biz2credit CPA.com

CPA Business Funding Portal

Live PPP Service Updates

March 4, 2021

Customer Care Updates from the CPA Business Funding Portal Team

Training Tips: Recap

[3/2] Training Tips:

Error Resolution Strategies - Resolved with Borrower

- Corrections to Application Data
- Duplicate Loans

Application Completion	CPA FIRM
Government Declarations & E-Signature	CLIENT
Required Document Upload	CPA FIRM
Final review of signed application & documents	CPA FIRM
SBA Validation & Review of Application	BIZ2CREDIT
Upload ACH/Bank Information & any add'l documents requested	CLIENT
Final Review, Loan Note Generated & Sent for E-Signature	BIZ2CREDIT
E-Signature	CLIENT
Funding Via ACH	BIZ2CREDIT
CPA Portal Updated as Funded	BIZ2CREDIT

biz2credit CPA.com

CPA Business Funding Portal

Today’s Training Tips

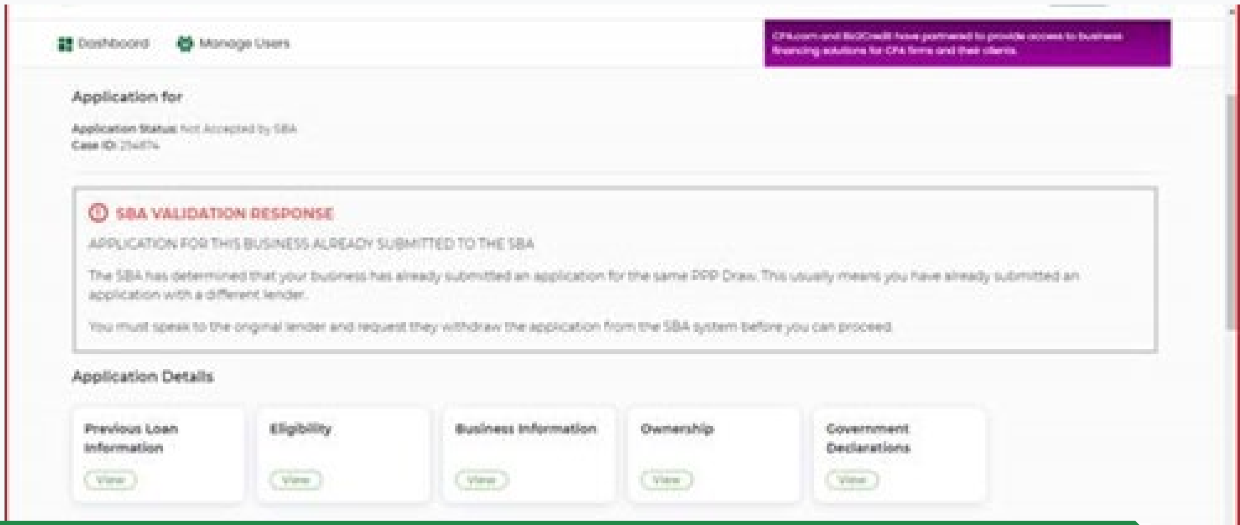
[3/4 – TODAY] <u>Training Tips</u>:

- Duplicate Loans
- ***New*** ACH Upload by Firms
- ***New*** Funnel Report

Application Completion	CPA FIRM
Government Declarations & E-Signature	CLIENT
Upload Required Documents & ACH/Bank Information	CPA FIRM
Final review of signed application & documents	CPA FIRM
SBA Validation & Review of Application	BIZ2CREDIT
Upload ACH/Bank Information & any add’l documents requested	CLIENT
Final Review, Loan Note Generated & Sent for E-Signature	BIZ2CREDIT
E-Signature	CLIENT
Funding Via ACH	BIZ2CREDIT
CPA Portal Updated as Funded	BIZ2CREDIT

Training Tip: Resolved by Borrower

Duplicate Loans



Training tip

SBA review is required following Lender discussion with borrower of potential causes for duplicate loan request notice.

