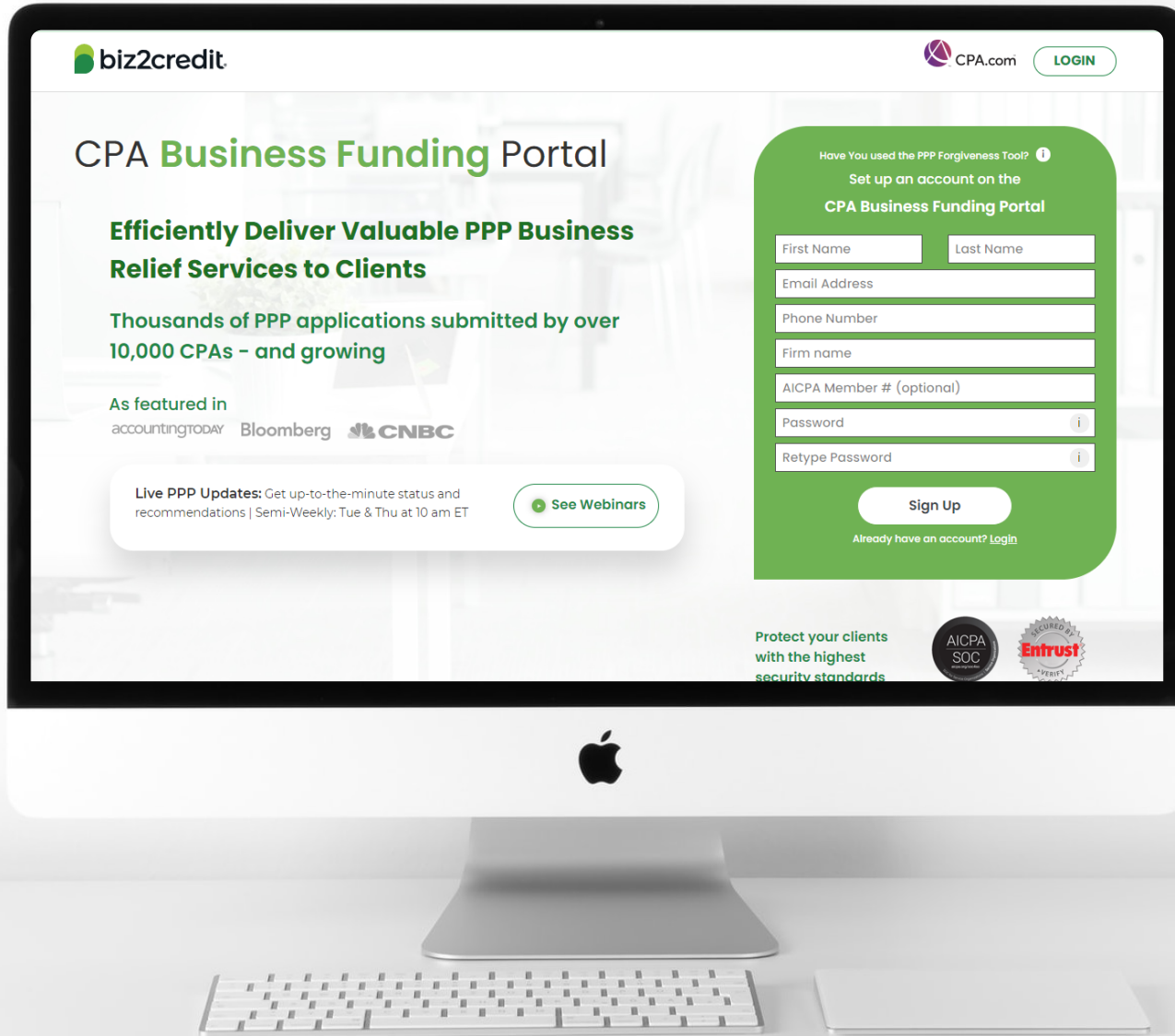




# CPA **Business Funding** Portal

Live PPP Service Updates

March 2, 2021



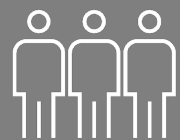
Customer  
Care Updates  
from the CPA  
Business Funding  
Portal Team

# Training Tips & Best Practices

## [2/23] Training Tips:

- Calculations
- Reloading Documents
- Addressing Incorrect Loan Amounts

Application Completion



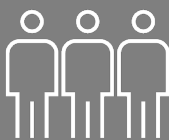
CPA FIRM

Government  
Declarations  
&  
E-Signature



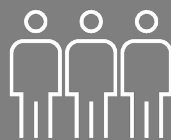
CLIENT

Required  
Document  
Upload



CPA FIRM

Final  
Review of  
Signed  
Application  
&  
Documents



CPA FIRM

SBA  
Validation  
& Review  
of  
Application



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Upload  
ACH/Bank  
Information  
& any add'l  
documents  
requested



