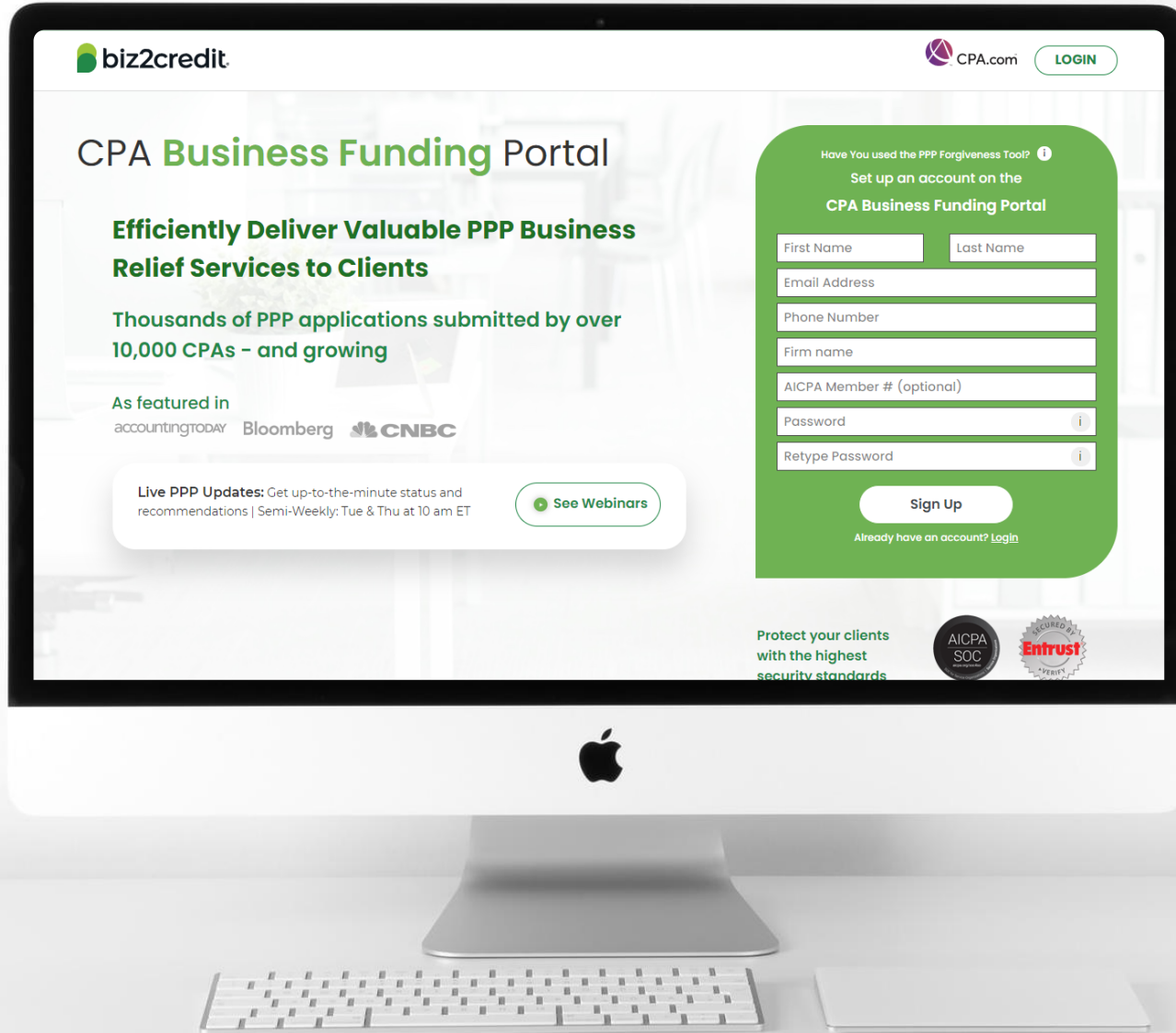




# CPA **Business Funding** Portal

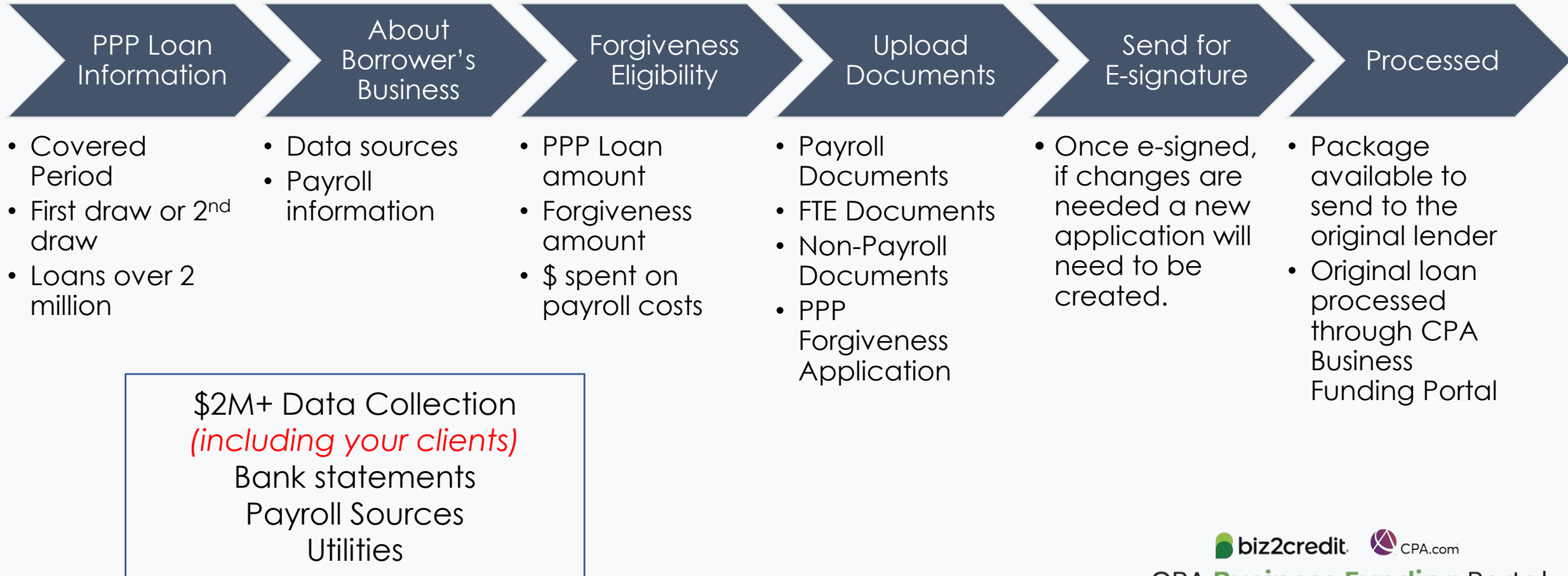
Live PPP Service Updates

May 27, 2021



# Customer Care Updates from the CPA Business Funding Portal Team

# Forgiveness Application Journey



# PCPS Pro Tip: Forgiveness Calculators



## Best practices for using the loan forgiveness calculator

- Loan forgiveness applications less than \$150k will use Form 3058S Loan Forgiveness Calculator
- Loan forgiveness applications greater than \$150k will use the AICPA Loan Forgiveness Calculator

If 3508 is required, the borrower will have options for how to enter all the required data:

- Input the data directly in the platform
- Leverage the AICPA Loan Forgiveness Calculator
  - Calculator can be uploaded to the portal
  - This will map the information from the calculator to the platform

## Go Deeper:

- [Additional resources for loan forgiveness applications & instructions](#)
- [SBA FAQs on Loan Forgiveness](#)

***Please read all the instructions as there are functionality tips and tricks provided to assist.***

# Forgiveness: Documentation

## Training tip

3508 auto populates in the platform

Prepare:







- Upload all documentation requested
- Ensure e-signature journey is complete
- Proceed to next step for complete application
  - Package available to send to the original lender
  - Submit directly if original loan was processed through CPA Business Funding Portal

## Go deeper





Series of Forgiveness Resources available at [aicpa.org/sba](https://aicpa.org/sba)

### Upload Additional Required Documents







#### 1. Payroll documents

-  Banking Statements (0)  Upload
-  Payroll reports OR tax forms (IRS 941) for the period that overlaps covered period (0)  Upload
-  Payments receipts, cancelled checks, or account statements documenting the amount of an employer's contributions to employee health insurance and retirement plans (0)  Upload

#### 2. FTE documents

-  Document showing average number of FTEs employed between Feb 15, 2019 and Jun (0)  Upload
-  Documents showing average number of FTEs employed between Jan 01, 2020 and Feb 29, 2020 (0)  Upload