Why it happens

Duplicate application errors occur when SBA has already received an application with the same Business Name for the same draw, OR when a borrower is attempting to apply for "back-to-back" draw 1/draw 2 loans during the same PPP round

Go deeper

Resource to Reference:

In cases where an application is flagged with a "duplicate loan" validation error:

a) If a borrower has previously applied through another lender, and wishes to proceed with the app through B2C, they will need to work with the original lender to withdraw their application

b) If the borrower is attempting to apply for "back-to-back" draw 1/draw 2 loans during this PPP round, the SBA is not currently recognizing these and will not validate the draw 1 e-tran number

Training Tip: ACH Upload by Firms

Training tip

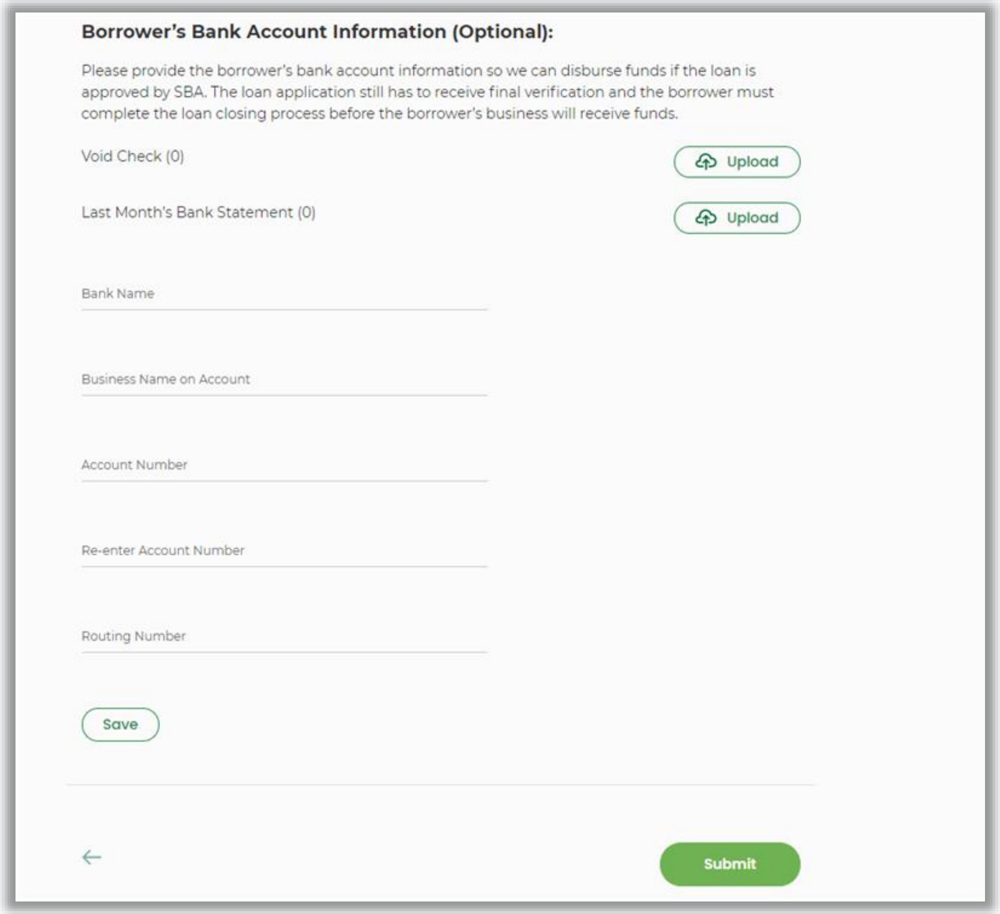
From the Application Overview page (during document upload process) you can now add a client’s deposit account information and verifying documents to the application prior to submitting the application to the SBA.*

***Please note** that clients can still add ACH details after the application has been approved by the SBA.*

Why it matters

Adding ACH details **prior** to submission to the SBA enables faster queueing into the verification process post-SBA acceptance.

