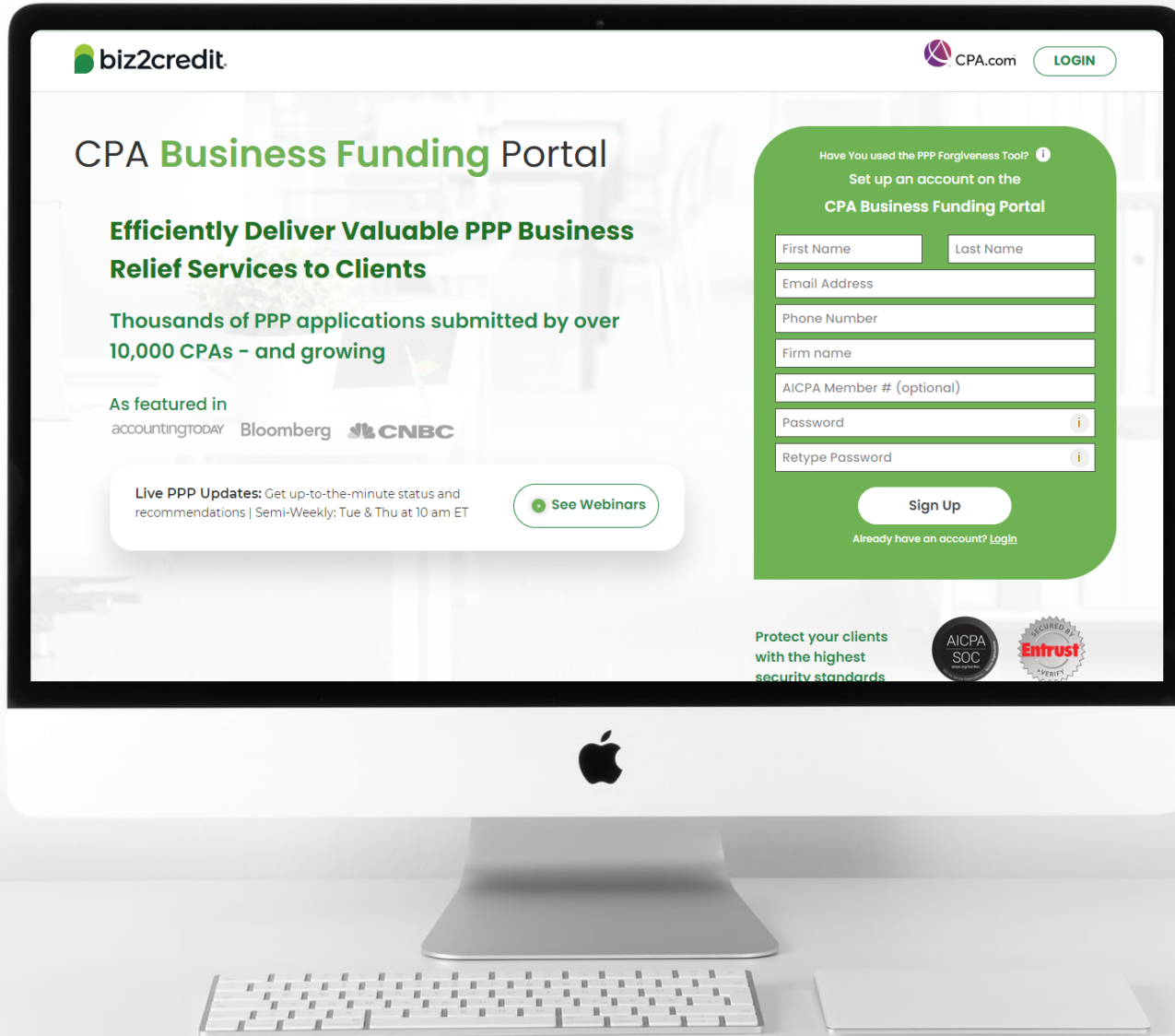




CPA **Business Funding** Portal

Live PPP Service Updates

February 25, 2021



Customer
Care Updates
from the CPA
Business Funding
Portal Team

Client E-Signature Best Practices

Training tip

Ensure your client is completing self-attestations and E-Signature **in its entirety**. Once this is complete, you will receive email confirmation.

For the best experience, ensure you and your client are using Google Chrome.

Why it matters

Missing a step in the E-signature process causes confusion and can delay the application submission process

Go deeper

Resource to Reference: [How-To: Government Declarations & E-Signature](#) | [CPA Business Funding Portal](#)

The screenshot shows the Biz2Sign web application interface. At the top, the Biz2Sign logo is visible. Below it, the document reference number is 3315413FEC0106E0410727879688F8CA. The main heading is "Paycheck Protection Program Borrower Application Form Revised January 8, 2021". The form is divided into several sections. The "Check One:" section has checkboxes for "Sole Proprietor", "Partnership", "C-Corp", "S-Corp", "LLC", "Independent Contractor", "Self-employed individual", "501(c)(3) nonprofit", "501(c)(6) organization", "501(c)(19) volunteer organization", "Housing cooperative", "Tribal Business", and "Other". The "Business Legal Name" field contains "CPA.com". The "NAICS Code" field contains "111110". The "Year of Establishment (if applicable)" field contains "01/31/2003". The "Business Address (street, city, state, zip code - No P.O. Box addresses)" field contains "(734) 431-6389". The "Business Phone" field contains "50". A green checkmark and message "You have completed your documents" are overlaid on the form. Below the message are links for "Download document" and "Print".