#### 3. Non payroll documents

-  Business mortgage interest payments (0)  Upload
-  Business rent or lease payments (0)  Upload
-  Business utility payments (0)  Upload

#### 4. PPP forgiveness application form

-  Form 3508  View  Send For E-Sign  Regenerate 3508

### Application Progress

-  PPP loan information
-  About borrower's business
-  Forgiveness eligibility
-  Upload documents

### AICPA PCPS Pro Tip

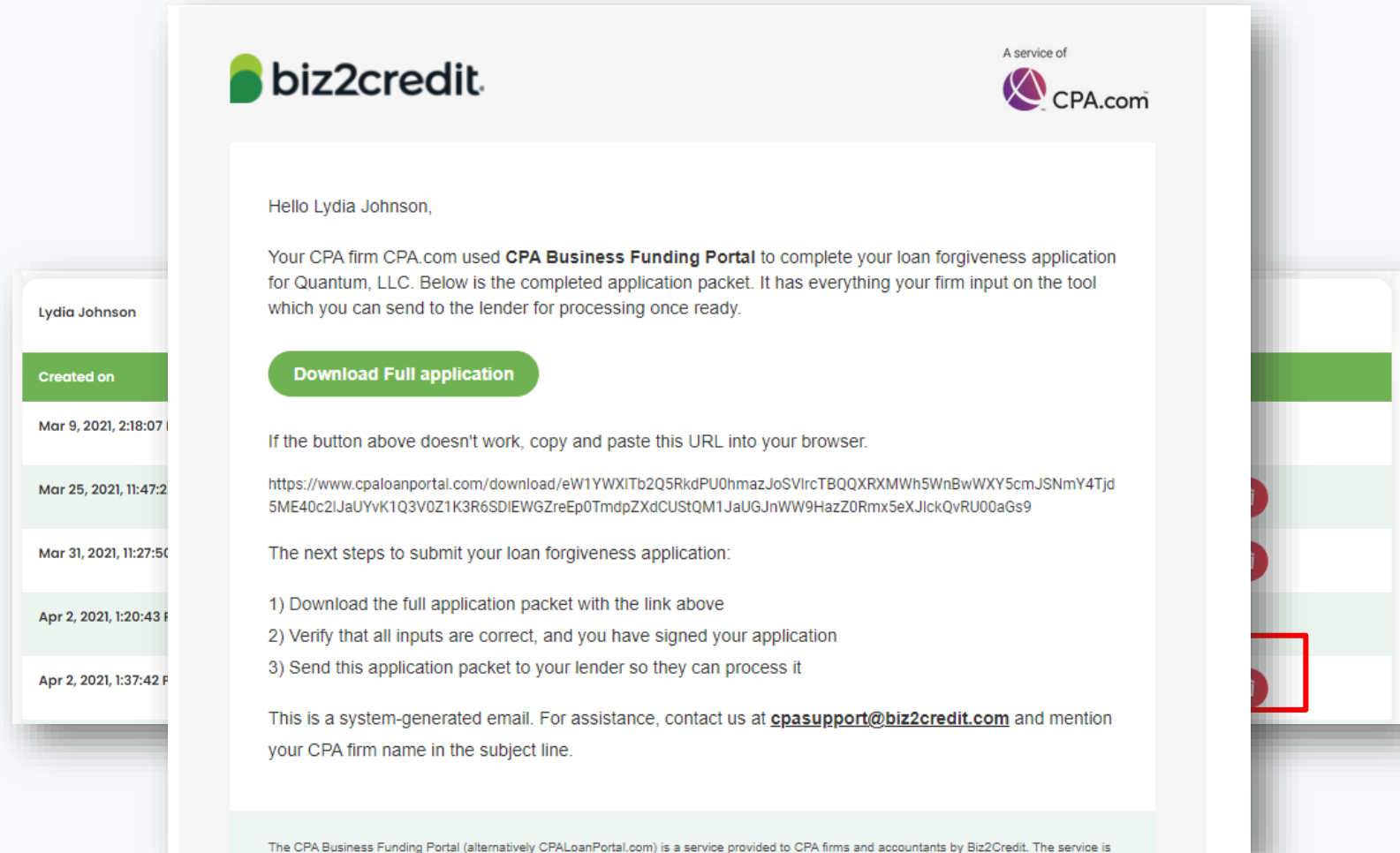
The AICPA's Private Companies Practice Section (PCPS) offers valuable insights on key areas of the Paycheck Protection Program (PPP) and the loan forgiveness application by using the latest guidance from the Treasury and Small Business Administration (SBA). Learn more about PCPS at [aicpa.org/pcps](https://aicpa.org/pcps).

