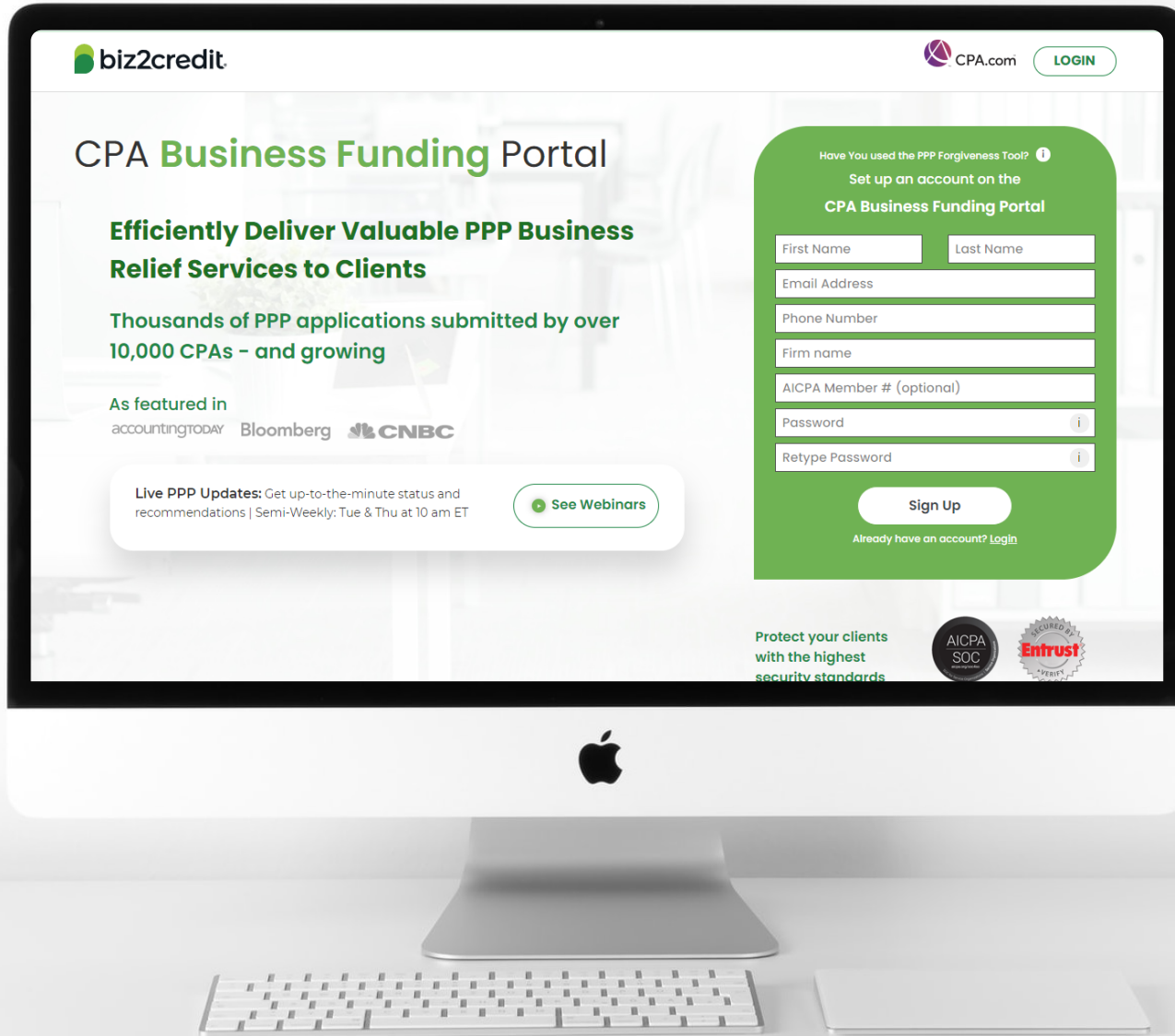




# CPA **Business Funding** Portal

Live PPP Service Updates

March 30, 2021



Customer  
Care Updates  
from the CPA  
Business Funding  
Portal Team

# Avoid Common Mistakes

## Training tip

There are applications that are approved and have received an E-Tran number but *cannot be funded* due identified issues.

Be prepared to help clients with additional verification that may be required to finish processing their PPP loan applications due to one of several potential identified issues.

**Note:** Customer Success and Funding Specialists have been reaching out to clients with information needed. Please check with clients to see if they have received these email communications. This is especially important for borrowers whose applications remain in a “More Information Needed” status.