Available for Premium and Enterprise subscribers



Training Tip: Funnel Report for PPP Applications

Training tip

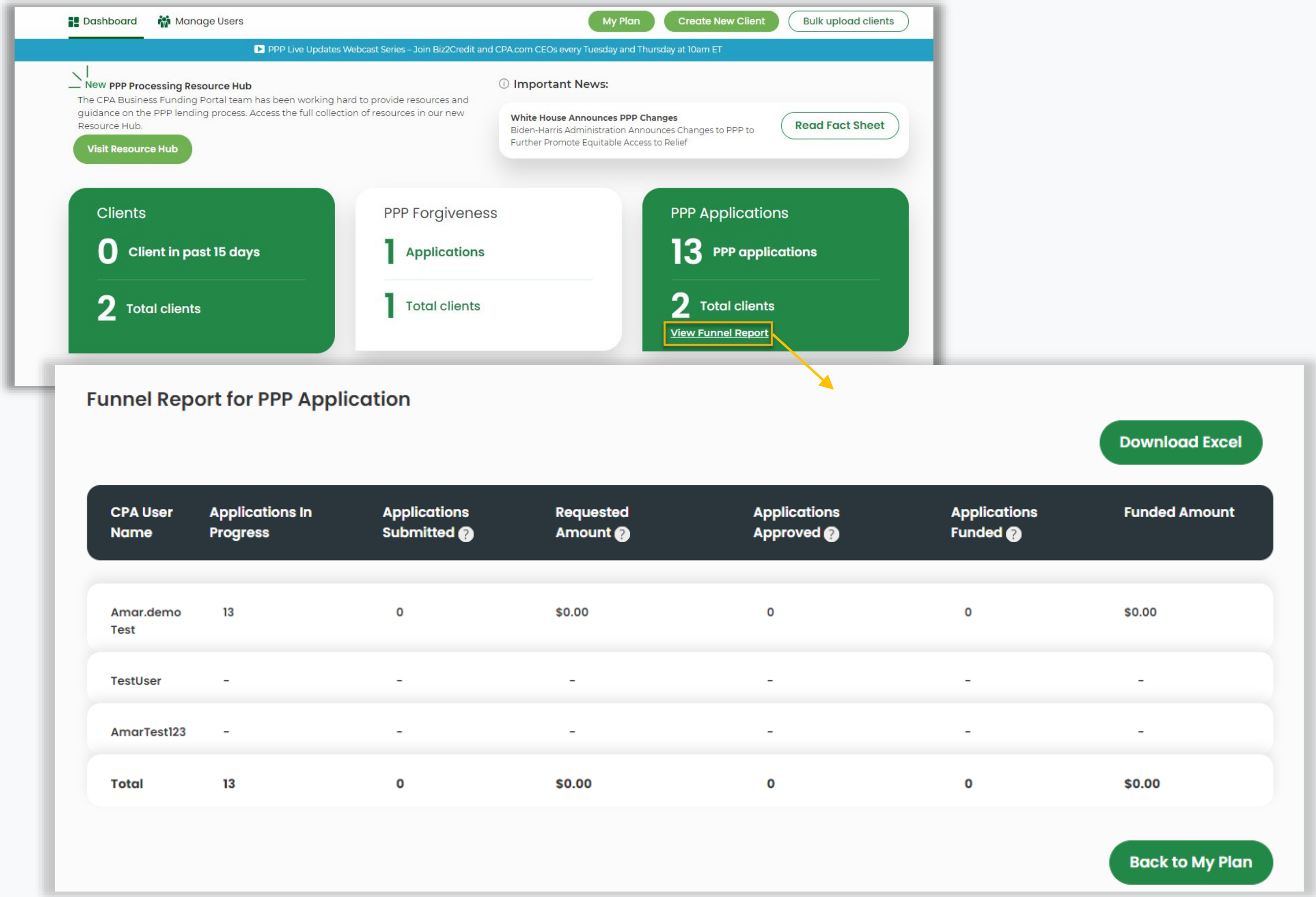
The funnel report can be accessed at any time by CPA super admins through the firm dashboard and provides key information about PPP applications submitted per CPA

Why it matters

Track progress of your clients' applications as they move through the loan process with better visibility into current application status

Go deeper

Resource to Reference: [Funnel report new feature overview]() (Start video at 13:07)



biz2credit CPA.com

CPA **Business Funding** Portal

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 an upcoming session by registering here

Review all client applications for accuracy before submitting –
"measure twice, cut once"

Stay Informed

- Daily business funding portal update email
- Bi-weekly AICPA Town Halls (Register here for today's Townhall)
- Semi-weekly live service webcasts

