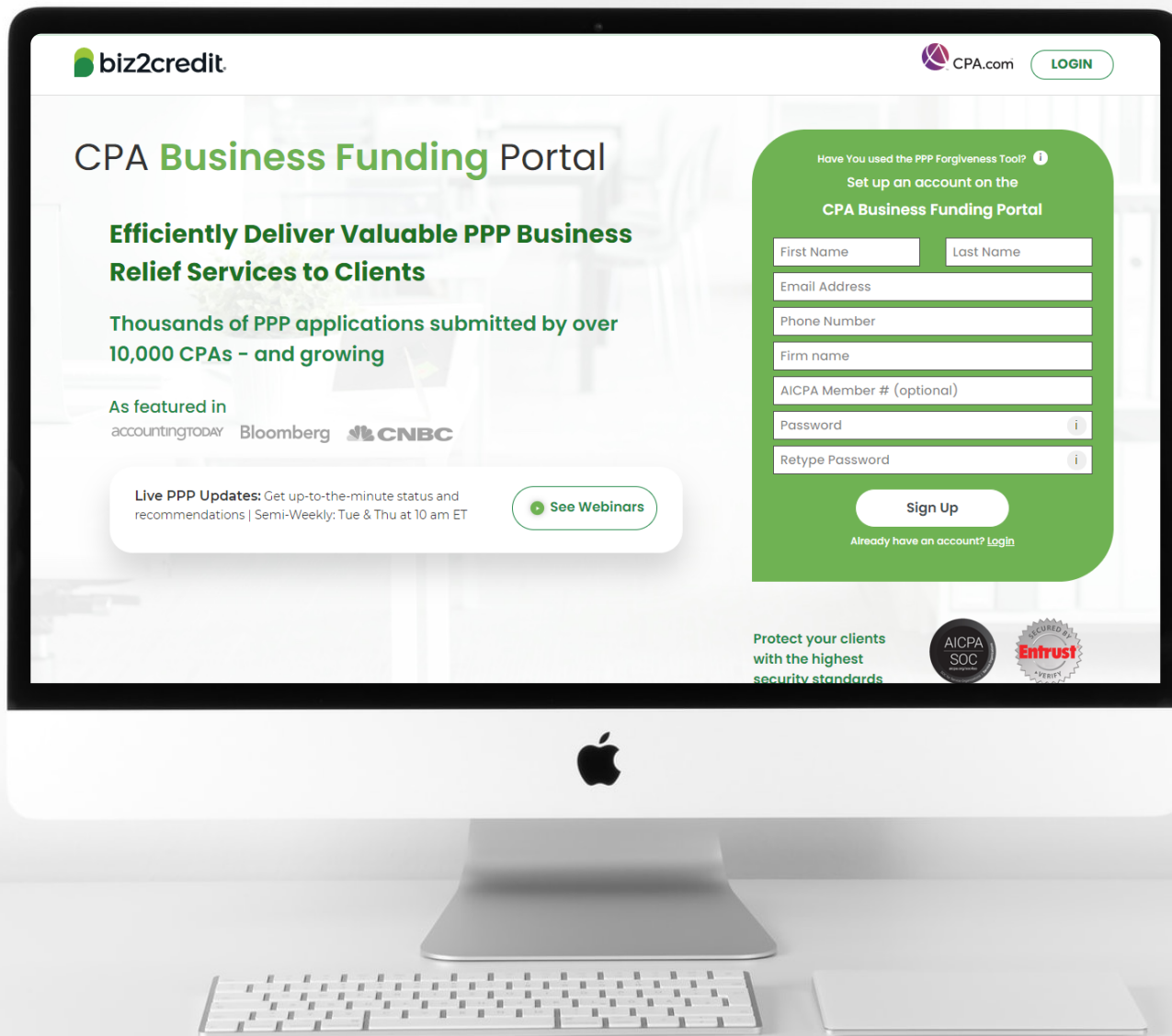




CPA **Business Funding** Portal

Live PPP Service Updates

April 1, 2021



Customer
Care Updates
from the CPA
Business Funding
Portal Team

Second Draw for 2021 Borrowers

Training tip:

Getting a 2nd Draw PPP Loan in 2021 – Applicants must:

- Have applied and been funded through Biz2Credit in Draw 1
- Certify funds from 1st Draw were used
 - Revenue reduction related documentation
 - Additional documentation for verification based on the application
- The client's business must have experienced a revenue reduction of 25% or greater due to the COVID-19 pandemic.

The screenshot shows the Biz2Credit dashboard for a client named 'Client 3003'. The dashboard includes a header with the Biz2Credit logo, navigation links (Dashboard, Manage Users), and a purple banner about CPA.com and Biz2Credit partnership. The main section is titled 'Upload documents' and contains instructions for uploading documents for verification. Below this, there are two document upload sections: '2019 IRS Form 1040 Schedule C (0)' and '2020 IRS Form 941 for Quarter 1 OR Payroll statement covering 2/15/2020'. The '2020 IRS Form 941' section is highlighted with a red box. Below the document upload sections, there is a table with columns: Client Name, Client ID, Phone Number, Email Address, Existing Client Applications, and Action. The table lists two applications: 'Business 3003 Draw 1' (Funded) and 'Samsung Ltd.' (About borrower). The 'Samsung Ltd.' application has a red circle around the 'Apply for Draw 2' button in the 'Action' column. The 'Apply for Draw 2' button is also highlighted with a red circle. The 'Apply for Draw 2' button is located in the 'Action' column of the 'Samsung Ltd.' application row.

LOOK FOR THE 'APPLY FOR DRAW 2' BUTTON ON THE ORIGINAL 1ST DRAW APP IN YOUR APPLICATIONS DASHBOARD

Schedule C Borrowers & Bank Accounts

Training tip:

Due to challenges with the opening of a business-specific bank account during the pandemic, borrowers can include additional information on the application.

