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CPA Business Funding Portal

Live PPP Service Updates

March 18, 2021

Customer Care Updates from the CPA Business Funding Portal Team

Last Session's Training Tips

[3/16] Training Tips:

Uploading the ACH for borrowers

Resolved by borrower error codes

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

Today’s Training Tips

[3/18] Training Tips:

Firm Verification Process

Form 2483

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

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CPA **Business Funding** Portal

Training Tip: Firm Verification

Training tip

- Verification is for new CPA firms, Accounting Firms, Attorneys, Enrolled Agents, and Certified Financial Planners (CFP) actively supporting clients as part of the PPP loan applications and loan forgiveness applications.
- Verification timeframe is 5-7 business days
- The Process for Current Subscribers:
  1. Complete verification form
     - ➢Access at: cpa.com/bfp-verification
  2. Once verified, a confirmation email will be sent to you

Why it matters

Access to the Portal is available to verified firms who are processing PPP loan applications & loan forgiveness applications on behalf of their clients. In accordance with efforts by the Small Business Administration (SBA) to prevent fraud in the Paycheck Protection Program, there are additional security features that have been implemented on the CPA Business Funding Portal.


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CPA Business Funding Portal
Verification Form
We have streamlined our process and you can now submit your verification information directly to us online. Please fill out the form below and click submit.
* Required
1. Email Address *
Enter your answer
2. Business Name *
Enter your answer
3. Business Address *
(no PO boxes)
Enter your answer
4. Business Website URL *
Enter your answer
5. PTIN (Preparer Tax Identification Number)
(if applicable)
Enter your answer
6. AICPA Member Number
(if applicable)
Enter your answer
7. CPA Licensee Name (Individual or Firm)
(if applicable)
Enter your answer
8. Jurisdiction issuing license
(if applicable)
Enter your answer
9. Enroll Agents (EA) and Certified Financial Planners (CFP) credential holders
Please indicate which credential you hold
Enter your answer
10. LinkedIn Profile *
Enter your answer
Submit
Never give out your password. Report abuse

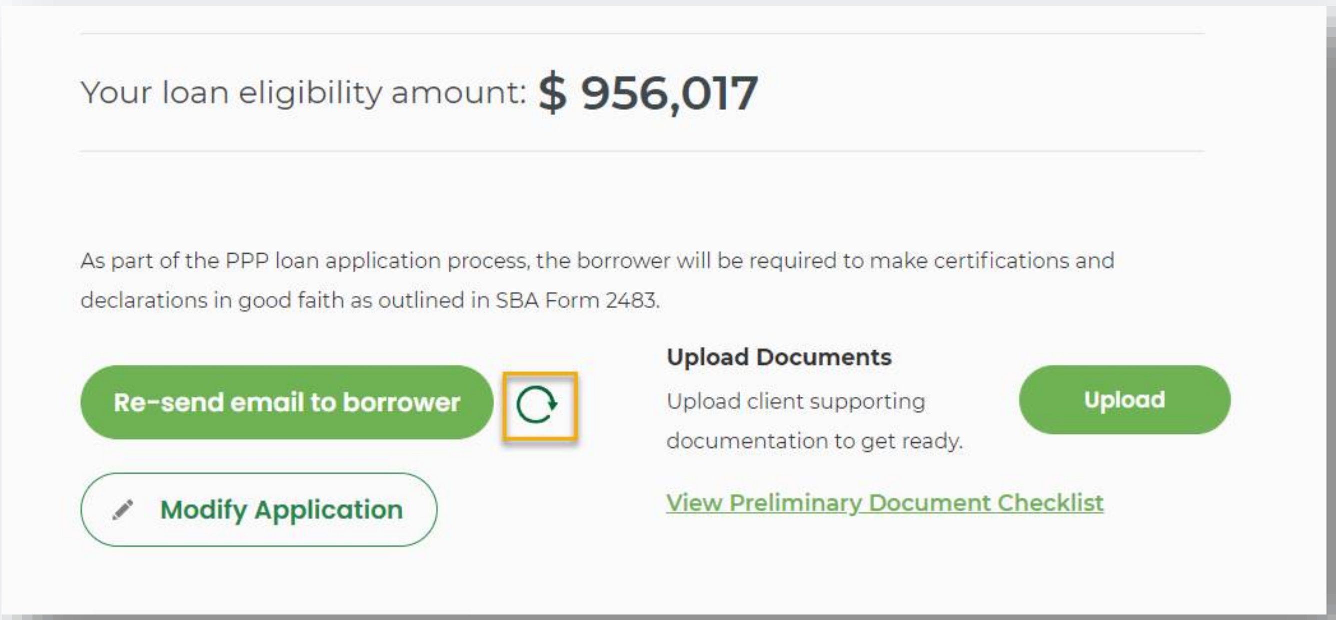
Training Tip: Form 2483

Issue:

The 2483 is not populating to the upload screen after the e-signature is complete.

Resolution:

To resolve this issue, please click on the refresh icon next to the "re-send email to borrower" in the application overview page once the e-signature is completed by the client.



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

Customer Care Reminders

Special Outreach to Firms

Last week, communications were sent to firms notifying them of instances where an action could be taken to move a client application to the next step towards funding. Communications related to:

- Applications with a "borrower resolved" validation code(s)
- Applications in "more information needed" status with no client response
- Lender certification information requests

Please double-check if you received this email (including spam/junk folders).
The emails came from cpasupport@biz2credit.com.

Withdraw requests for applications with an E-Tran #

- Email cpasupport@hq.cpa.com with the following information:
  - ✓ Business name
  - ✓ Case ID
  - ✓ EIN
  - ✓ Client contact email
- *Note*: these requests may take **10+ days** to withdraw from the SBA

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**

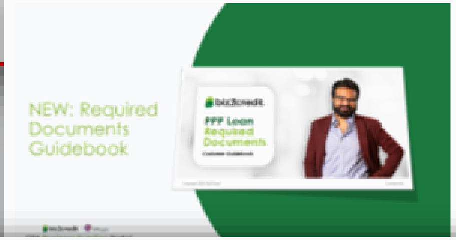
The CPA Business Funding Portal team has been working hard to provide resources and guidance on the PPP lending process. Access the full collection of resources in our new Resource Hub.

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

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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.

To ensure fastest response time, please include key Information in your initial email:

- Business Name & Case ID (in subject line)
- Current Application Status
- Issue the application is experiencing

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

Common documents you'll be asked to provide following SBA Acceptance:

- 2019/2020 payroll
- Driver License
- ACH/Voided Check
- Other additional documentation may be required

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 Tuesday at 10am ET

Firm Stories: CPA Business Funding Portal

"These clients are suffering and we need to find a way to help them. We've got to be there for them."

– Israel B., CPA

Firm Size:
4 staffers

17
funded
PPP loans

Firm Size:
12 staff

Avg. Loan:
$69,400

62
funded
PPP loans

"These are small little businesses just trying to survive."

– Sarah S