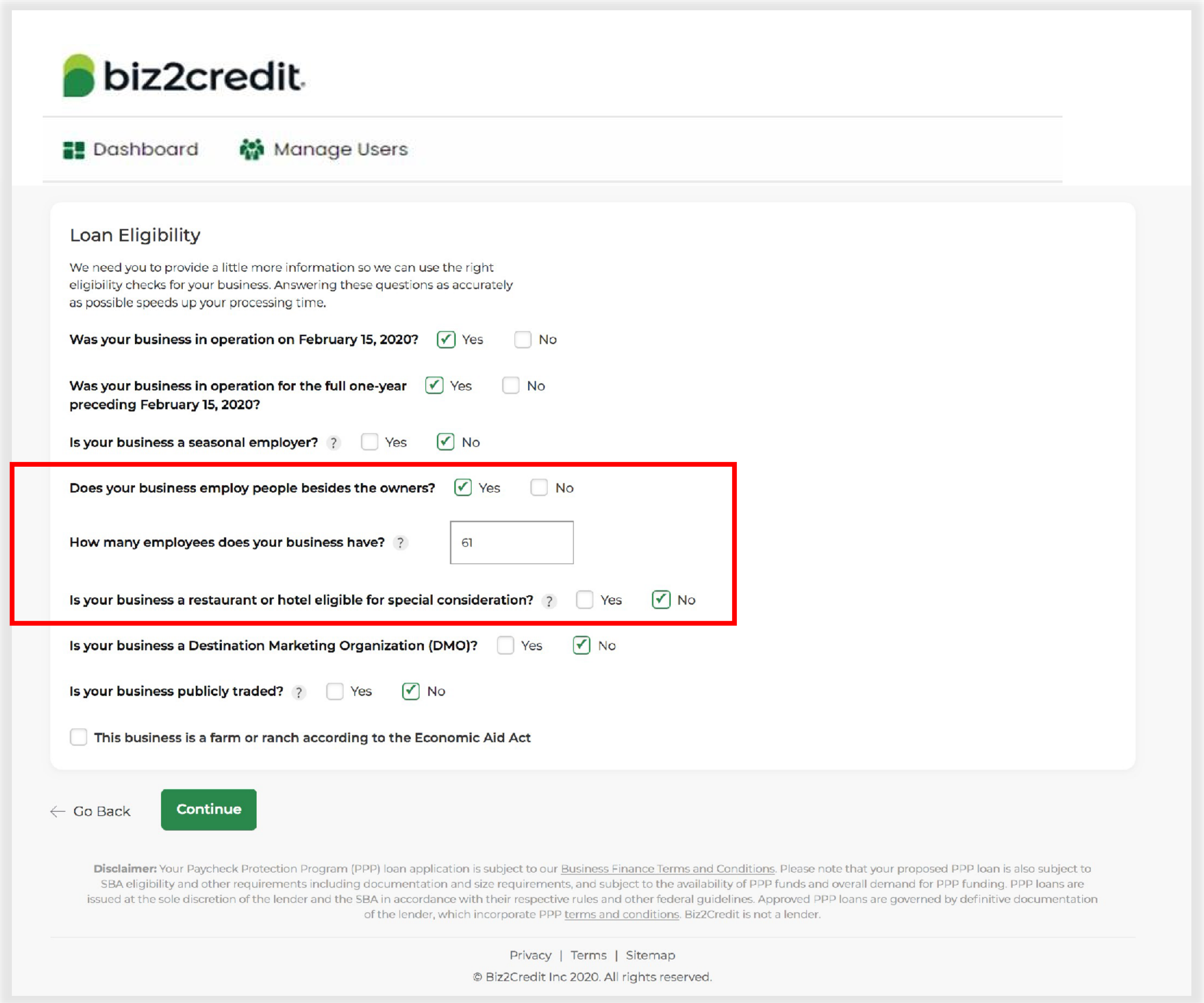
Visit up to date Resource Hubs

Best Practice:

