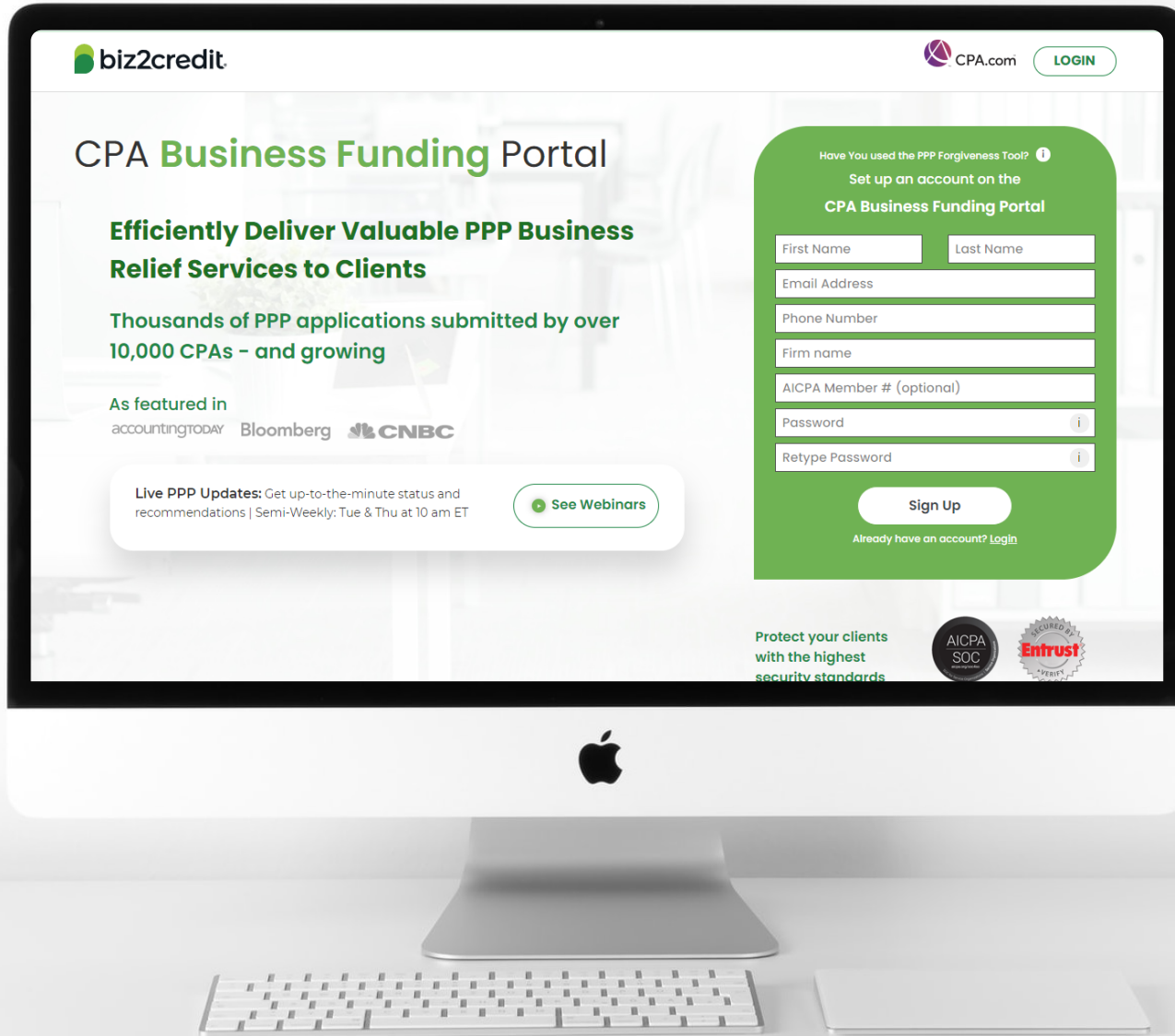




# CPA **Business Funding** Portal

Live PPP Service Updates

April 22, 2021



# Customer Care Updates from the CPA Business Funding Portal Team

# Training Tip: Draw 2 Applications

## Training tip:

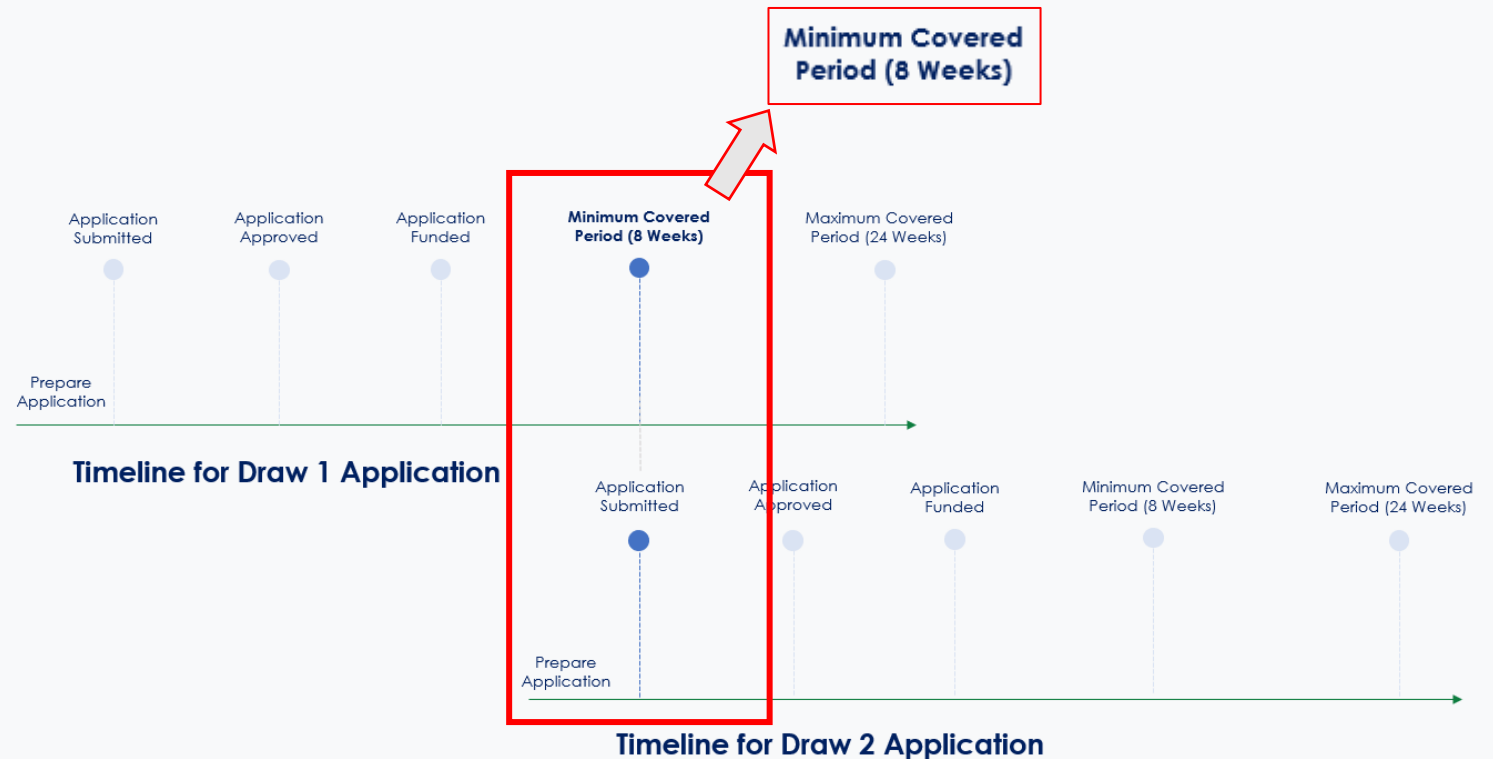
### 8-Week Minimum on Draw 2

Draw 2 applications can be *started* (and submitted) **8 weeks** after the dispersal of the Draw 1 PPP Loan which was funded by Biz2Credit in 2021.

### IFR: PPP Second Draw Loans

Due to SBA rules, the covered period for a Draw 1 PPP Loan and a Draw 2 PPP Loan **cannot overlap**.