# Training Tip: Forgiveness App Package

## Training tip

If a borrower applied and was funded for draw 1 with another lender but is applying for forgiveness through the CPA Business Funding Portal, then the application package must be provided to the original lender

- Once e-signature process is complete, the forgiveness application package can be downloaded and includes:
  - Loan Forgiveness Cover Sheet
  - PPP Loan Forgiveness Application
- The borrower will also receive an email notification regarding the forgiveness application



# Optimize your Business Funding Portal Experience

## Join a best practice session

When: Thursdays, 2-3PM ET

Where: [Register here](#)

## Stay informed

- Read the daily update emails
- Join the Bi-weekly AICPA Town Halls ([Register here for the June 3<sup>rd</sup> event.](#))
- Continue joining these semi-weekly webcasts

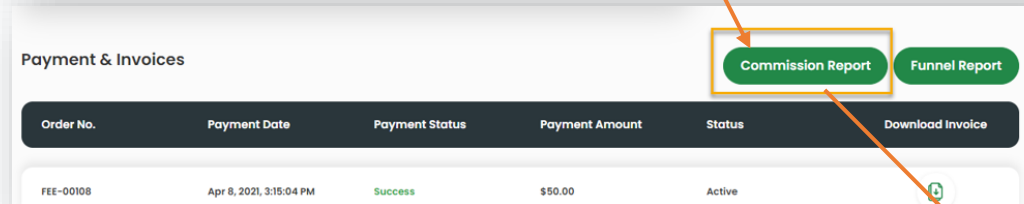
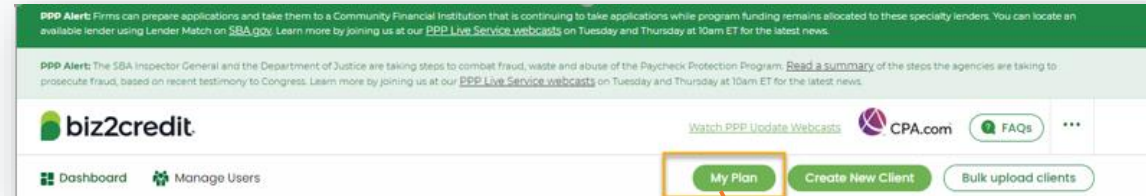
## Use the resource hubs

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

# Customer Care Reminders

## Viewing Agent Fee Payments

1. Login to the Super Admin. Account
2. Click on the 'My Plan' button in the top navigation area
3. Scroll down and click on the 'Commission Report' button under the 'Payment & Invoices' section
4. Find column labeled, 'Commission' to see the total amount paid and total amount pending.



SBA Loan Number	Business Name	Lender	Funded Date	Funded Amount	Commission <sup>1</sup>	Op
0023456789	New-Client01	Itria Ventures	01/01/2021	\$2,000.00	\$200.00	✓
2918400284	ata	Itria Ventures	02/28/2021	\$664,797.00	\$3,323.99	✓
				\$666,797.00	\$3,523.99	
					\$150.00	
					\$3,373.99	

set by the Treasury Department and currently set so they may not exceed One percent (1.00%) for loans of not more than \$350,000; 0.50 percent for loans of more than \$350,000; 0.25 percent for loans of at least \$2 million; for Loans under \$50,000, it is expected that the fee will be based on the lesser of either \$500 or 10% of the loan amount.



# Customer Care Reminders

## Underwriting (UW) Notes

Email notifications will be sent to alert you to underwriting (UW) notes.

To access the new case notes either:

- click the “view application” option in the email, or;
- access the note via the portal






Refer to the [Shorthand Cheat Sheet](#)

### 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:**

- ✓ Check back the following day
- ✓ Email [cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com) with:
  - Case ID
  - Legal Business Name
  - Current Status
    - Including if new information was uploaded

Feb 25, 2021, 5:58:13 AM	PPP	MOCKDATA 225310	APP18381	Approved ?	 
Feb 26, 2021, 1:45:47 AM	PPP	Business funnel 01253	APP18383	Upload document	  

View UW Notes (1)

**UW Note**

Funnel test  
TEST  
Apr 7, 2021, 4:01:19 PM

Client02

Please share below documents:- 1. Driver's License. 2. IRS Form 941.