- A borrower can utilize the DBA (Doing Business As) field within the business information screen of the platform.
- Borrowers can put their name in the legal name field as this will correlate with the Schedule C being filed and use the DBA field for the business name.
- When the application reaches underwriting both the legal name and business name will be captured on the application.

biz2credit

[Dashboard](#) [Manage Users](#)

Business Information

This information is required by the government for your Paycheck Protection Program application. It is based on [SBA Form 2483-SD-C](#)

Business legal name
Quantum, LLC

☒ This business has another name (DBA or tradename)

DBA or tradename

Business phone no. ☐ Same as mobile no.

Business address City

State ZIP code

Application Withdrawal Process

Training tip

For Schedule C applications that are post-submission and have an E-Tran #: a manual withdrawal request from the SBA must be submitted to support

During withdrawal processing:

- Complete the new application including document upload, ACH information, and E-signature
- Wait to submit until prior application is successfully withdrawn

Resource to Reference: [3/23 Webcast, Customer Care Update](#)

Withdraw requests for applications with an E-Tran

- Email cpasupport@biz2credit.com the following information:
 - ✓ Business name
 - ✓ Case ID
 - ✓ EIN
 - ✓ Client contact email
- *Note:* these requests may take **10+ days** to withdraw from the SBA

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

Use the resource hubs

- [CPA.com/PPPResources](https://cpa.com/PPPResources)
- 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)
- 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*)

✓ **PPP Information, such as:**

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



Customer Care Reminders

Document Requests

Advise clients to continue keeping an eye out for communications that are requesting additional documentation in order to finish processing their PPP loan application.

This will likely come from a Biz2Credit Funding Specialist. (ex. Yodlee requests for account connection.)

Common Mistakes

If not caught before submission, these mistakes could cause the application to be rejected.

- ACH details provided are **not** for a business checking account
- 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

Customer Care Reminder: Missing Documents

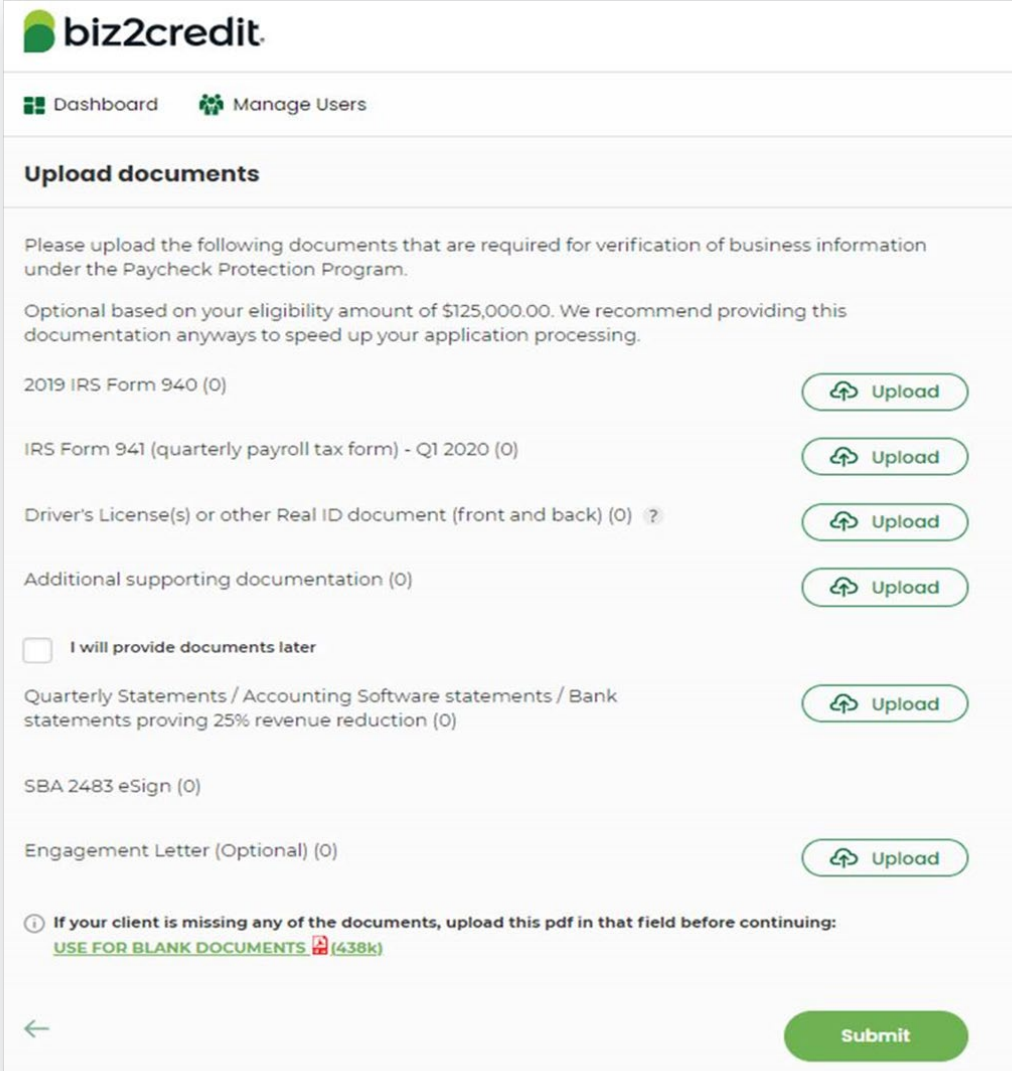
If the application is *missing documents*, it could be due to a client modification request.

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](#)

① 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

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

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 Tuesday at 10am ET