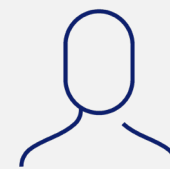
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CLIENT

Funding  
Via ACH



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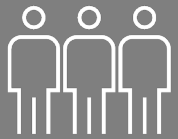
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# Training Tips & Best Practices

## **[2/25] Training Tips:**

- E-signature
- Application Review
- Modifying Applications

Application  
Completion



CPA FIRM

Government  
Declarations  
&  
E-Signature



CLIENT

Required  
Document  
Upload



CPA FIRM

Final  
Review of  
Signed  
Application  
&  
Documents



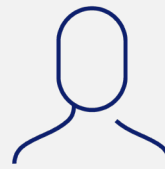
CPA FIRM

SBA  
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& Review  
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Application



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Funding  
Via ACH



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Updated as  
Funded



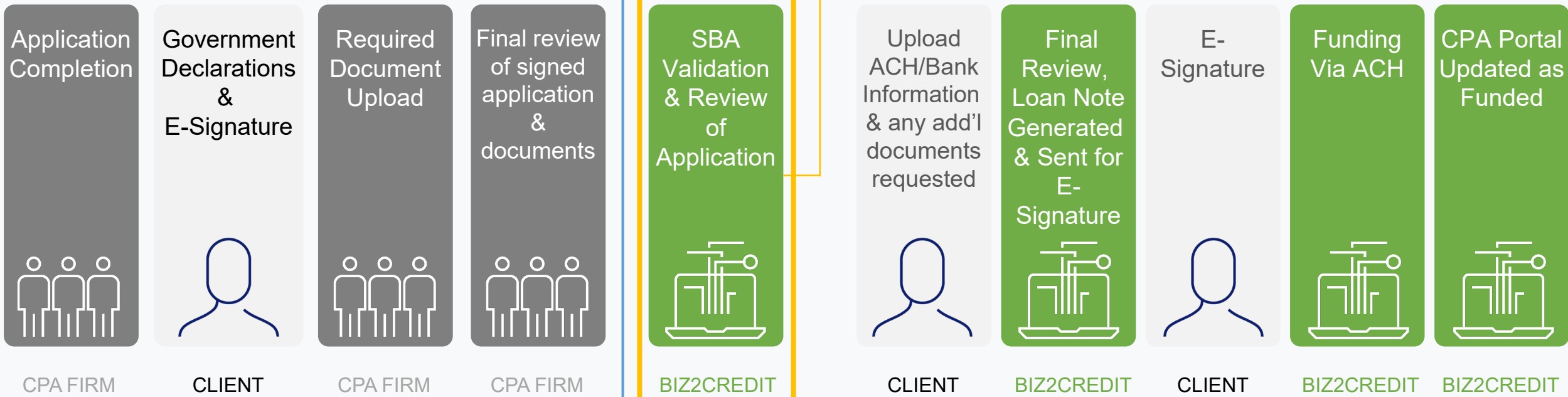
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# Training Tips & Best Practices