**Additional Documents required**  
IRS Form 941 (quarterly payroll tax form) - Q1 2020  
Driver's License(s) or other Real ID document (front and back)  
[Click here to Upload](#)  
Apr 7, 2021, 4:59:31 PM

Enter Your Note


**UW Note**


Funnel test  
TEST  
Apr 7, 2021, 4:01:19 PM

Client02

Please share below documents:- 1. Driver's License. 2. IRS Form 941.

**Additional Documents required**  
IRS Form 941 (quarterly payroll tax form) - Q1 2020  
Driver's License(s) or other Real ID document (front and back)  
[Click here to Upload](#)  
Apr 7, 2021, 4:59:31 PM

IRS Form 941 (quarterly payroll tax form) - Q1 2020 (1)  
verifier-screen (2).pdf 

Driver's License(s) or other Real ID document (front and back) (1)  
store-document (5).pdf 

Please find attached requested document.

characters:4960

[Send Reply](#) [Close](#)

**UW Note**

Funnel test  
TEST  
Apr 7, 2021, 4:01:19 PM

Client02

Please share below documents:- 1. Driver's License. 2. IRS Form 941.

**Additional Documents required**  
IRS Form 941 (quarterly payroll tax form) - Q1 2020  
Driver's License(s) or other Real ID document (front and back)  
[Click here to Upload](#)  
Apr 7, 2021, 4:59:31 PM

Funnel Test  
Please find attached requested document.  
**Additional Documents sent**  
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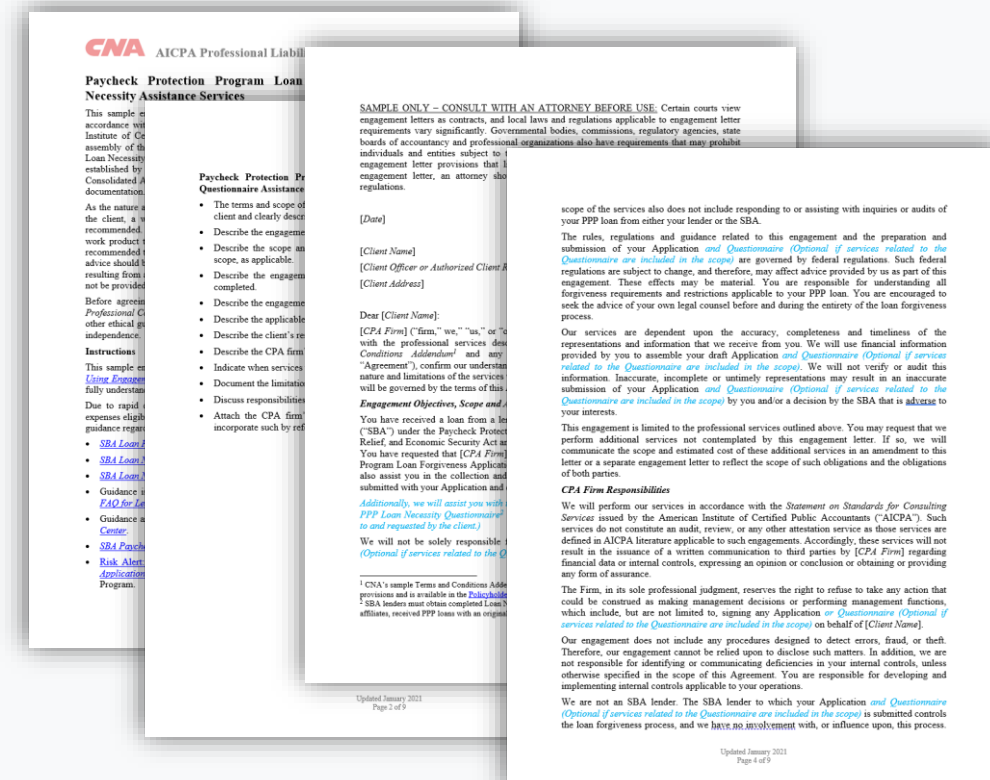
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[Send Reply](#) [Close](#)

