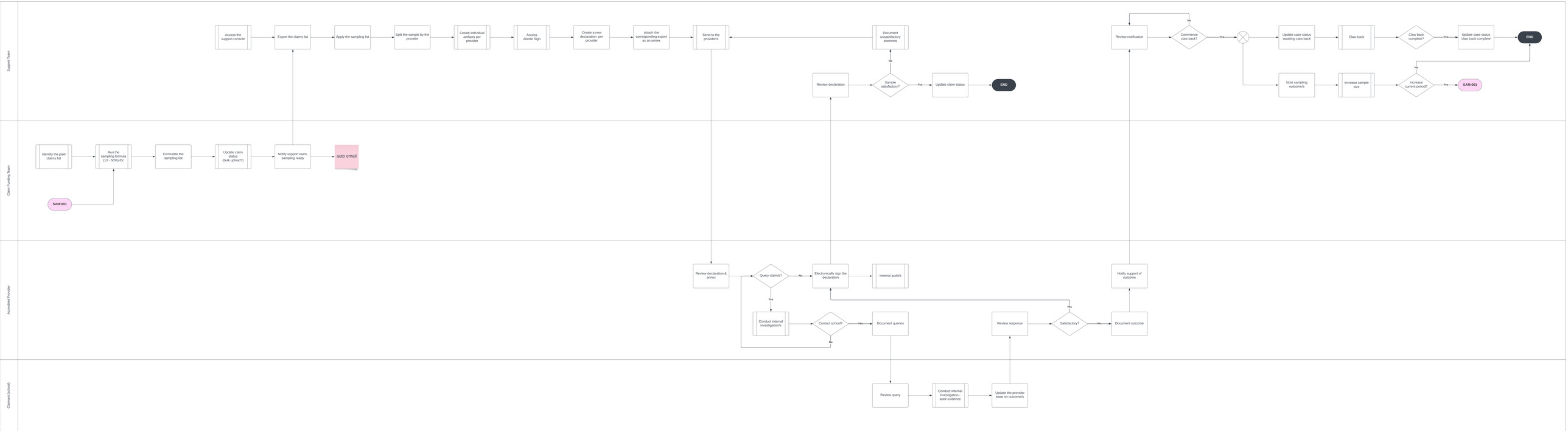
Support Team
Claim Funding Team
Accredited Provider
Claimant (school)
Identify the paid claims list
Run the sampling formula (10 - 50%) tbc
Formulate the sampling list
Update claim status (bulk upload?)
Notify support team, sampling ready
auto email
SAM-001
Access the support console
Export the claims list
Apply the sampling list
Split the sample by the provider
Create individual artifacts per provider
Access Abode Sign
Create a new declaration, per provider
Attach the corresponding export as an annex
Send to the provider/s
Review declaration & annex
Query claim/s?
No
Yes
Electronically sign the declaration
Internal audit/s
Conduct internal investigation/s
Contact school?
Yes
No
Document queries
Review query
Conduct internal investigation - seek evidence
Update the provider base on outcome/s
Review response
Satisfactory?
Yes
No
Document outcome
Notify support of outcome
Document unsatisfactory elements
Review declaration
Sample satisfactory?
No
Yes
Update claim status
END
Review notification
Commence claw back?
No
Yes
Update case status 'awaiting claw back'
Claw back
Claw back complete?
Yes
No
Update case status 'claw back complete'
END
Note sampling outcome/s
Increase sample size
Increase current period?
Yes
No
SAM-001