The minimum Covered Period is 8 weeks for both Draw 1 PPP Loans and Draw 2 PPP Loans.



# Draw 2 Applications for 2021 Borrowers













## Training tip:

Getting a Draw 2 PPP Loan in 2021

## Applicants must:

- Have applied and been funded through Biz2Credit in Draw 1
- Certify funds from Draw 1 were used
  - Revenue reduction related documentation
  - Additional documentation for verification based on the application

Look for the 'Apply for Draw 2' button on the original 1st draw app in your applications dashboard

Client Name	Client ID	Phone Number	Email Address	Existing Client Applications	Action
Client 3003	BIZ176047	(809) 809-8908	client3003@b2cdev.com	2	   
Created on	Application Type	Business Name	Application ID	Application Stage	Action
Mar 30, 2021, 12:40:46 AM	PPP	Business 3003 Draw 1	APP18833	Funded ?	 
Mar 30, 2021, 1:25:31 AM	Forgiveness	Samsung Ltd.	APP18834	About borrowe	 
Contact 28031	BIZ175583	(687) 686-8686	contact28031@b2cdev.co	m	   

Will **only appear** 8 weeks after dispersal of Draw 1

# Training Tip: Draw 2 Functionality

## Training tip:

Information from the Draw 1 application will carry forward to populate the Draw 2 application

Additional information required for Draw 2 includes:

- Quarterly statements/bank statements proving 25% revenue reduction
- Bank Information
  - *If the client originally provided the information for Draw 1, this needs to be re-entered*
  - *If the firm added the bank information for Draw 1, then it will carryforward into the Draw 2 application*

The screenshot shows the 'Borrower's Bank Account Information' form in the biz2credit portal. The form includes a header with the biz2credit logo and a navigation menu on the left with options like 'Dashboard', 'Upload', and 'Quarterly statements'. The main form area contains a title 'Borrower's Bank Account Information :', a disclaimer, and a 'Void Check (0)' section. Below this are input fields for 'Bank Name', 'Business Name on Account' (pre-filled with 'Lydia Johnson'), 'Account Number', 'Re-enter Account Number', and 'Routing Number'. There are 'Upload' and 'Save' buttons. At the bottom, a 'Submit' button is circled in red. A red box highlights the 'Quarterly statements' link in the left sidebar.

# Notice for Draw 2 Applications

## Training Tip:

You must confirm the notice when submitting applications for the second draw. Please consider the following:

1. Draw 2 eligibility requirements:
  - Borrower must have used, or will use, Draw 1 loan funds on eligible expenses before applying for a Draw 2 loan.
  - Borrowers must acknowledge that they have used the Draw 1 funds on eligible expenses
2. The covered periods for the Draw 1 and Draw 2 loans cannot overlap.
  - For example, if a borrower received a draw 1 loan in 2021, and then received a draw 2 loan eight weeks later, the draw 1 covered period must end at eight weeks.

**Borrower's Bank Account Information :**

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) Upload

### Notice for Second Draw Applications

You are applying for a Second Draw PPP Loan while you have a First Draw PPP Loan in an active covered period. You should be aware of how applying for a Second Draw PPP Loan may affect your First Draw PPP loan and your eligibility for forgiveness on the First Draw PPP Loan.

Our data suggests that if you apply for a Second Draw PPP Loan today, the covered period for your client's First Draw PPP Loan will be capped at about 12 weeks. Due to SBA rules, the covered period determines the maximum forgivable payroll expenses by employee or owner-employee during this covered period.

By continuing, you and your client acknowledge that this Second Draw PPP Loan application is submitted with the understanding of the impact it may have on the maximum covered period for the First Draw PPP Loan that is currently in an active covered period.

