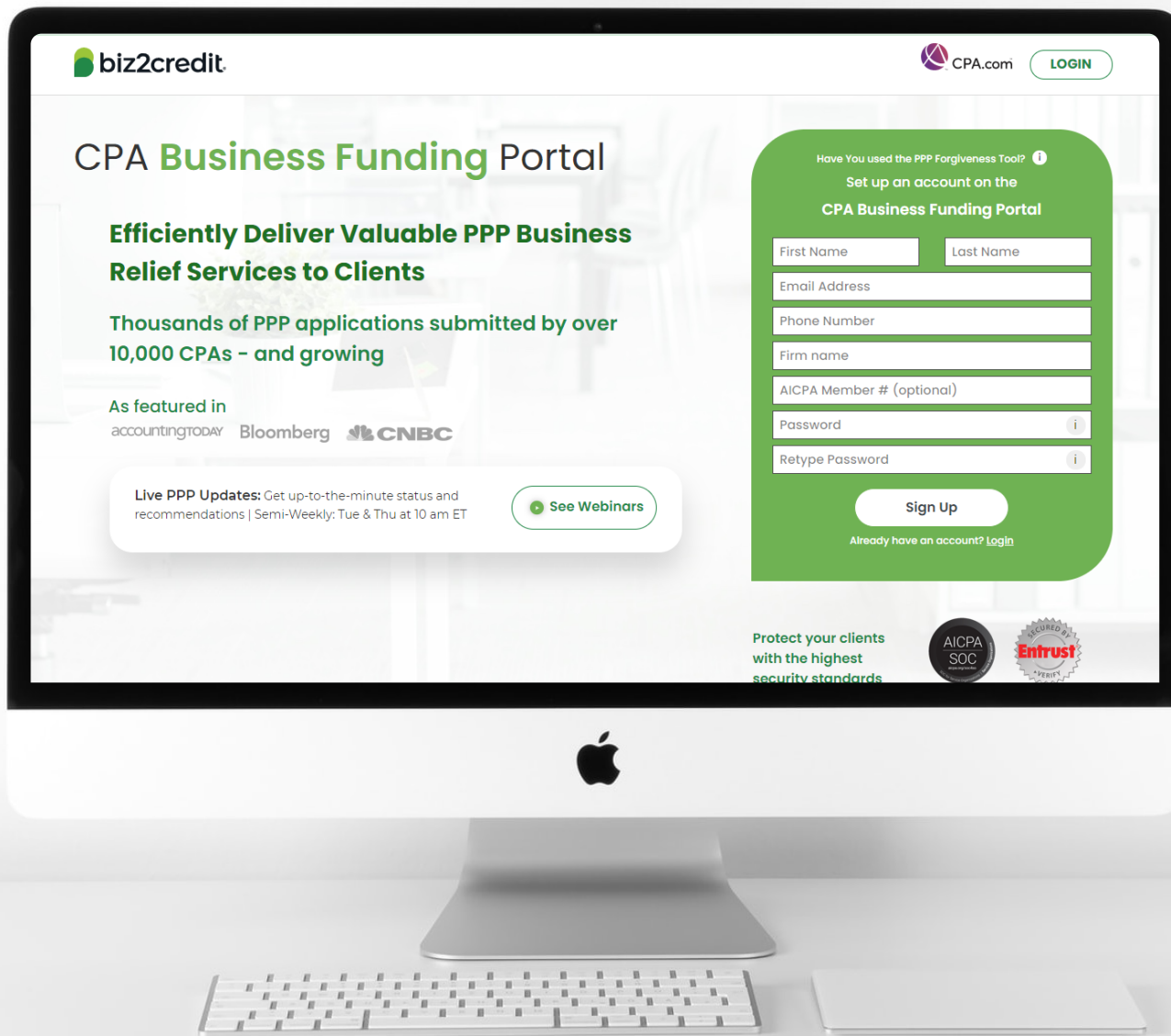




CPA **Business Funding** Portal

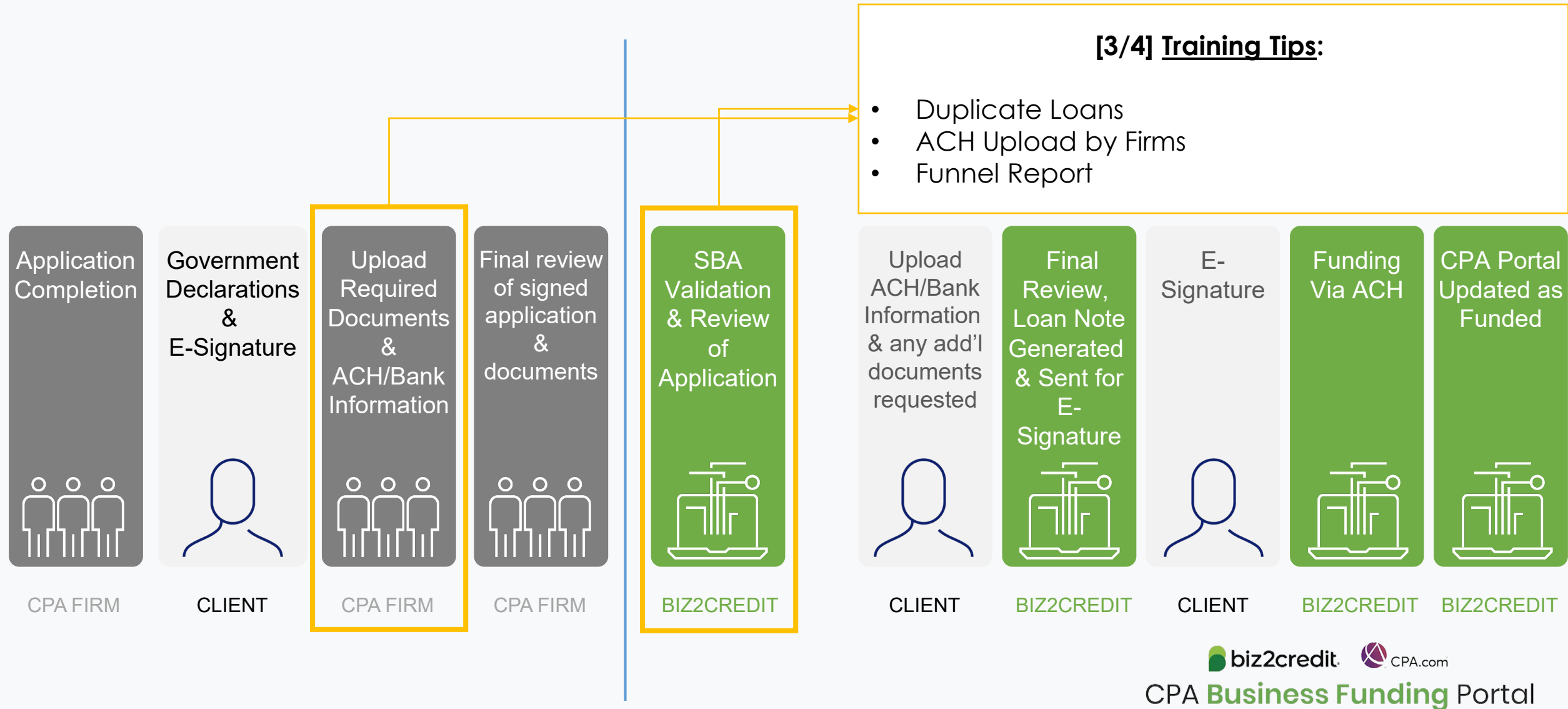
Live PPP Service Updates

March 9, 2021



Customer
Care Updates
from the CPA
Business Funding
Portal Team

Last Session's Training Tips



Today's Training Tips

[3/9 - TODAY] Training Tips:

Schedule C

- Application completion process
- Updates to the platform
- Submission Scenarios

Application Completion



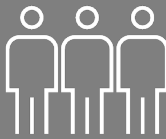
CPA FIRM

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



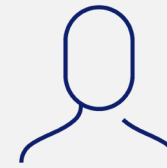
CLIENT

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: Schedule C Submission Scenarios

Training tip

- **Pre-submission – No E-Tran#:** Borrower can withdraw from the client facing portal
- **Post-submission – E-Tran #:** Manual Withdrawal Process from the SBA, submit request to support
- **Funded** – Borrowers will not have the ability to access additional funding (under current guidance)

Why it matters

For borrowers who have already completed a loan application, the new Schedule C changes may impact how they proceed.