Review for Accuracy Prior to Submitting

Training tip

Ensure that your firm has a review process in place prior to submitting applications **after** the client E-signature is complete.

Why it matters

Final review of the application prior to submission can avoid delays.

Making changes **prior to submission** will eliminate the need for manual intervention, application withdrawal, and potential error code flagging.

Key Areas to Review

- ✓ 2nd draw: double-check your SSN/EIN matches what was used on your 1st draw
- ✓ Calculated loan amount
- ✓ Borrower email address
- ✓ Borrower business address

Modifying an Application Prior to Submission

How to modify an application

1. In Application Overview page, click on "Modify Application".
2. Edit the information which you want to change and come back to application overview page.
3. Click on "Re-send email to borrower" button.
4. Ask the client go to the same journey again and sign the form 2483.

The screenshot shows the 'Application Overview' page in the CPA Business Funding Portal. At the top, there are three tabs, each with 'View' and 'Edit' buttons. Below the tabs, a green button labeled 'Generate 2483' is visible. A message states: 'Click on this button to verify the information populated on 2483 form before sending to customer for e-sign. Any discrepancies or errors could significantly delay the PPP funding.' Below this, the loan eligibility amount is displayed as '\$ 125,000'. A section titled 'As part of the PPP loan application process, the borrower will be required to make certifications and declarations in good faith as outlined in SBA Form 2483.' contains a green button labeled 'Re-send email to borrower' with a left arrow, which is highlighted with a red rectangle. To the right of this button is an 'Upload Documents' section with an 'Upload' button and a link to 'View Preliminary Document Checklist'. Below the 'Re-send email to borrower' button is a 'How It Works: Government Declarations & E-Signature' section with a 'Watch Now' button. At the bottom, a disclaimer states: 'Disclaimer: The borrower's Paycheck Protection Program (PPP) loan application is subject to our Business Finance Terms and Conditions. PPP loans are issued with their respective rules and other federal guidelines. PPP funding is subject to eligibility requirements, availability of funds and SBA approval. Approved DC'.

Optimize your Business Funding Portal Experience

Attend or re-visit the CPA business funding portal onboarding session

- Offered every Monday & Thursday, 2-3PM ET
- Join today's session or register for an upcoming one [here](#)

Review applications client applications for accuracy before submitting – “measure twice, cut once”

Stay Informed

- Daily business funding portal update email
- Bi-weekly AICPA Town Halls
- Semi-weekly live service webcasts

Visit up to date Resource Hubs

CPALoanPortal.com/resource-hub

The screenshot shows the biz2credit CPA Business Funding Portal interface. At the top, the biz2credit logo is on the left, and navigation links for 'Watch PPP Update Webcasts', 'CPA.com', 'Upgrade', 'FAQs', and a menu icon are on the right. Below the header, a 'Dashboard' link is on the left, and a 'Create New Client' button is on the right. A blue banner for 'PPP Live Updates Webcast Series' is present. A red box highlights the 'New PPP Processing Resource Hub' section, which includes a description of the CPA Business Funding Portal team's resources and a 'Visit Resource Hub' button. Another red box highlights the 'Important News' section, featuring 'Important Processing Statuses Explained' with a 'Download' button. A large callout box titled 'REQUIRED DOCUMENTS GUIDEBOOK' describes a guide for clients to prepare documentation for PPP applications, with a 'Download Guidebook' link. Below this, another callout box titled 'Resources to help you understand the PPP client experience' provides information on SBA requirements and links to 'How this works with ACH setup' and 'See the client experience'. A third callout box titled 'More Helpful Resources:' lists various links including 'CPA Business Funding Portal FAQs', 'SBA Paycheck Protection Program (PPP) FAQs', 'PPP Summary after Economic Aid Act', 'AICPA Letter to the SBA about PPP Processing Errors', 'SBA Paycheck Protection Program (PPP) resources for CPAs', 'Webcast Center: CPA Business Funding Portal web events', and 'CPA Business Funding Portal How-To Videos'. The bottom right corner features the biz2credit and CPA.com logos and the text 'CPA Business Funding Portal'.

biz2credit Watch PPP Update Webcasts CPA.com Upgrade FAQs

Dashboard Create New Client

PPP Live Updates Webcast Series – Join Biz2Credit and CPA.com CEOs every Tuesday and Thursday at 10am ET