Be aware of important app areas for loan accuracy

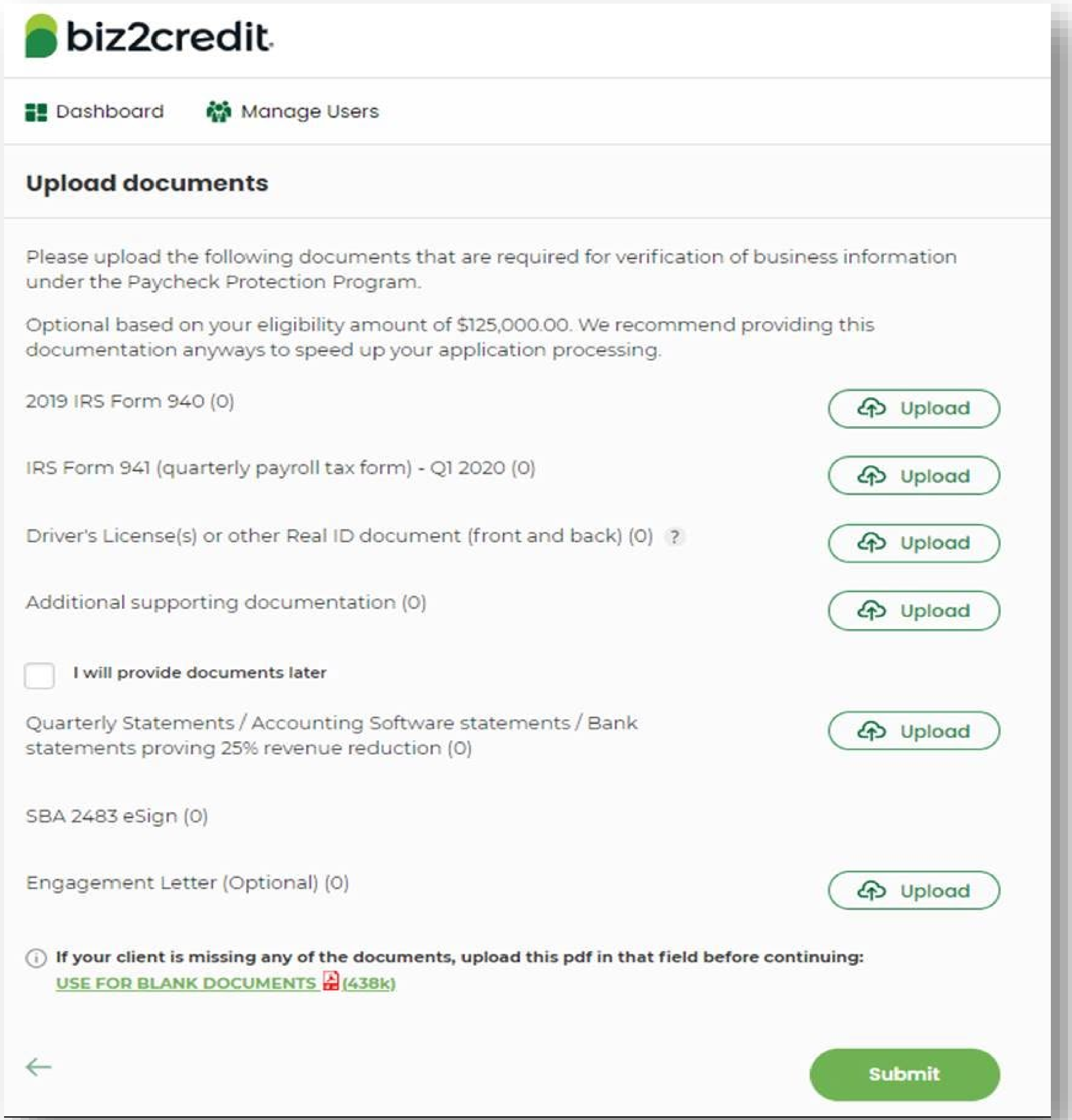
Avoid mis-calculated loan amounts by ensuring these questions are answered correctly.

- How the employee compensation cap will be calculated
  Resource: [2.23 Best Practices Training]
- The correct calculation for Draw 1 vs Draw 2



Best Practice: Match document types to correct fields

- Avoids additional requests for documents
- Facilitates more seamless underwriting process



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.

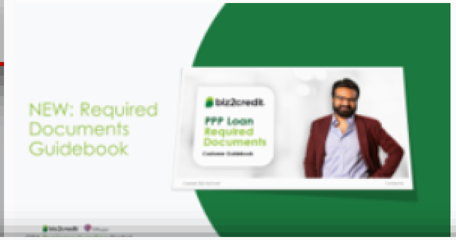
Visit Resource Hub

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 | I

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

A Call for PPP Deadline Extension
Read letter sent on March 1 to US House and Senate leaders by dozens of organizations   Read the AICPA press release

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

KEY CUSTOMER SERVICE UPDATE HIGHLIGHTS AND ON-DEMAND TRAINING

On-Demand Training Tips

Other Important Updates

On-Demand Training Tips

Customer Care Training Tips & Updates — Posted: 3/2/21
Our 3/2 training focused on the current post submission application journey, error resolution strategies and agent fees opt-outs. Additionally, a review of the existing resources available on-demand and where to go for support.
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

Customer Care Update — Posted: 2/16/21
Hear from Jessica Clemons, Customer Success Manager at CPA.com, review our resource hubs, differences in customer care teams, and some of the top support inquiries.
Read document   Watch video

AICPA PCPS Pro Tips: Application Insights — Posted: 2/16/21
Kari Hipsak, Sr. Manager Firm Services at the AICPA reviews what firms should consider around key platform inputs on loan eligibility and ownership information.
Read document   Watch video

Application Tips from the AICPA — Posted: 2/9/21
Kari Hipsak, Sr. Manager Firm Services at AICPA, provides advice for firms using the CPA Business Funding Portal in streamlining the experience for clients.
Read document   Watch video

Other Important Updates

Other Important Updates

PPP & Portal Updates and Guidance on Schedule C Filers — Posted: 3/2/21
Hear the discussion on overall PPP status updates as well as where sole proprietor rules stand, and guidance on action to take.
Read document   Watch video

Operational Updates – Error Code Resolution & New Features Review — Posted: 3/2/21
Learn the most common error codes and how to direct clients to manage the resolution process directly within their Portals. Additionally, review our a newly launched funnel report which helps firms visualize client application progress within a single screen.
Read document   Watch video

