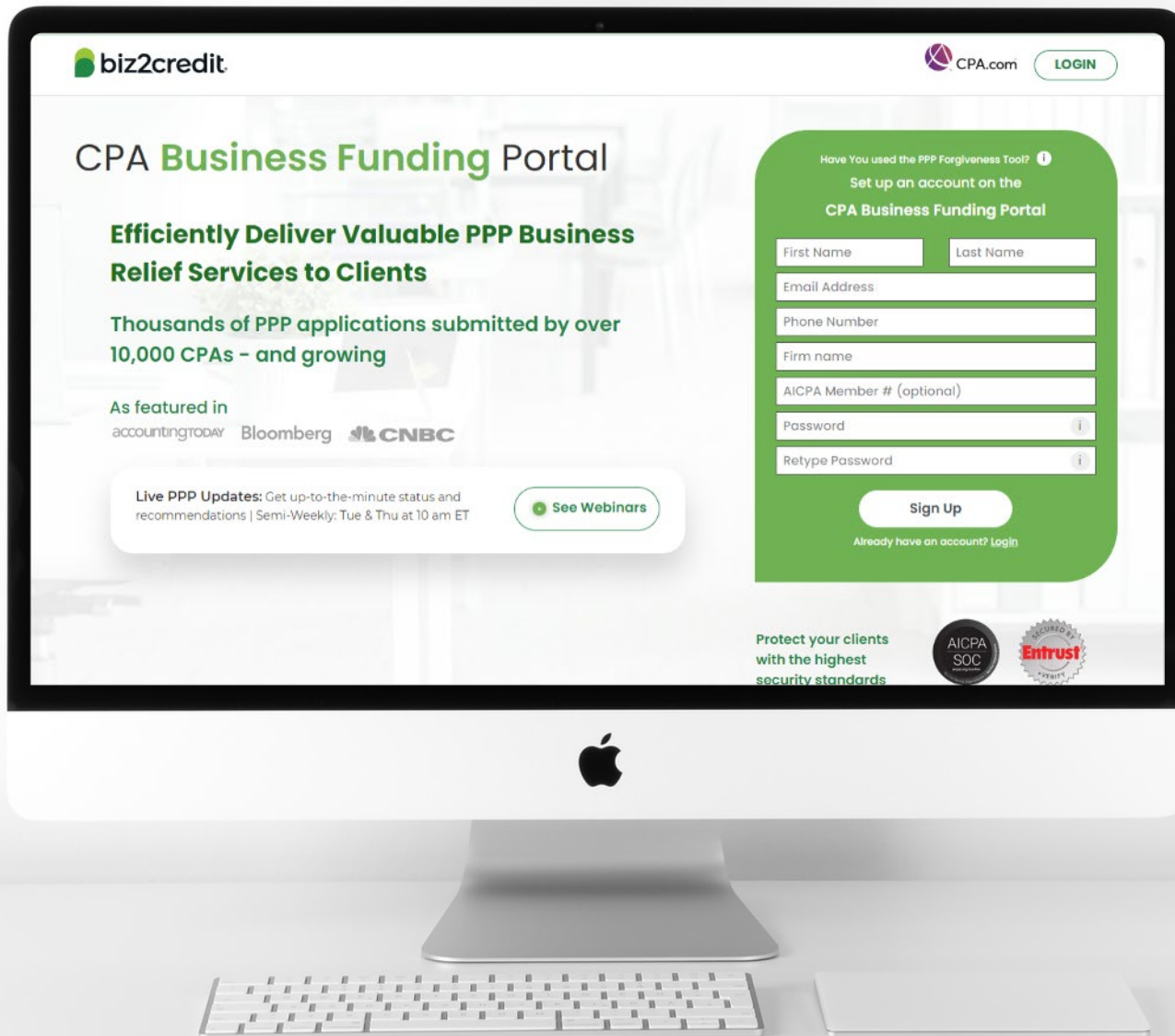




# CPA **Business Funding** Portal

Live PPP Service Updates

March 25, 2021



Customer  
Care Updates  
from the CPA  
Business Funding  
Portal Team

# Prepare for Forgiveness

## Plan for Forgiveness

Prepare your firm and clients to submit Forgiveness applications once additional guidance is released.