Top issues leading to verifier rejection include:

- Missing required IRS Form 8821 for loans above \$50,000
- Mis-matched business owner names on documentation vs application
- For Schedule C applications, where a 2020 *draft* Schedule C was provided, it is possible that the borrower will be asked to provide filed 2019 1040 and setup Yodlee connection

# Using Yodlee

## Training tip

Advise clients to set up a Yodlee account when they receive an email communication from a Biz2Credit Funding Specialist:

1. Click on the link within the email: "Connect Now"
2. Accept the terms and log into their account using the secure third-party API
3. Once logged in, select the business deposit account (must match ACH account)
4. Click to continue the setup process.
5. After connection is successful here is what the system is doing:
  - ✓ Checks for account / routing number
  - ✓ Confirms account is in active state
  - ✓ Provides a read-only transactional history for the account to verify activity

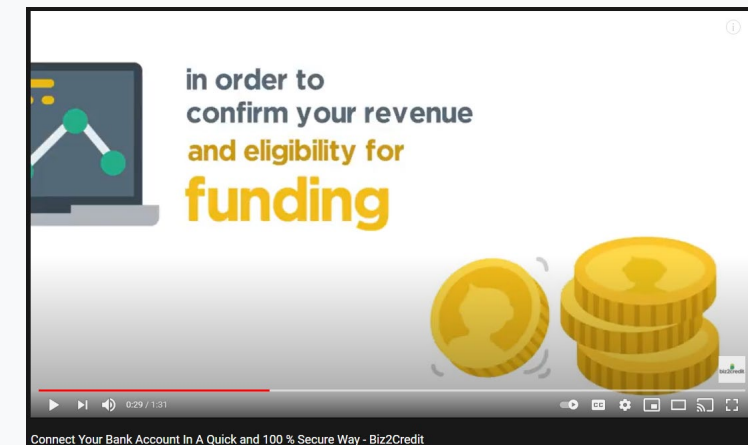
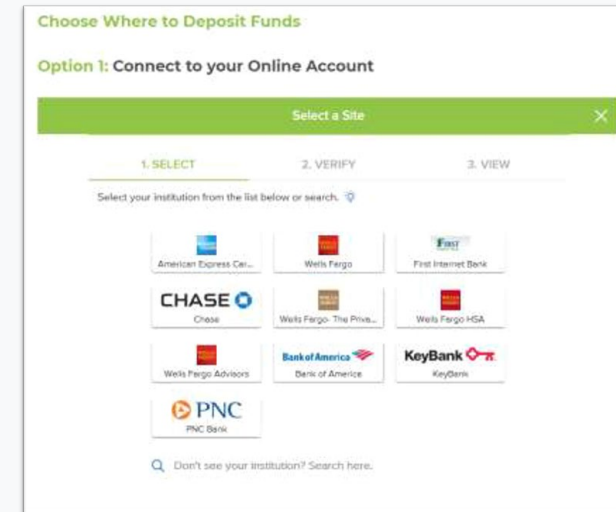
**Note:** The original email link will expire in 24 hours. If your client needs a new link, they should reply to the Funding Specialist email directly and copy [cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com).

## Why it matters

Some PPP loan applications will need additional verification prior to submission to the SBA for funding. Using this secure, third-party connection allows the Biz2Credit team to review your clients most recent bank transactions.

**Resource to reference:** [Video: Step-by-step directions](#)

Powered By  ENVESTNET  
Yodlee



CPA Business Funding Portal

# Use of Non-editable PDFs

## Training tip

When uploading PDF documents in the documents area within the Portal, the PDFs *cannot* be in an *editable* format.

An editable format will show “blue” boxes (Figure 1) and a non-editable format will be solid “white” (figure 2)

In order to save to a non-editable format:

1. Choose File > Print
2. Choose the printer option “Adobe PDF”
3. Choose a “Save” location
4. Click “ Print”

## Why it matters

PDFs provided in an editable format will create delays in processing.

**SCHEDULE C (Form 1040) Profit or Loss From Business (Sole Proprietorship)**

OMB No. 1545-0074  
**2020**  
Attachment Sequence No. **09**

Department of the Treasury Internal Revenue Service (99) ▶ Go to [www.irs.gov/ScheduleC](http://www.irs.gov/ScheduleC) for instructions and the latest information. ▶ Attach to Form 1040, 1040-SR, 1040-NR, or 1041; partnerships generally must file Form 1065.

Name of proprietor \_\_\_\_\_ Social security number (SSN) \_\_\_\_\_

**A** Principal business or profession, including product or service (see instructions) **B** Enter code from instructions \_\_\_\_\_

**C** Business name. If no separate business name, leave blank. **D** Employer ID number (EIN) (see instr.) \_\_\_\_\_

**E** Business address (including suite or room no.) \_\_\_\_\_  
City, town or post office, state, and ZIP code \_\_\_\_\_

**F** Accounting method: (1) ☐ Cash (2) ☐ Accrual (3) ☐ Other (specify) ▶ \_\_\_\_\_

**G** Did you “materially participate” in the operation of this business during 2020? If “No,” see instructions for limit on losses . . . . . ☐ Yes ☐ No

**H** If you started or acquired this business during 2020, check here . . . . . ☐ Yes ☐ No

**I** Did you make any payments in 2020 that would require you to file Form(s) 1099? See instructions . . . . . ☐ Yes ☐ No

**J** If “Yes,” did you or will you file required Form(s) 1099? . . . . . ☐ Yes ☐ No

**Part I Income**

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the “Statutory employee” box on that form was checked . . . . .	<input type="checkbox"/>	1	
2	Returns and allowances . . . . .		2	
3	Subtract line 2 from line 1 . . . . .			
4	Cost of goods sold (from line 42) . . . . .			
5	Gross profit. Subtract line 4 from line 3 . . . . .			
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions) . . . . .			
7	Gross income. Add lines 5 and 6 . . . . .			

