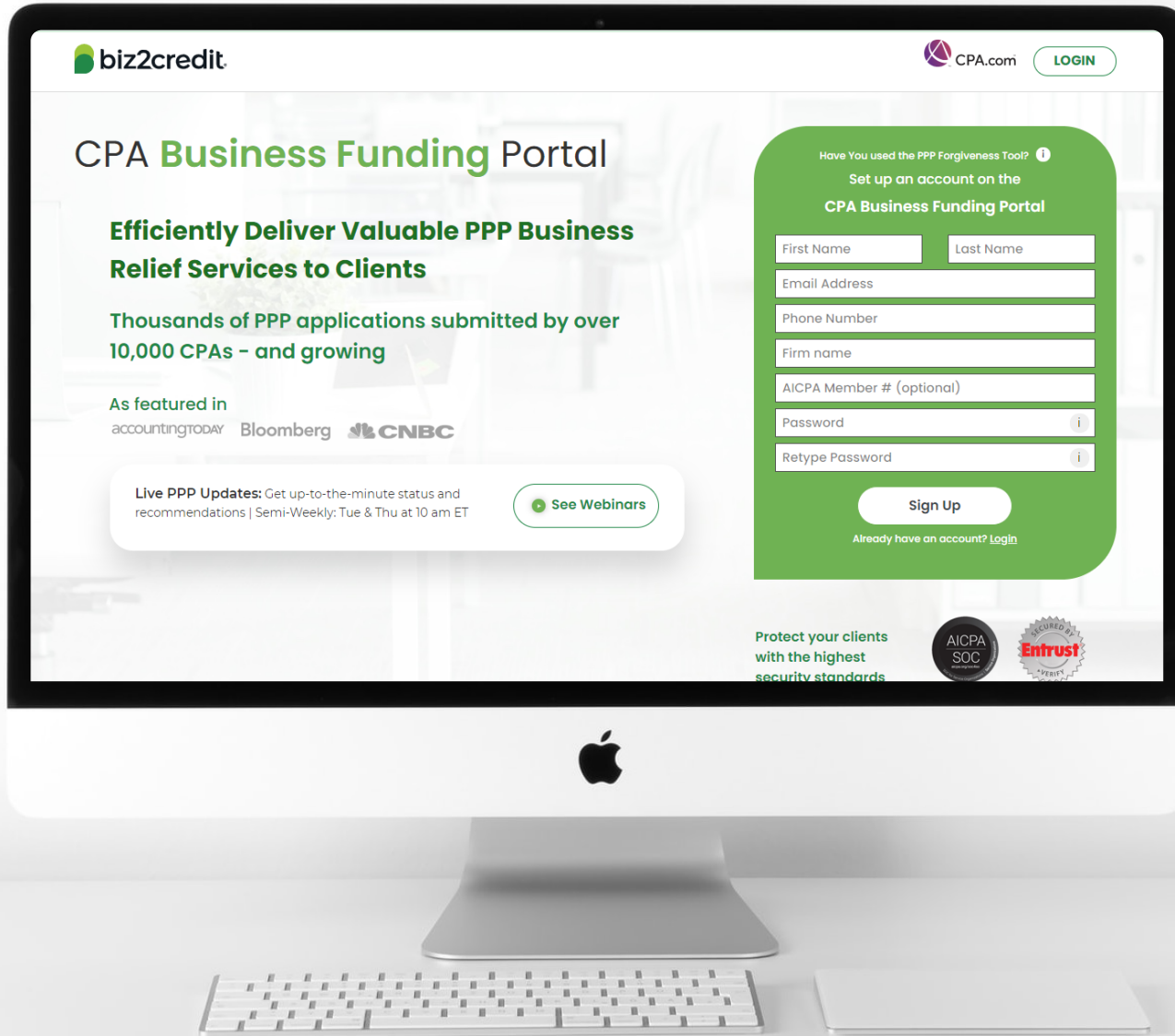




# CPA **Business Funding** Portal

Live PPP Service Updates

April 20, 2021



# Customer Care Updates from the CPA Business Funding Portal Team

# 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](#)

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.

**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.

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

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.

# Resolved by Borrower

## *Self Service Error Codes Expanded*

### Steps to Error Resolution

1. Identify error
2. Log in as your client
3. Identify error(s) that need correction
4. Modify the application

### Reminders

- If you cannot correct the error, please refresh your screen and/or clear your “cookies” in your browser and retry.
- You will see the same screens that you used to upload the application when assisting the borrower in modifying the application.
- You may have received an email from support indicating that your client (the borrower) has an error code that they need to resolve. The email indicates the business name and case ID which will help you identify the client in platform.

### 21 Error Codes Added

E00196	E0030
E0025	E0035
E0036	E0095
E0430	E0023
E0024	E0020
E02743	E0038
E0034	E0096
E0431	E0430
E0003	E0004
E0087	E0059
E01040	

# Prepare for Forgiveness

## Plan for Forgiveness

Prepare your firm and clients to submit forgiveness applications.

Collecting information ahead and understanding the forgiveness journey ahead of time will help streamline the forgiveness process.

### Best Practices:

- Keep documentation together and collect support for non-payroll costs, payroll costs, FTE documents

### Keep in mind:

- Forgiveness journey for loan applications processed through the CPA Business Funding Portal is now live
- Covered period starts on the day the funds were received
- Borrowers can now elect any covered period between 8 and 24 weeks

### Resource to reference

- View the AICPA's [Summary of PPP After Enactment of the Economic Aid Act](#)

# 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 the April 22<sup>nd</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)

# Customer Care Reminders

## Top Reminders:

1. If you cannot add notes to the underwriter and are seeing the "*More Information Needed*" status, you can contact support to review for you.
2. Yodlee:
  - If your client's Yodlee link has expired after the allocated 72 hours, contact support who will resend you a link.
  - If your client's bank *does not allow* connection to Yodlee, please work with your funding specialist or insert notes to the underwriter to secure an alternative method of account authentication (e.g. DecisionLogic).
3. If you have clients on your portal that have already received funding from another lender, *please withdraw* the application from the Portal.

## Forgiveness Reminders:

1. You **cannot** submit forgiveness applications for draw 2 loans in the Portal at this time.
2. You **can** use the Portal to create forgiveness application packages for draw 1 loans and submit to your client's original lender.
  - **Don't forget:** to complete the package you must click the green "*next*" arrow on the document upload screen after the client completes the e-Signature of the form 3508. This will send a complete package in a zip file to the client and the documents will be available for you to download in the Portal as well.

# 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*





# 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 Thursday at 10am ET