

# Customer Journey



Completed over the telephone; contains key business information.

Full details of the project including explanation of the project, business information and quotes.

As approved.

Business Assessment

Eligibility Assessment

Grant Application

Project Validation

Approval

Make Purchases

Claim

Grant Awarded\*

To determine whether your business is eligible.

To evaluate the proposal and assess whether acceptable.

Enables you to go ahead and make agreed purchases.

Provide evidence of payment.



**European Union**  
European Regional  
Development Fund

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\*Subject to verification and approval.

Some businesses may not qualify for the grant due to not being eligible and meeting our criteria, or the proposed items required for grant may not be acceptable.