It's important to understand where your client is at in the process. Based on that, you may take appropriate action to withdraw, and then complete and submit a new updated application to take advantage of the additional funding.

Dashboard Applications

Hi Jim, [Start a new application](#)

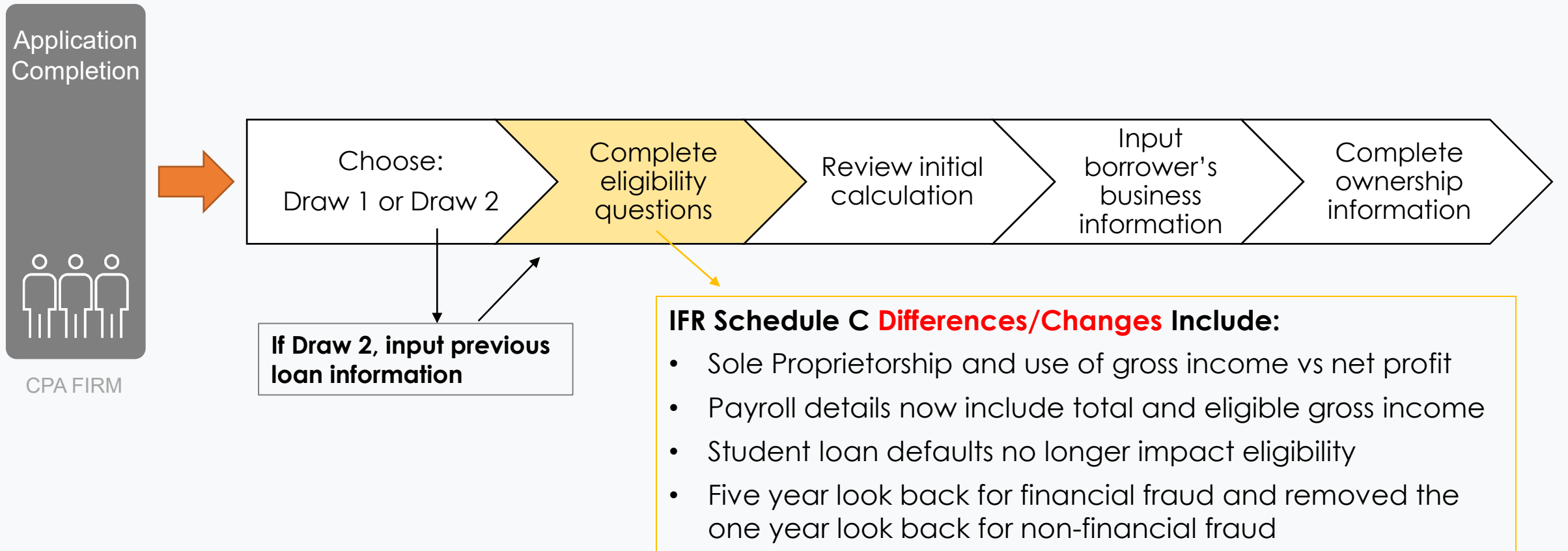
Funding Applications [Filter by](#) [BizAnalyzer™ Tool](#)

Click on "Copy" button to create a new application using an existing one.

Posted Date ▲ ▼	Application #	No. of Matches	SBA Loan Number (E-Tran)	Required Documents	Action
03/05/2021	ABC Corporation BIZ2255567	PPP			<div>Copy Withdraw</div>

*Pre: E-Tran

Application Completion Process



Training Tip: Schedule C Platform Updates

Training tip

New platform updates have been added to address changes to the application completion under new rules for Schedule C

Why it matters

Borrowers may be eligible for increased loan amounts under new guidance. This is crucial to ensuring the maximum loan amount is received.