Collecting information ahead of time will help streamline the forgiveness process.

### Best Practices:

- Keep documentation together
- Collect support for non-payroll costs
  - Example: Utility statements for services beginning before 2/15/2020

### Keep in mind:

- Covered period starts on the day the funds were received
- Borrowers can now elect any covered period between 8 and 24 weeks
  - Alternative covered period was removed with the Economic Aid Act on 12/27/2020

### Resource to reference

- View the AICPA's [Summary of PPP After Enactment of the Economic Aid Act](#)

# Upload Missing ACH Details

## Training tip

Add client deposit account information plus any of the below verifying information to the application **prior** to submitting the application to the SBA.

- ✓ Voided check or official bank letter; or
- ✓ Bank statement (if required); or
- ✓ Clients also have the option of connecting their account electronically using the link sent via email from a Funding Specialist.

**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.

**Borrower's Bank Account Information (Optional):**

Please provide the borrower's bank account information so we can disburse funds if the loan is approved by SBA. The loan application still has to receive final verification and the borrower must complete the loan closing process before the borrower's business will receive funds.

Void Check (0)

Last Month's Bank Statement (0)

Bank Name

Business Name on Account

Account Number

Re-enter Account Number

Routing Number

**Note:** This applies to Premium and Enterprise functionality that supports the upload of client ACH information on behalf of the client via the Application Overview page.

# Optimize your Business Funding Portal Experience

## Join an onboarding session

When: Monday & Thursday, 2-3PM ET

Where: [Register here](#)

## Stay informed

- Read the daily update emails
- Join the Bi-weekly AICPA Town Halls ([Register here for the April 1st event](#))
- Continue joining these semi-weekly webcasts

## Use the resource hubs

- [CPA.com/PPPResources](https://cpa.com/PPPResources)
- [CPALoanPortal.com/Resource-Hub](https://CPALoanPortal.com/Resource-Hub)

# Resource Hubs

Visit either resource hub for information to help guide you through the second round of PPP

✓ **Helpful Portal resources for you and your clients, such as:**

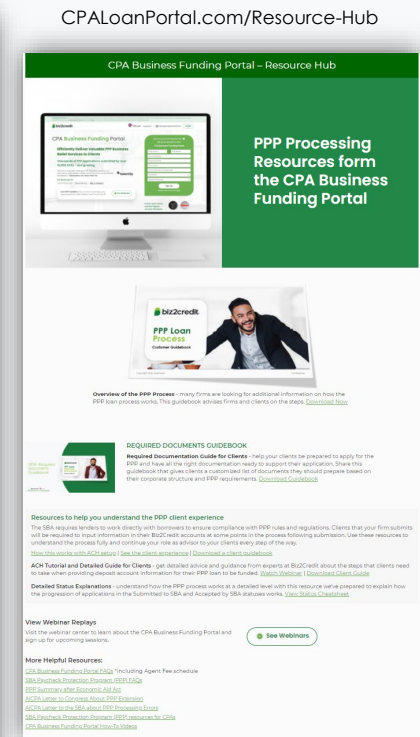
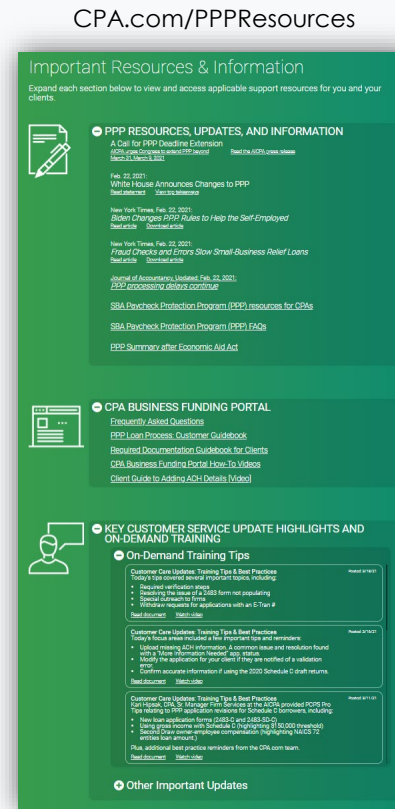
- How-To Videos
- Access to FAQs (also found at: [CPALoanPortal.com/#PPPFAQ](https://CPALoanPortal.com/#PPPFAQ))
- Required Documentation Guide
- ACH Tutorial and Detailed Guide