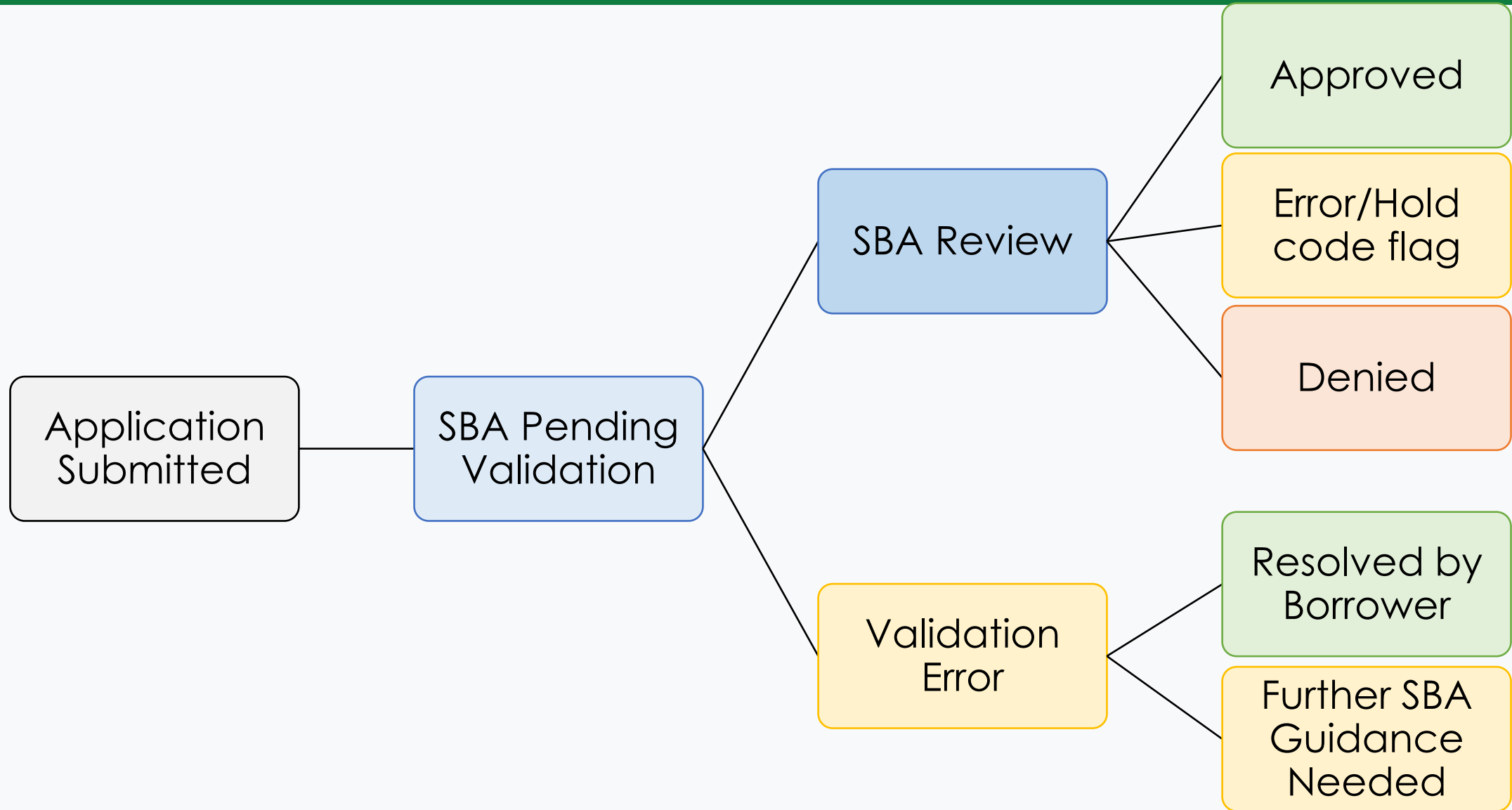
## [3/2 – TODAY] Training Tips:

### **Error Resolution Strategies - Resolved with Borrower**

- Corrections to Application Data
- Duplicate Loans



# Application Journey After Submission



# Resolved by Borrower

## *Corrections to Application Data*

### Training tip

If the application is flagged with a validation error, the borrower can potentially modify the appropriate application data to attempt to resolve the validation error

### Why it happens

As part of SBA fraud mitigation efforts, the SBA has placed a hold on the application preventing it from entering the SBA's internal processing system.

### Go deeper

Resource to Reference: [Video - PPP Application Errors Handling](#)

### Most Common Error Codes:

1. Mismatch SSN and EIN
2. Selected 2nd and it was supposed to be a 1st draw
3. Problem with ownership percentage
4. There is an incorrect 1st draw number or it was not provided

***(Can be addressed through borrower modifying their application)***

# Corrections to Application Data

The screenshot shows the Biz2Credit dashboard with a progress bar indicating the application status: Get Started, Application, Pending, and Submitted. A green banner at the top provides information about applying for a PPP loan. Below the progress bar, an 'SBA ALERT' message states that the SBA is performing more validations on applications, leading to delays. The main content area displays a 'Paycheck Protection Program SBA response needs you to review' message. A callout box titled 'SBA VALIDATION RESPONSE' provides detailed information about the error: 'FIRST DRAW LOAN NUMBER IS MISSING'. The message explains that the SBA's automated systems have determined that the second draw loan application is missing the correct first draw SBA loan number. It provides the error code E0004 and a link to 'Modify Application'. A callout box explains that the descriptive error title and full description is provided for context. Another callout box explains that the official SBA error message is displayed in the call-out box, and the error code is listed below for reference. A third callout box explains that the action for the client to take is described here, which is to 'Modify Application'.

