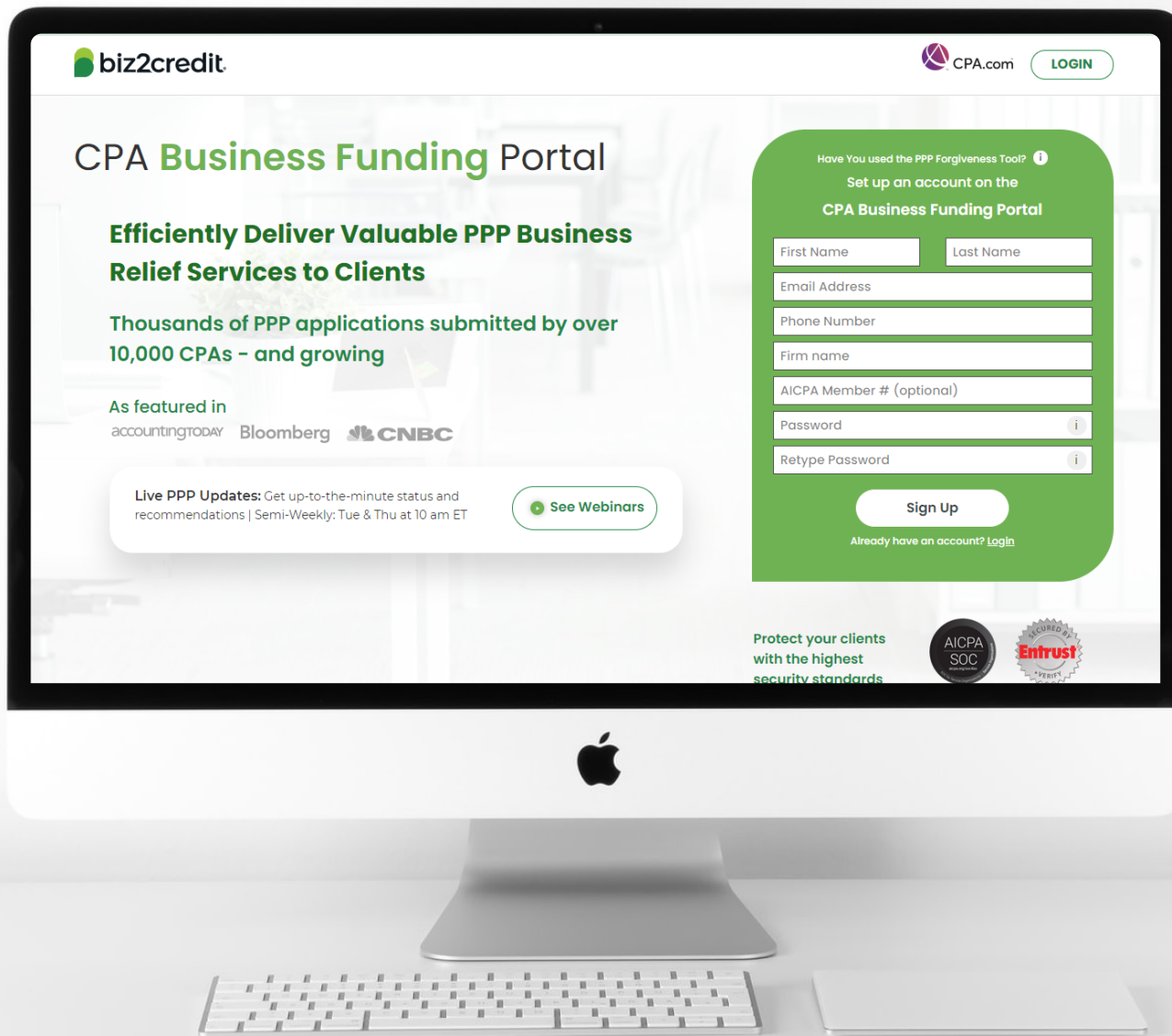




CPA **Business Funding** Portal

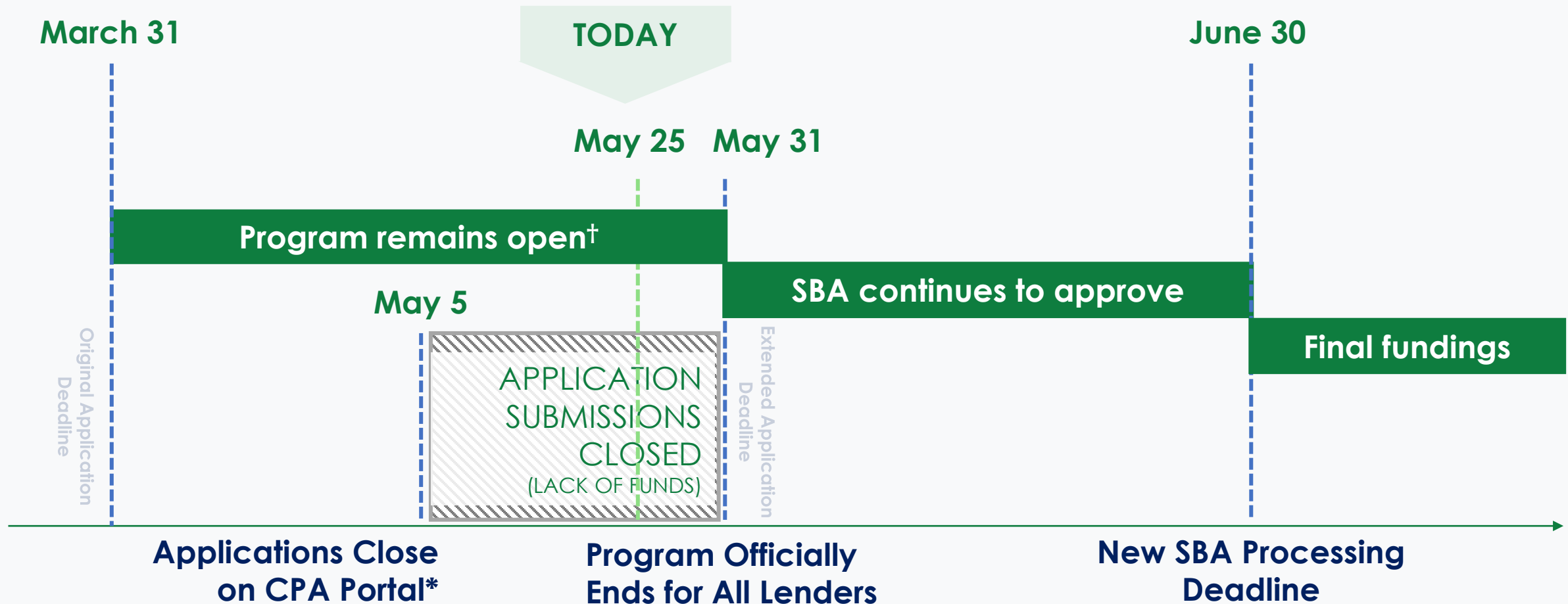
Live PPP Service Updates

May 25, 2021



Operational Updates from the CPA Business Funding Portal Team

PPP Timeline: The Final Phase



* Closure due to lack of funds availability in PPP general fund † Applications available at Community Financial Institutions (CFIs)

Application Statuses for Error Applications

SBA Validation Error – Program Funding Expired

- An API Validation Error did not make it into the SBA system for further SBA processing – it was submitted and rejected by the SBA system ‘at the front door’.
- These applications have now received updated statuses in most cases that can be seen on the dashboard.

Hold Code – Expired - SBA Hold

- You can still submit application through CFI lenders, and it can still be funded if the Codes are resolved. Please let us know if you’d like to withdraw your application on the portal
- Only some of these Hold Codes can be resolved by the lender. Most are complex and require contacting the original lender (if Second Draw).
- ***SBA has repeatedly stated that not all Hold Codes will be resolved prior to program expiration.***



SBA Procedural Notice

TO: All SBA Employees and Paycheck Protection Program Lenders

CONTROL NO.: 5000-20092

EFFECTIVE: February 10, 2021

SUBJECT: Revised SBA Paycheck Protection Platform Procedures for Addressing Hold Codes on First Draw PPP Loans and Compliance Check Error Messages on First Draw PPP Loans and Second Draw PPP Loans

This Notice revises the guidance provided in SBA Procedural Notice [5000-20083](#), SBA Paycheck Protection Platform Procedures for Addressing Unresolved Issues on Borrower First Draw PPP Loans, effective January 26, 2021. The purpose of this updated Notice is to inform SBA employees and Lenders of new SBA Paycheck Protection Platform (platform) procedures to address (1) Second Draw Paycheck Protection Program (PPP) Loan guaranty applications where there is a Hold Code on the Borrower's First Draw PPP Loan, and (2) First Draw PPP Loan guaranty applications and Second Draw PPP Loan guaranty applications with Compliance Check Error Messages.