✓ **Semi-weekly webcast resources, such as:**

- Webinar replays
- Access to on-demand training clips and slides (*only found at [CPA.com/PPPResources](https://CPA.com/PPPResources)*)

✓ **PPP Information, such as:**

- Recent news articles
- AICPA resources
  - SBA Paycheck Protection Program (PPP) FAQs
  - *PPP Summary after Economic Aid Act*



# Important Special Communications

There are applications that are approved and have received an E-Tran number but cannot be funded due identified issues. **If the application has been *rejected by the verifier*, it could be due to:**

## Missing Requirements

- **Connect Bank Account for Verification via Online Link**
  - Alternatively provide 3 months of bank statements
- **For deals above \$50,000:**  
Authorize the IRS Form 8821 with Client Signature
- **For deals using Schedule C:**  
Provide the Full/Filed IRS Form 1040 Tax Return (including Schedule C) if using 2019 as reference period

## Common Mistakes

- **Driver's license images** are blurred or pixelated or expired
- **Voided Checks** issues:
  - Blurred or pixelated and cannot be clearly read
  - Does not have the business name printed on the check
  - If obtaining voided check is an issue, provide a bank letter on official bank letterhead with routing and account numbers that match ACH
- **Schedule C is an editable PDF** (must be a secured / un-editable PDF)
- **Addendum A or Addendum B was not provided** although required
- **ACH details provided are not for a business checking account**
- **Business owner names** on the documents provided do not match application
- **Payroll documents are missing** or were uploaded for the incorrect reference period
- **Schedule C is missing the client's Social Security Number (SSN)**
- **Revenue Reduction financial documents (e.g. Profit & Loss Statement)** have not been signed and dated by the authorized signatory of the applicant business



# Missing Documents

If the application is *missing documents*, it could be due to a client modification request.

In some cases, a different kind of document may be requested in order to complete this request.

Additionally, the client may have been required to sign a new SBA Form 2483 corresponding to the change in the application data.

Likely, this is the case for some of the clients' applications with this status. Firms should remind clients that they will need to provide this information by either:

- Uploading the requested document in their Biz2Credit account; or
- By e-signing the file they received from DocuSign.

**biz2credit.**

Dashboard Manage Users

### Upload documents

Please upload the following documents that are required for verification of business information under the Paycheck Protection Program.

Optional based on your eligibility amount of \$125,000.00. We recommend providing this documentation anyways to speed up your application processing.

2019 IRS Form 940 (0) [Upload](#)

IRS Form 941 (quarterly payroll tax form) - Q1 2020 (0) [Upload](#)

Driver's License(s) or other Real ID document (front and back) (0) [Upload](#)

Additional supporting documentation (0) [Upload](#)

I will provide documents later

Quarterly Statements / Accounting Software statements / Bank statements proving 25% revenue reduction (0) [Upload](#)

SBA 2483 eSign (0)

Engagement Letter (Optional) (0) [Upload](#)

**ⓘ If your client is missing any of the documents, upload this pdf in that field before continuing:**  
[USE FOR BLANK DOCUMENTS \(438k\)](#)

[←](#) [Submit](#)



# Our Customer Care Teams

## Customer Service Managers

Email Support Available from 8AM-8PM ET  
[cpasupport@biz2credit.com](mailto: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
- *Helpful Hint:* Copy yourself when sending your request

## 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](mailto:cpasupport@biz2credit.com)

Technical Issues (e.g. Login)

[techhelp@biz2credit.com](mailto:techhelp@biz2credit.com)

## Find Resources

Check for frequent **emails** from  
[cpa@biz2credit.com](mailto: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