Cancel Confirm & Submit

Submit

# 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 today's event](#))
- Continue joining these semi-weekly webcasts

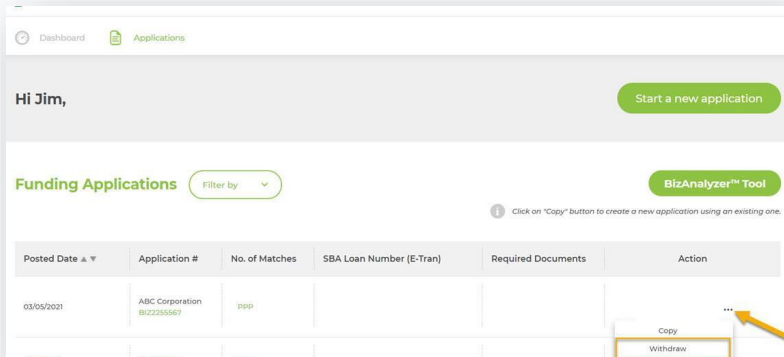
## Use the resource hubs

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

# Customer Care Reminders

## Withdrawal via Borrower

If application has **not** yet been provided an e-Tran number, the client can withdraw the application from their Biz2Credit account.



## Signed contracts

If your client's application contract has been e-signed and sent to accounting but has not yet been funded, email support with:

- Case ID
- Legal Business Name
- **Signed Loan Documents.**

## Underwriting (UW) Notes

*Important Reminders:*

- **Not all applications will have UW notes.**
- Underwriters may not immediately respond

If you **do not** see UW notes in your Portal but would like to know what additional information is needed, please:

1. Check back the following day
2. Email support with:
  - Case ID
  - Legal Business Name
  - Current Status



# Reminder: “Modify Application” Button

## Reminder

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.

Even with previously modified applications, please ask your client to review that the modification was submitted correctly.

## 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](#)

The screenshot shows the biz2credit dashboard with a progress bar indicating the application status: Get Started, Application, Pending, Submitted, and Get funds. A callout box titled "Paycheck Protection Program SBA response needs you to review" is displayed. The callout box contains the following text:

**SBA ALERT:** The SBA is performing more validations on applications that are submitted to them. Application processing times at the SBA are considerably longer than in the first round of PPP. This has also led to some errors and delays in processing from the SBA. Unfortunately, these issues are individualized. If your application has been in submission for a period of more than 3-4 days, it is likely that this processing delay has affected its processing by the SBA. Biz2Credit is working with the SBA to accelerate application processing as soon as possible. Please be patient and continue to check your dashboard and email for updates.

**Paycheck Protection Program SBA response needs you to review**

Your application could not be validated by the Small Business Administration (SBA). Please read the detailed information that was provided by the SBA in response to your application to understand the SBA did not validate your application. Because this is a validation response from the SBA, Biz2Credit can't do anything to advance this application until or unless you have taken steps to correct the reasons for the validation response.

**Step:** please read the detailed information provided by the SBA to understand what action you can take.

There is no guarantee that an application will be accepted after being modified.

**SBA VALIDATION RESPONSE**

**FIRST DRAW LOAN NUMBER IS MISSING**

The SBA's automated systems have determined that this second draw loan application is missing the correct first draw SBA loan.

Have a question? Learn More About the PPP [Read our PPP FAQs](#) [Visit the COVID-19 Hub](#)

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

**Validation Error:** 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.

**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.**

# 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)*)

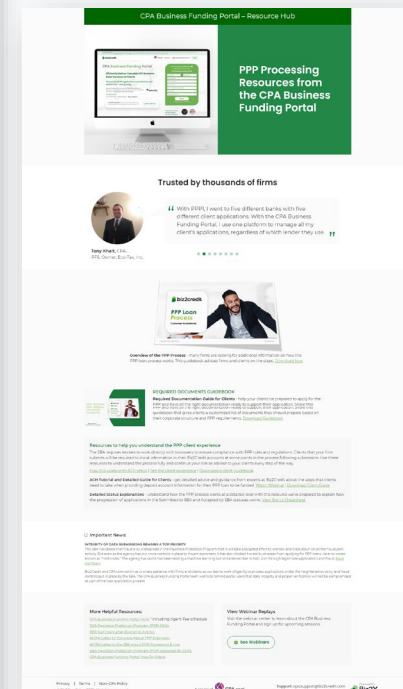
✓ **PPP Information, such as:**

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

CPA.com/PPPResources



CPALoanPortal.com/Resource-Hub



# 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