SBA Application Processing Updates — Posted: 2/25/21
In response to Monday's announcement from the White House, firms should be aware of the process changes and potential impact on clients which include: 2-week priority to smallest businesses (20 or fewer employees) and guidance when filing applications for sole proprietors.
Read document   Watch video

Operational Updates – PPP Application Errors Handling — Posted: 2/25/21
This update discussed the PPP error resolution strategy in detail as well as reviewed what you and your clients need to know about the validation response messages.
Read document   Watch video

Recent Changes to the Paycheck Protection Program — Posted: 2/23/21
The Biden-Harris Administration announced changes to the PPP that will

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
- Locating & Using on-demand resources
- Review of training tips
- Process workflow questions

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
- Clearing SBA compliance/hold codes

Customer Service & Communication Plan

Contact Us

Service Inquiries about the Portal
email address on your portal

CPA Business Funding Portal Support
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 on Thursday at 10am ET

Operational Updates from the CPA Business Funding Portal Team

Updates to Your Experience

- ✓ New 2483 Forms (2.17 version)
- ✓ Error code messages on View Application page
- ✓ Sort dashboard by applications
- ✓ Updates to PPP forgiveness
- ✓ PCPS Pro Tips in PPP application process

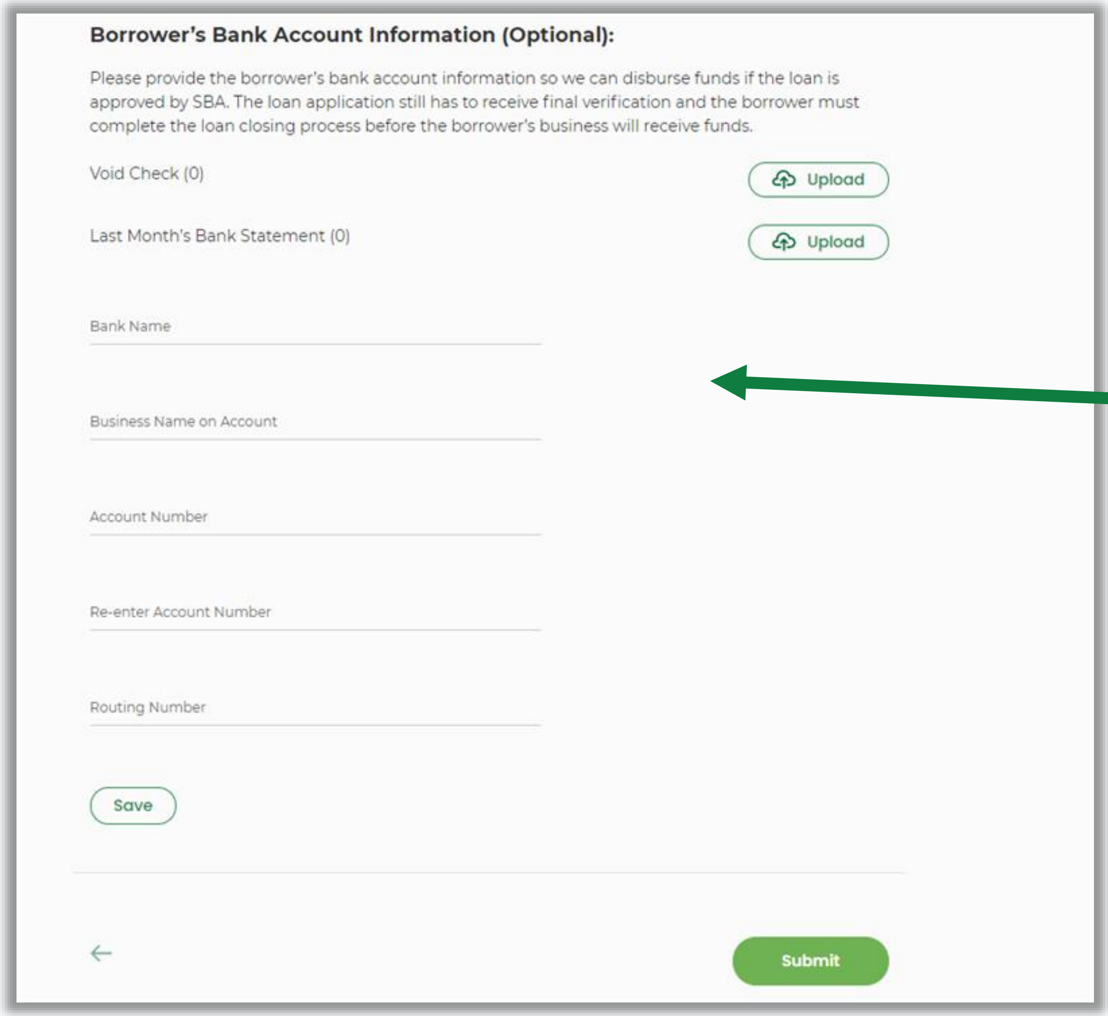
Featured

- ✓ Add ACH details for clients (Paid subscribers)