Figure 1:  
Editable

**SCHEDULE C (Form 1040) Profit or Loss From Business (Sole Proprietorship)**

OMB No. 1545-0074  
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Department of the Treasury Internal Revenue Service (99) ▶ Go to [www.irs.gov/ScheduleC](http://www.irs.gov/ScheduleC) for instructions and the latest information. ▶ Attach to Form 1040, 1040-SR, 1040-NR, or 1041; partnerships generally must file Form 1065.

Name of proprietor \_\_\_\_\_ Social security number (SSN) \_\_\_\_\_

**A** Principal business or profession, including product or service (see instructions) **B** Enter code from instructions \_\_\_\_\_

**C** Business name. If no separate business name, leave blank. **D** Employer ID number (EIN) (see instr.) \_\_\_\_\_

**E** Business address (including suite or room no.) \_\_\_\_\_  
City, town or post office, state, and ZIP code \_\_\_\_\_

**F** Accounting method: (1) ☐ Cash (2) ☐ Accrual (3) ☐ Other (specify) ▶ \_\_\_\_\_

**G** Did you “materially participate” in the operation of this business during 2020? If “No,” see instructions for limit on losses . . . . . ☐ Yes ☐ No

**H** If you started or acquired this business during 2020, check here . . . . . ☐ Yes ☐ No

**I** Did you make any payments in 2020 that would require you to file Form(s) 1099? See instructions . . . . . ☐ Yes ☐ No

**J** If “Yes,” did you or will you file required Form(s) 1099? . . . . . ☐ Yes ☐ No

**Part I Income**

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the “Statutory employee” box on that form was checked . . . . .	<input type="checkbox"/>	1	
2	Returns and allowances . . . . .		2	
3	Subtract line 2 from line 1 . . . . .		3	
4	Cost of goods sold (from line 42) . . . . .		4	
5	Gross profit. Subtract line 4 from line 3 . . . . .		5	
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions) . . . . .		6	
7	Gross income. Add lines 5 and 6 . . . . .		7	

**Part II Expenses.** Enter expenses for business use of your home **only** on line 30.

Figure 2:  
Non-Editable

# 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

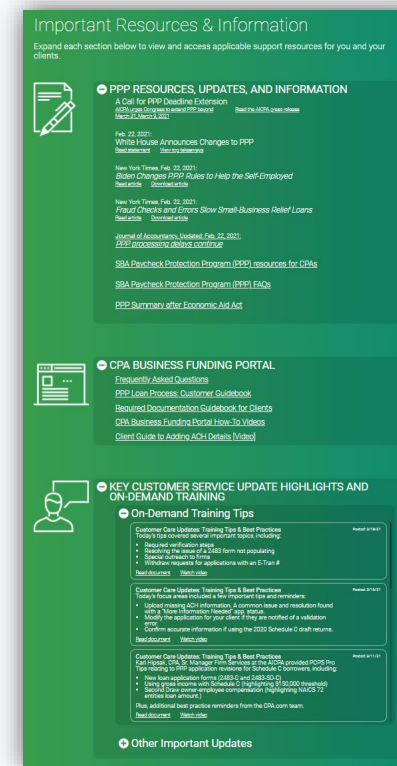
✓ **Semi-weekly webcast resources, such as:**

- 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*

CPA.com/PPPResources



CPALoanPortal.com/Resource-Hub





# Customer Care Reminders

## Withdraw requests for applications with an E-Tran #

- Email [cpasupport@hq.cpa.com](mailto: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

## Reminder: Professional Conduct

Patience and professionalism are imperative to a successful experience. Unprofessional conduct may result in account de-activation.

## Reminder: Verification is Required

The CPA Business Funding Portal is a compliance tool specifically developed for CPA firms, Accounting Firms, Tax Professionals, Attorneys, Enrolled Agents (EA), and Certified Financial Planners (CFP) actively supporting clients as part of the PPP application process.

In cooperation with SBA guidance on reducing waste and abuse of the PPP, all users of the CPA Business Funding Portal must be independently verified by Biz2Credit and CPA.com.

If you have not yet submitted a verification form you can do so at: [CPA.com/BFP-Verification](https://CPA.com/BFP-Verification).

*(If you have already submitted a completed verification form, please **do not resubmit** as this will create a duplicate and add to the processing time.)*



CPA **Business Funding** Portal



# 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 Thursday at 10am ET