**Descriptive error title and full description is provided for context.**

**The official SBA error message is displayed in the call-out box. The error code is listed below for reference. This is what can be referred to the SBA. Reference a Validation Error with this error code.**

**Action for the client to take is described here.**

**SBA VALIDATION RESPONSE**

**VALIDATION COULD NOT BE COMPLETED**

The SBA's automated systems have determined that there is an issue with the application that was submitted for this business. Please read below for full information the SBA has provided.

Here is the SBA error message:

detail: The owner type for the business selected should be an individual Error: E0025

Error code: E0025

You can **Modify the Application** to attempt to correct this error.

**Modify Application**

We cannot guarantee that the application will be accepted after being modified.

There is no guarantee that an application will be accepted by the SBA following resubmission. Validation Errors and SBA credit decisions are at the discretion of the SBA.



# Agent Fees: Opt-out Option



Dashboard

## Commission Report – Pending Final SBA Guidance & Regulation

The following table shows the funded Paycheck Protection Program loans submitted by you and your commission according to the Agent Fee structure provided by the government.

### Confirmation

By clicking on "Continue", you confirm that you will opt out of receiving the commission for this application. This decision is final. You will not be able to change it in the future.

Continue

Cancel

| Case ID  | SBA Loan Number | Business Name               | Lender         | Funded Date | Funded Amount | Commission <sup>1</sup> | Opt-in                              |
|----------|-----------------|-----------------------------|----------------|-------------|---------------|-------------------------|-------------------------------------|
| APP18066 | 7987            | Test Businessskjhdfjkhfndsl | Itria Ventures | 02/08/2021  | \$798,798.00  | \$3,993.99              | <input checked="" type="checkbox"/> |
| Total    |                 |                             |                |             | \$798,798.00  | \$3,993.99              |                                     |

1. Agent fees are set by the Treasury Department and currently set so they may not exceed One percent (1.00%) for loans of not more than \$350,000; 0.50 percent for loans of more than \$350,000 and less than \$2 million; 0.25 percent for loans of at least \$2 million; for Loans under \$50,000, it is expected that the fee will be based on the lesser of either \$500 or 10% of the loan amount.

**Setup Bank Accounts to Receive Payments-** The commissions due to your firm will be deposited at the conclusion of the program. Add your firm's bank account details below to ensure you receive timely payment of commissions. If you do not add your account details payment may be delayed.

Add Account

Back to My Plan

# 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 upcoming episodes)
- Semi-weekly live service webcasts

## **Visit up to date Resource Hubs**

# CPALoanPortal.com/resource-hub

The screenshot shows the biz2credit dashboard. At the top, there's a navigation bar with the biz2credit logo, a link to "Watch PPP Update Webcasts", the CPA.com logo, and buttons for "Upgrade", "FAQs", and a menu icon. Below the navigation bar, there's a "Dashboard" section with a "Create New Client" button. A blue banner announces the "PPP Live Updates Webcast Series". The main content area features a "New PPP Processing Resource Hub" section with a green button to "Visit Resource Hub". To the right, an "Important News" section highlights "Important Processing Statuses Explained" with a "Download" button.

**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

The Biden-Harris Administration announced changes to the PPP that will adjust multiple aspects of the program. Learn more in the resources below.

Posted: 2/23/21

[Read document](#) [Watch video](#)

#### 2.23 Best Practices Training

Kari Hipsak, CPA, Sr. Manager of Firm Services at the AICPA, reviews common application mistakes firms should avoid.

Posted: 2/23/21

[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

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.

Posted: 2/23/21

[Read document](#) [Watch video](#)

#### SBA Error & Hold Codes – Updates and Explanations

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.

Posted: 2/18/21

[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](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.

- 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



# Reminder: Collaborate to Improve Client Experience

## IMPORTANT MESSAGE

### **Escalate high importance cases to promote faster resolution for in-need borrowers –**

Use the channels via the customer service department to escalate clients that need desperate attention in order to stay in business. Emergency cases should be given priority – help us help your clients by prioritizing the most in-need.

## IMPORTANT MESSAGE

### **SBA continues to advise of sufficient program funding, so set the right expectations with clients –**

Manage expectations with clients about the turnaround time for loan decisioning and disbursement. This is not the same as Round 1 in April. Slower process, more validation, longer wait times. Set the right tone with clients to avoid disappointment and frustration.



#### **Advice for faster processing**

Share the steps in the journey with clients in advance and provide guidance about the SBA processing errors and delays to set proper expectations. Submit as many applications as possible without contacting customer service to get these applications processing sooner. Review the available resources prior to contacting customer service – answers to common questions usually already available. Use the customer service function to escalate technical challenges and for your clients in most desperate need.

# 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