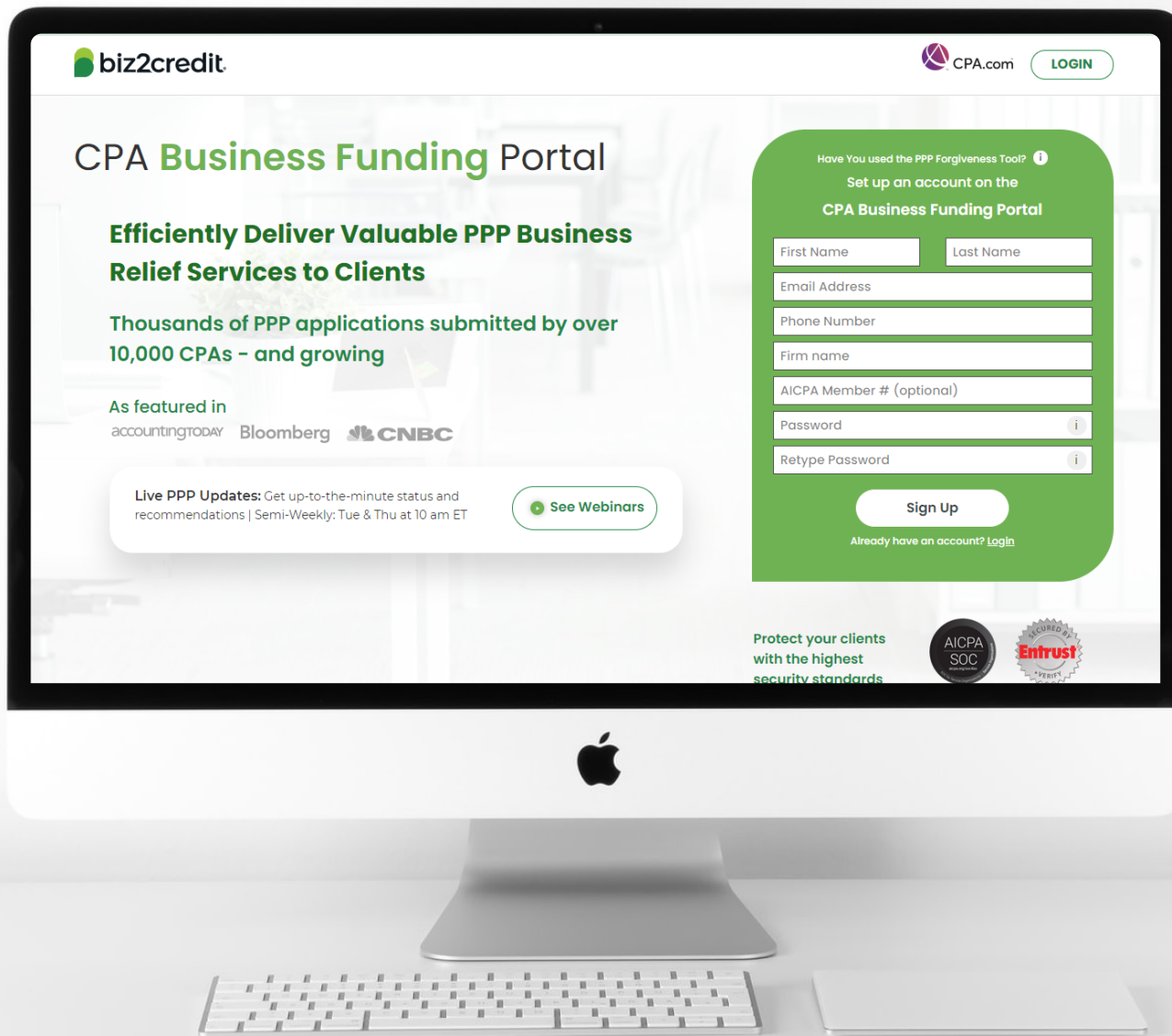




# CPA **Business Funding** Portal

Live PPP Service Updates

April 6, 2021



Customer  
Care Updates  
from the CPA  
Business Funding  
Portal Team

# Using Yodlee

## Training tip

Advise clients to connect their account via Yodlee 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

