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.

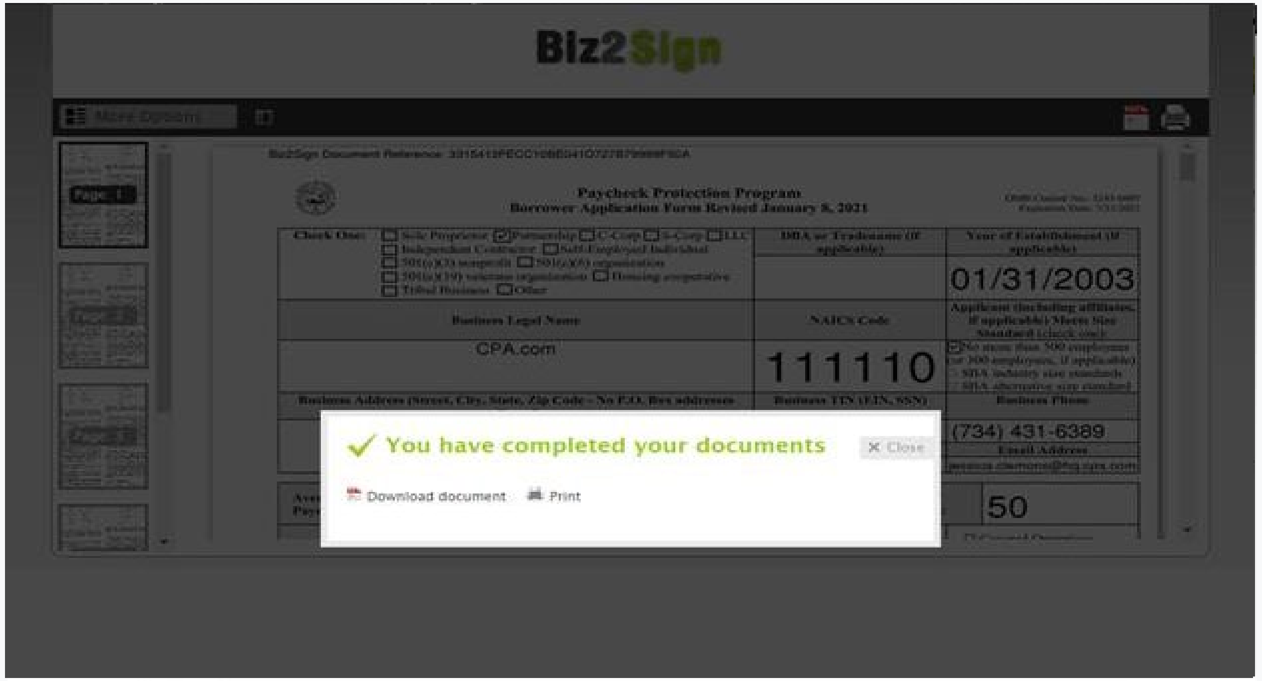
For the best experience, ensure you and your client are using Google Chrome.

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]



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.

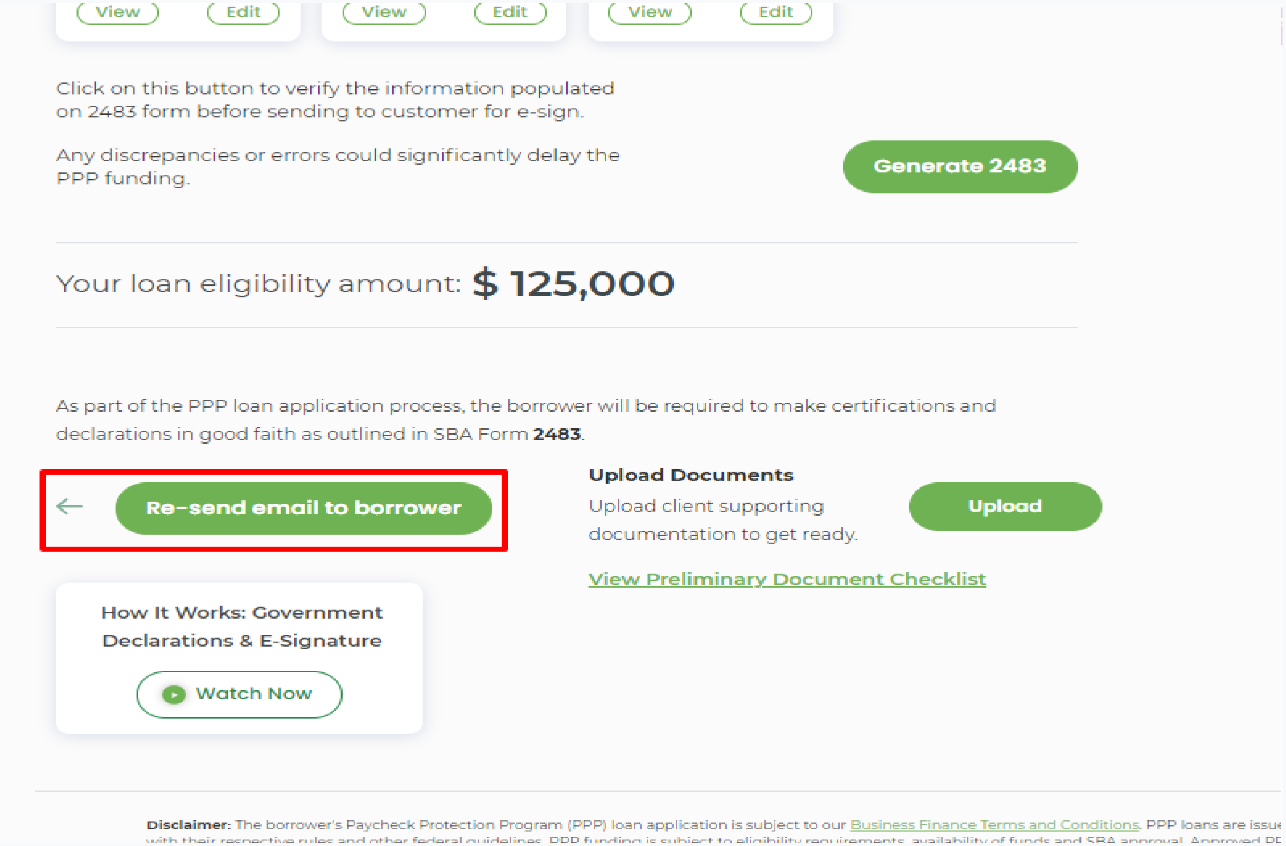
Key Areas to Review

- ✓ 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.



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

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.

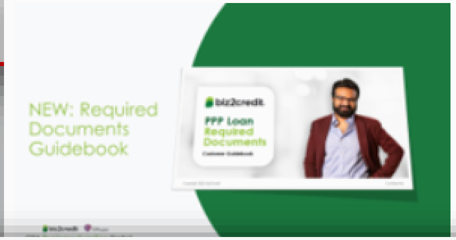
Visit Resource Hub

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

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 Posted: 2/23/21
The Biden-Harris Administration announced changes to the PPP that will adjust multiple aspects of the program. Learn more in the resources below.
Read document   Watch video

2.23 Best Practices Training Posted: 2/23/21
Kari Hipsak, CPA, Sr. Manager of Firm Services at the AICPA, reviews common application mistakes firms should avoid.
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 Posted: 2/23/21
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.
Read document   Watch video

SBA Error & Hold Codes – Updates and Explanations Posted: 2/18/21
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.
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