- ✓ Status sync with client dashboard enhancements
- ✓ Resource hub now available
- ✓ New client dashboard views
- ✓ Updated status descriptions
- ✓ Loan amount & E-Tran on View Application page

New Feature: Add ACH Details

Now Live



Available now for Premium and Enterprise subscribers, the option to add a client's ACH information prior to application submission

From the Application Overview page (during document upload process) you can now add a client's deposit account information and verifying documents to the application for even faster processing on submission through the CPA Business Funding Portal.

BENEFIT: Faster queueing into the verification process post-SBA acceptance.

New Feature: Add ACH Details

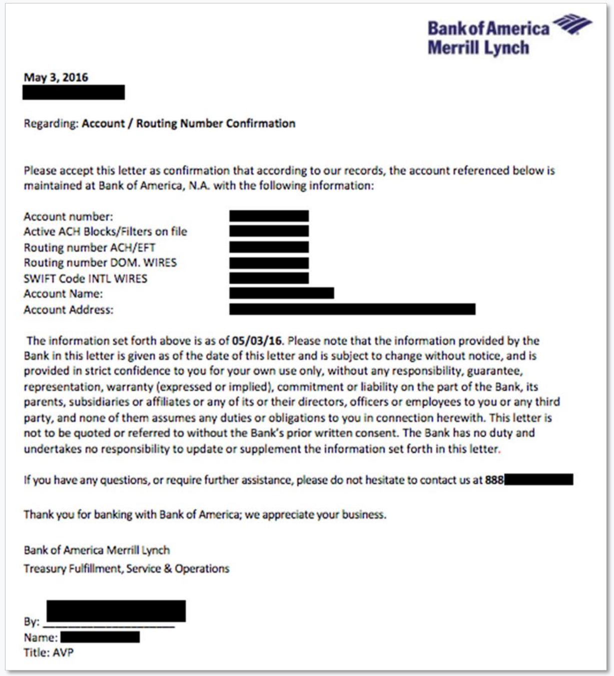
PROVIDE A...

Voided Check

- Account and routing number must match entry on system
- No 'starter' checks – must have valid account/routing numbers
- Make sure image is clear
- Name on account must match business name in system

OR A...

Bank Letter



Bank of America Merrill Lynch

May 3, 2016
[redacted]

Regarding: Account / Routing Number Confirmation

Please accept this letter as confirmation that according to our records, the account referenced below is maintained at Bank of America, N.A. with the following information:

Account number: [redacted]
Active ACH Blocks/Filters on file [redacted]
Routing number ACH/EFT [redacted]
Routing number DOM. WIRES [redacted]
SWIFT Code INTL WIRES [redacted]
Account Name: [redacted]
Account Address: [redacted]

The information set forth above is as of **05/03/16**. Please note that the information provided by the Bank in this letter is given as of the date of this letter and is subject to change without notice, and is provided in strict confidence to you for your own use only, without any responsibility, guarantee, representation, warranty (expressed or implied), commitment or liability on the part of the Bank, its parents, subsidiaries or affiliates or any of its or their directors, officers or employees to you or any third party, and none of them assumes any duties or obligations to you in connection herewith. This letter is not to be quoted or referred to without the Bank's prior written consent. The Bank has no duty and undertakes no responsibility to update or supplement the information set forth in this letter.

If you have any questions, or require further assistance, please do not hesitate to contact us at **888**[redacted]