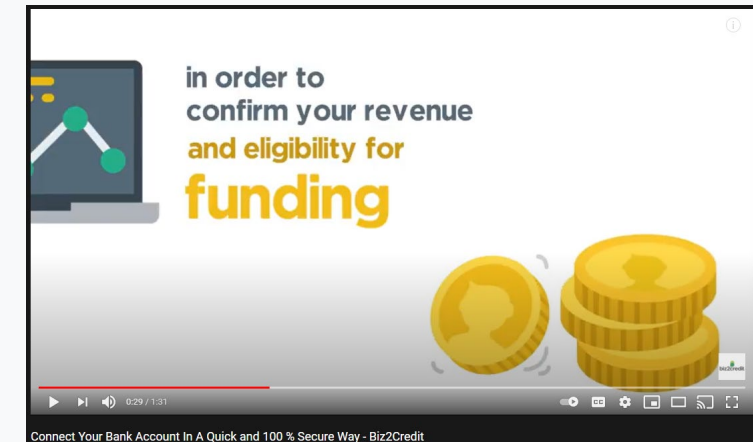
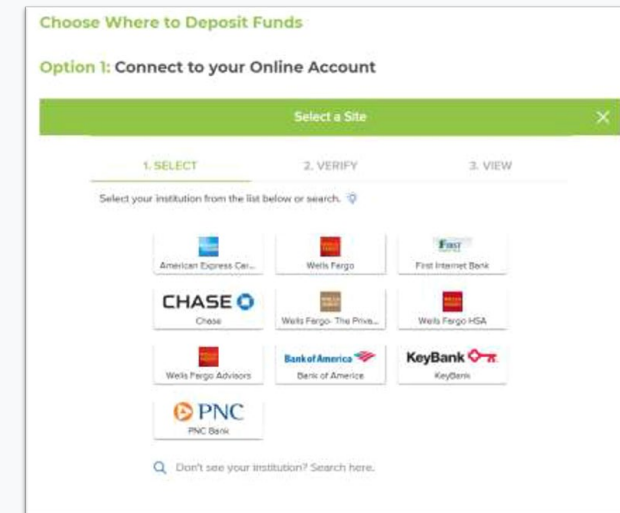
**Note:** The original email link will expire in 24 hours. If your client needs a new link, they should reply to the Funding Specialist email directly and copy [cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com).

## 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



# 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)**  
Department of the Treasury  
Internal Revenue Service (99)

**Profit or Loss From Business (Sole Proprietorship)**  
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.

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

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	<b>Gross profit.</b> Subtract line 4 from line 3 . . . . .	
6	Other income, including federal . . . . .	
7	<b>Gross income.</b> Add lines 5 and 6 . . . . .	

Figure 1:  
Editable

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**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	<b>Gross profit.</b> Subtract line 4 from line 3 . . . . .	
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions) . . . . .	
7	<b>Gross income.</b> Add lines 5 and 6 . . . . .	

**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 this Thursday, April 8<sup>th</sup> 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*



# Customer Care Reminders

## Special Outreach to Firms

Communications were sent to firms notifying them of instances where an action could be taken to move a client application to the next step towards funding. Communications related to:

- Applications with a “borrower resolved” validation code(s)
- Applications in “more information needed” status with no client response
- Lender certification information requests

***Please double-check if you received this email (including spam/junk folders).***

The emails came from  
[cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com).

## 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.

- Driver's license images are blurred, pixelated or expired
- Business owner names on the documents provided do *not match* application
- Payroll documents are missing or were uploaded for the incorrect reference period



# Important Update: Firm Verification

**Access to the CPA Business Funding Portal** is available to licensed professionals and advisors who are processing the Paycheck Protection Program loan applications & loan forgiveness applications on behalf of their clients.

The CPA Business Funding Portal must maintain standards related to users of the platform, and ensure the rules and guidelines established by the Small Business Administration (SBA) to prevent fraud are properly followed.

**Update: *Verification of eligible users is complete.***

## **New Application Policy For Non-CPA Users**

**Effective April 2, 2021**, if you are a non-CPA user you will only be able to submit applications if you meet certain conditions related to your controls on client qualification and document gathering.

**If you are a verified non-CPA firm**, you have two options to continue processing PPP applications:

1. Partner with a CPA firm and have the CPA firm submit applications on your/your client's behalf
2. Undergo a controls review with a firm, and upon completion/passing, continue to submit applications



# 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

## 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