Go deeper

Resource to Reference:

<https://home.treasury.gov/system/files/136/PPP-IFR-Loan-Amount-Calculation-and-Eligibility.pdf>

The screenshot displays the 'Business Information' section of the CPA Business Funding Portal. At the top, there are navigation links for 'Dashboard' and 'Manage Users'. Below this, the section is titled 'Business Information'. A note states: 'This information is required by the government for your Paycheck Protection Program application. It is based on [SBA Form 2483-SD-C](#)'. The 'Industry (NAICS code)' is set to '11110 - Soybean Farming'. The 'What is the borrower's business legal structure?' dropdown menu is highlighted with a yellow box, showing 'Sole Proprietor' as the selected option. Other fields include 'Date of Establishment' (02/13/1976), 'Employer Identification Number' (44-4444444), and a checkbox for 'The borrower's business doesn't have an EIN'. At the bottom, there is a question 'Is this business a franchise?' with radio buttons for 'Yes' and 'No' (selected). Navigation arrows are visible at the bottom of the form.

PCPS Pro Tip: Schedule C



PCPS Pro Tip:

Schedule C

Schedule C Filers may elect to calculate the owner compensation share of its payroll costs

- 1) Net Profit – *Line 31 on Schedule C*
- 2) Gross Income (*Line 7 on Schedule C*), as calculated under the rule below.

Schedule C filer with no employees

- Borrower may elect to calculate its loan amount based on either net profit or gross income.

Schedule C filer with employees

- Borrower may elect to calculate the owner compensation share of its payroll costs based on either **(i) net profit** or **(ii) the following calculation:**

Gross income

- Line 7 on Schedule C

LESS: IRS Form 1040 Schedule C

- Line 14 (Employee benefit programs)
- Line 19 (Pension and profit-sharing plans)
- Line 26 (Wages, less employment credits)

Equals: Payroll to use in loan amount calculation

- **NOTE:** This will be an annual amount. This must still be divided by 12 to get the average monthly payroll then multiplied by 2.5 for the maximum loan amount.

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 events)
- Semi-weekly live service webcasts

Visit up to date Resource Hubs

Agent Fees

Agent Fees not Showing up on Commission Report

- Premium & Enterprise firm subscribers to the CPA Business Funding Portal are eligible to receive agent fees
- In cases where a Biz2Credit funding specialist or case manager had to manually update or append a client application, the agent fees may not show up on your commission report in your firm dashboard
- If you have an application that falls into this scenario, please contact cpasupport@biz2credit.com to get this resolved

Important Reminders:

- You **must be a premium or enterprise subscriber** at the time the application was submitted
- If you upgraded to premium or enterprise from basic, applications submitted before the upgrade are **not** eligible for agent fees
- Applications your clients may have submitted directly to Biz2Credit do not qualify for agent fees

CPALoanPortal.com/resource-hub

The screenshot shows the biz2credit dashboard. At the top, there are links for 'Watch PPP Update Webcasts', 'CPA.com', 'Upgrade', and 'FAQs'. A 'Create New Client' button is in the top right. The main content area has a 'Dashboard' link on the left. A blue banner at the top of the main area says 'PPP Live Updates Webcast Series - Join Biz2Credit and CPA.com CEOs every Tuesday and Thursday at 10am ET'. Below this, there are two main sections. The first is 'New PPP Processing Resource Hub' with a green icon and a green button 'Visit Resource Hub'. The second is 'Important News:' with a sub-section 'Important Processing Statuses Explained' and a 'Download' button.

Dashboard

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](#)

The banner features a man in a suit on the right and a green box on the left with the text 'NEW: Required Documents Guidebook'. The main text on the right is 'REQUIRED DOCUMENTS GUIDEBOOK' followed by '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](#)'.

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

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 PPP 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

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](#)

2.29 Best Practices Training

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

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

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

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

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

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

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

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

The Biden-Harris Administration announced changes to the PPP that will

Posted: 2/23/21

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
- **NOTE:** SBA does NOT recognize P.O. Boxes

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
- Clearing SBA compliance/hold codes
- **Note:** For fastest loan processing, please provide all necessary documentation to funding specialists upon request

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