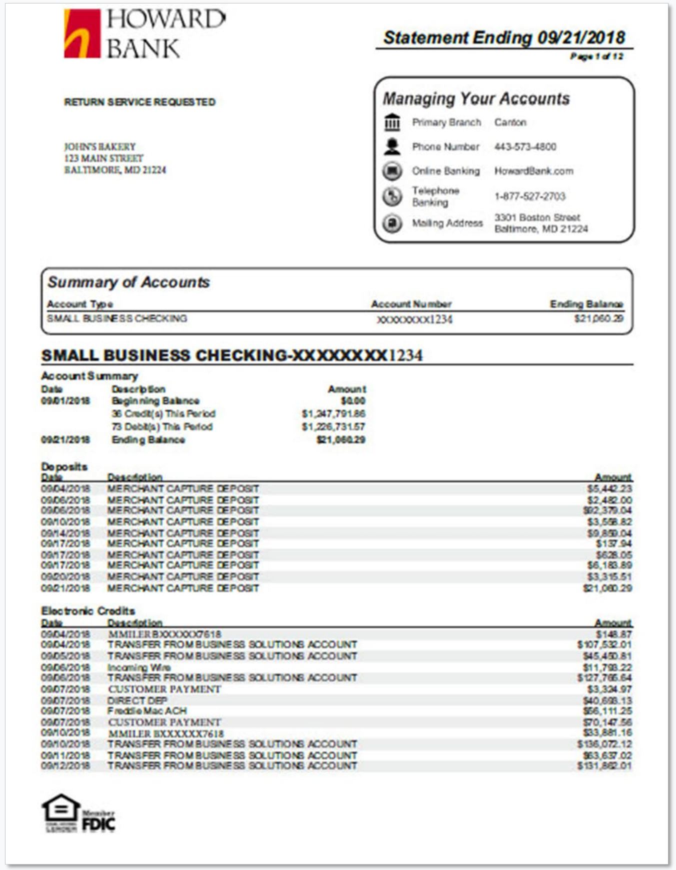
Thank you for banking with Bank of America; we appreciate your business.

Bank of America Merrill Lynch
Treasury Fulfillment, Service & Operations

By: [redacted]
Name: [redacted]
Title: AVP

OVER $75,000 ALSO NEED...

Bank Statement



HOWARD BANK

Statement Ending 09/21/2018
Page 1 of 12

RETURN SERVICE REQUESTED

JOHN'S BAKERY
123 MAIN STREET
BALTIMORE, MD 21224

Managing Your Accounts

Primary Branch	Canton
Phone Number	443-573-4800
Online Banking	HowardBank.com
Telephone Banking	1-877-527-2703
Mailing Address	3301 Boston Street Baltimore, MD 21224

Summary of Accounts

Account Type	Account Number	Ending Balance
SMALL BUSINESS CHECKING	XXXXXXXX1234	$21,060.29

SMALL BUSINESS CHECKING-XXXXXXXX1234

Account Summary

Date	Description	Amount
09/01/2018	Beginning Balance	$0.00
	36 Credit(s) This Period	$1,247,791.86
	73 Debit(s) This Period	$1,226,731.57
09/21/2018	Ending Balance	$21,060.29

Deposits

Date	Description	Amount
09/04/2018	MERCHANT CAPTURE DEPOSIT	$5,442.23
09/06/2018	MERCHANT CAPTURE DEPOSIT	$2,482.00
09/06/2018	MERCHANT CAPTURE DEPOSIT	$92,379.04
09/10/2018	MERCHANT CAPTURE DEPOSIT	$3,558.82
09/14/2018	MERCHANT CAPTURE DEPOSIT	$9,859.04
09/17/2018	MERCHANT CAPTURE DEPOSIT	$137.94
09/17/2018	MERCHANT CAPTURE DEPOSIT	$628.05
09/17/2018	MERCHANT CAPTURE DEPOSIT	$6,183.89
09/20/2018	MERCHANT CAPTURE DEPOSIT	$3,315.51
09/21/2018	MERCHANT CAPTURE DEPOSIT	$21,060.29

Electronic Credits

Date	Description	Amount
09/04/2018	MMILER BXXXXXX7618	$148.87
09/04/2018	TRANSFER FROM BUSINESS SOLUTIONS ACCOUNT	$107,532.01
09/05/2018	TRANSFER FROM BUSINESS SOLUTIONS ACCOUNT	$45,450.81
09/06/2018	Incoming Wire	$11,798.22
09/06/2018	TRANSFER FROM BUSINESS SOLUTIONS ACCOUNT	$127,765.64
09/07/2018	CUSTOMER PAYMENT	$3,324.97
09/07/2018	DIRECT DEP	$40,698.13
09/07/2018	Freddie Mac ACH	$56,111.25
09/07/2018	CUSTOMER PAYMENT	$70,147.56
09/10/2018	MMILER BXXXXXX7618	$33,881.16
09/10/2018	TRANSFER FROM BUSINESS SOLUTIONS ACCOUNT	$136,072.12
09/11/2018	TRANSFER FROM BUSINESS SOLUTIONS ACCOUNT	$63,637.02
09/12/2018	TRANSFER FROM BUSINESS SOLUTIONS ACCOUNT	$131,862.01

Member FDIC