## CPA Resources to Support Forgiveness Engagement with Clients

[Download here](#)

[Download 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*



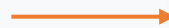
# FAQs

Reference the FAQs at [CPALoanPortal.com/#pppfaq](https://CPALoanPortal.com/#pppfaq)

✓ FAQs sorted by topic area

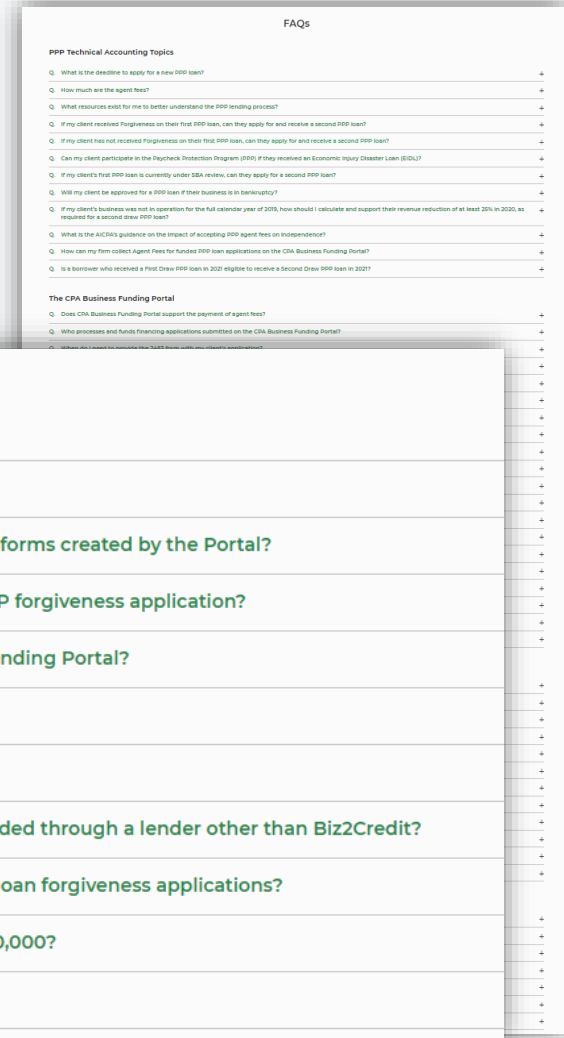
- PPP Technical Accounting Topics
- The CPA Business Funding Portal
- PPP Applications
- PPP Forgiveness

✓ FAQs specifically for forgiveness



## PPP Forgiveness

- Q. How is the CPA Business Funding Portal different from the PPP Forgiveness Tool?
- Q. What third party services does the CPA Business Funding Portal integrate with?
- Q. How can I know if lenders will accept the electronically generated PPP forgiveness forms created by the Portal?
- Q. Can you override the system if we disagree with a calculation or line item in the PPP forgiveness application?
- Q. Can I create and submit a PPP loan forgiveness application on the CPA Business Funding Portal?
- Q. How do I create a forgiveness application in the CPA Business Funding Portal?
- Q. How do I use the AICPA FTE calculator for PPP loan forgiveness applications?
- Q. Can the CPA Business Funding Portal be used to apply for forgiveness for loans funded through a lender other than Biz2Credit?
- Q. Does the CPA Business Funding Portal support the payment of agent fees for PPP loan forgiveness applications?
- Q. What documentation is required for forgiveness applications of loans less than \$150,000?
- Q. What documentation is required for forgiveness applications of Schedule C filers?



# Our Customer Care Teams

## Customer Service Managers

Email Support Available: 8am – 8pm ET  
[cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com)

## Biz2Credit Funding Specialists

Assigned to applications in queue to facilitate funding process

## "Special Requests"

Assistance with other inquiries CSRs and FSs cannot help with.

### Frequent CSR Help items:

- Yodlee & DecisionLogic link re-send requests
- Assistance when no underwriter notes (UW) available & "More Information Needed" status
- Withdraw requests
- General application status inquiries
- DocuSign link re-send requests

### Frequent FS Help items:

- Yodlee alternative verification method requests (ex. DecisionLogic)
- Loan amount discrepancies

### Reach out to these specific contacts:

- Technical Issues (e.g. Login)
  - Email: [techhelp@biz2credit.com](mailto:techhelp@biz2credit.com)

# 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