feedback View details	E5 - Routing a grant enquiry 🔍 Feedback View details	APL2 - Seeing applications assigned to me 🔍 Feedback View details	AP2 - Seeing applications being approved 🔍 Feedback View
U202 - Configurable system 🔍 Feedback View details	E6 - Routing an enquiry to a colleague 🔍 Feedback View details	APL3 - Having a complete picture of an application 🔍 Feedback View details	AP3 - Seeing information about applicant business 🔍 Feedback View
	E7 - Access to eligibility criteria for grants 🔍 Feedback View details	APL4 - Seeing all details about applicant business 🔍 Feedback View details	AP4 - Seeing all information included by applicant 🔍 Feedback View
	E8 - Completing a grant eligibility check 🔍 Feedback View details	APL5 - Providing help to applicants 🔍 Feedback View details	AP5 - Recording approval decisions 🔍 Feedback View
		APL6 - Knowing an advice request has been made 🔍 Feedback View details	AP6 - Pass on an approval 🔍 Feedback View details
		APL7 - Recording advice details with application 🔍 Feedback View details	AP7 - Missing information 🔍 Feedback View details
		APL8 - Pass to last customer contact 🔍 Feedback View details	AP8 - Requesting additional information 🔍 Feedback View details
		APL9 - Incomplete application journeys 🔍 Feedback View details	AP9 - Knowing the status of an approval 🔍 Feedback View
		APL10 - Involving other specialists 🔍 Feedback View details	AP10 - Involving external people in approval 🔍 Feedback View details
		APL25 - Knowing my customer is applying 🔍 Feedback View View	AP11 - Repeating an application 🔍 Feedback View
			AP12 - Review, amend or create a payment schedule 🔍 Feedback View
			AP13 - Approving application 🔍 Feedback View
			AP14 - Communicate decision to applicants 🔍 Feedback View
			AP15 - Reviewing an offer 🔍 Feedback View
			AP16 - Being notified about an offer response 🔍 Feedback View
			AP17 - Reusing an offer 🔍 Feedback View
			AP18 - Conditioning offers 🔍 Feedback View
			AP19 - Seeing all interactions with this application 🔍 Feedback View
			AP20 - Consistent terminology 🔍 Feedback View
			AP21 - Contact with the applicant 🔍 Feedback View
			AP22 - Seeing previous interactions with applicant 🔍 Feedback View
			AP23 - Knowing how long approval takes 🔍 Feedback View
			AP24 - Quantifying the grant amount 🔍 Feedback View
			AP25 - Involving colleagues in the approval process 🔍 Feedback View
			AP26 - Standard rejection criteria 🔍 Feedback View
			AP28 - Audit trail 🔍 Feedback View
			AP34 - Offer interactions with applicants 🔍 Feedback View
			AP35 - Reviewing app status 🔍 Feedback View
			AP36 - Decline a conflict of interests 🔍 Feedback View
			AP37 - State full compliance 🔍 Feedback View
			AP38 - Companies in business 🔍 Feedback View
			AP39 - Specialised approval knowledge 🔍 Feedback View
			AP25 - Picking up work from other approvers 🔍 Feedback View
			AP26 - Having a portfolio of customers 🔍 Feedback View
			AP27 - Seeing enough information to approve 🔍 Feedback View
			AP28 - Using my professional judgement 🔍 Feedback View
			AP29 - Refer to few interactions with applicants 🔍 Feedback View
			AP30 - Human rights due diligence 🔍 Feedback View
			AP31 - Knowing my customer has had an offer 🔍 Feedback View
			AP32 - Knowing my customer's application has been rejected 🔍 Feedback View
			AP33 - Knowing my customer has accepted or rejected their offer 🔍 Feedback View
			AP34 - Knowing my customer's application has been approved 🔍 Feedback View
			AP35 - Seeing all information related to an approval 🔍 Feedback View
			AP40 - Logging additional information 🔍 Feedback View details
			AP41 - Approval template 🔍 Feedback View