New PPP Processing Resource Hub
The CPA Business Funding Portal team has been working hard to provide resources and guidance on the PPP lending process. Access the full collection of resources in our new Resource Hub.
[Visit Resource Hub](#)

Important News:
Important Processing Statuses Explained
Learn about the phases an application goes through during submission and after approval.
[Download](#)

REQUIRED DOCUMENTS GUIDEBOOK
Required Documentation Guide for Clients - help your clients be prepared to apply for the PPP and have all the right documentation ready to support their application. Share this guidebook that gives clients a customized list of documents they should prepare based on their corporate structure and PPP requirements. [Download Guidebook](#)

Resources to help you understand the PPP client experience
The SBA requires lenders to work directly with borrowers to ensure compliance with PPP rules and regulations. Clients that your firm submits will be required to input information in their Biz2Credit accounts at some points in the process following submission. Use these resources to understand the process fully and continue your role as advisor to your clients every step of the way.
[How this works with ACH setup](#) | [See the client experience](#) |

More Helpful Resources:
[CPA Business Funding Portal FAQs](#) *including Agent Fee schedule
[SBA Paycheck Protection Program \(PPP\) FAQs](#)
[PPP Summary after Economic Aid Act](#)
[AICPA Letter to the SBA about PPP Processing Errors](#)
[SBA Paycheck Protection Program \(PPP\) resources for CPAs](#)
[Webcast Center: CPA Business Funding Portal web events](#)
[CPA Business Funding Portal How-To Videos](#)

biz2credit CPA.com
CPA Business Funding Portal

CPA.com/PPPresources

Important Resources & Information

Expand each section below to view and access applicable support resources for you and your clients.

PPP RESOURCES, UPDATES, AND INFORMATION

Feb. 22, 2021:

White House Announces Changes to PPP

[Read statement](#) [View top takeaways](#)

New York Times, Feb. 22, 2021:

Biden Changes P.P.P. Rules to Help the Self-Employed

[Read article](#) [Download article](#)

New York Times, Feb. 22, 2021:

Fraud Checks and Errors Slow Small-Business Relief Loans

[Read article](#) [Download article](#)

Journal of Accountancy, Updated: Feb. 22, 2021:

PPP processing delays continue

[SBA Paycheck Protection Program \(PPP\) resources for CPAs](#)

[SBA Paycheck Protection Program \(PPP\) FAQs](#)

[PPP Summary after Economic Aid Act](#)

SEMI-WEEKLY CUSTOMER SERVICE UPDATE WEBINARS: KEY HIGHLIGHTS AND ACCOMPANYING COMMENTARY

Recent Changes to the Paycheck Protection Program

The Biden-Harris Administration announced changes to the PPP that will adjust multiple aspects of the program. Learn more in the resources below.

Posted: 2/23/21

[Read document](#) [Watch video](#)

2.23 Best Practices Training

Kari Hipsak, CPA, Sr. Manager of Firm Services at the AICPA, reviews common application mistakes firms should avoid.

Posted: 2/23/21

[Read document](#) [Watch video](#)

Calculation of 2.5x or 3.5x for Certain NAICS Codes

[Watch video](#)

Reloading of Documents

[Watch video](#)

Incorrect Loan Amounts

[Watch video](#)

Operational Updates on Validation Errors

The SBA has not yet provided definitive guidance on these errors, but Biz2Credit has taken a proactive approach in providing a resolution. Learn more below.

Posted: 2/23/21

[Read document](#) [Watch video](#)

SBA Error & Hold Codes – Updates and Explanations

Review of the multiple phases of SBA validation, compliance checks and decision logic as well as updates to the CPA Business Funding Portal operations for handling error and hold codes following the SBA procedural notice.

Posted: 2/18/21

[Read document](#) [Watch video](#)

Information on alternative application situations

[Watch video](#)

Information on applications reaching 20-day threshold

[Watch video](#)

Our Customer Care Teams

Customer Service Managers

Email Support Available from 8AM-8PM ET
cpasupport@biz2credit.com

CSRs are here to assist you with common “tier 1” support questions related to use of the loan portal as well as help direct you to additional customer care resources.

- Status of applications
- Process workflow questions
- Help uploading ACH/bank info

Biz2Credit Funding Specialists

Assigned to applications in queue to facilitate funding process

Please be patient with questions requiring funding specialist attention. The team is extremely busy, and working as quickly as possible to address application errors and process lending agreements

- “More Information Needed”
- Loan amount discrepancies
- Delivery of loan agreement documents to borrowers

Customer Service & Communication Plan

Contact Us

Service Inquiries about the Portal
email address on your portal

PPP related questions
cpasupport@biz2credit.com

Technical Issues (e.g. Login)
techhelp@biz2credit.com

Find Resources

Check for frequent **emails** from
cpa@biz2credit.com that
highlight Portal updates and
processing information for CPAs

View resources and videos on
your CPA Business Funding Portal
dashboard

Join us twice a week in these
live update webinars

Faster Processing

~600

inquiries answered
every day.

Join us next Tuesday at 10am ET