Under the CARES Act, PPP Lenders are deemed to have delegated authority to make and approve PPP loans without prior SBA review. After issuance of the SBA loan number, all First Draw PPP Loans made in 2020 were individually screened by an automated tool. The automated tool compared First Draw PPP Loan data against publicly available information and applied eligibility and fraud detection rules to identify anomalies and/or attributes that may indicate non-compliance with eligibility requirements, fraud or abuse. Additionally, after issuance of the SBA loan number, SBA performed data analytics, including reviewing information from the Department of Treasury Do Not Pay lists, and other analyses of the 2020 First Draw PPP Loan portfolio. The automated tool screening, data analysis, and other analyses resulted in the issuance of Hold Codes on certain 2020 First Draw PPP Loans.

In 2021, before issuance of an SBA loan number, SBA is conducting front-end Compliance Checks on Lender loan guaranty applications for new First Draw PPP Loans and Second Draw PPP Loans using a modified version of the automated screening tool and information from the Department of Treasury Do Not Pay lists. When an issue is identified, the Compliance Checks generate a Compliance Check Error Message. In many cases, the Hold Codes and the Compliance Check Error Messages identify the same issues.

PAGE 1 of 11

EXPIRES: 2-1-22

SBA Form 1353.3 (4-93) MS Word Edition; previous editions obsolete

Must be accompanied by SBA Form 58

Info on Agent Fee Payments

Initial Payment: The amount of the initial payment will be 50% of the total Agent Fees accrued for loans funded between January 15 - April 30. Payment will be made by the end of this week.

Missing ACH Information: If your firm did not get ACH details submitted ahead of initial payment cutoff time, submit ASAP to avoid future delays.

Questions? Contact Customer Care:
cpasupport@biz2credit.com

Agent Fee Processing

1

Initial Agent Fee Payment

- **50% of the eligible Agent Fees for all applications funded by April 30 will be paid by the end of May**
- The total amount of the payment, with statement of loans included, will be available on the commission report page

By the End of May

2

Final Agent Fee Payment

- All outstanding Agent Fees will be paid on or before the date when the processing of applications is completed per the Terms of Use
- Allows final reconciliation for all outstanding applications
- You will be able to monitor the outstanding Agent Fees in the commission report page

**Program Ends
(Funding Closed)**

More Information Needed Applications

PPP Loan applications that are in a More Information Needed status generally have one of three requirements outstanding that you and your clients need to complete. Your clients are receiving reminders about these outstanding requirements where they still exist. You should make sure that the information has been provided into the client's Biz2Credit account or via the Underwriting Notes feature to ensure accurate processing.

COMMON REASONS FOR THE MORE INFORMATION NEEDED STATUS

- ✓ **ACH Deposit Information** – clients must make sure they set up a deposit account. They can complete this step if it is still outstanding quickly and easily from their Biz2Credit dashboard. ([Watch this video](#) that explains this step in the process). The account information will be saved to their account once everything is loaded. When the application is ready for funding these details will be on file with Biz2Credit's finance department.
- ✓ **Online Account Verification** – Some clients have received a request to complete an Online Account Verification using Biz2Credit's secure third-party service. Clients must complete this requirement. These requests for verification are sent by the Biz2Credit verification team and any loan that has received one must connect their account online in order for the application to be confirmed and sent forward for funding.
- ✓ **Required Documentation** – Make sure all documentation is uploaded in the client's Biz2Credit account. Go to the 'Review Documents' page and check for uploaded documents – the row should turn green when the document is there.

HOW TO RESOLVE UNDERWRITING REQUESTS

Firms can now collaborate more closely with the Biz2Credit funding team. You now have the ability to communicate directly with your client's assigned funding specialist and also upload any missing documents that have been requested to move the application to the final stages.

Look for the new menu option on Approved or More Information Needed applications that have been reviewed by a verification specialist:

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	

Important Advisory: clients should look for an email with the subject line **Connect Your Bank Account Today [Link Expires in 72 Hours]** to complete this request.

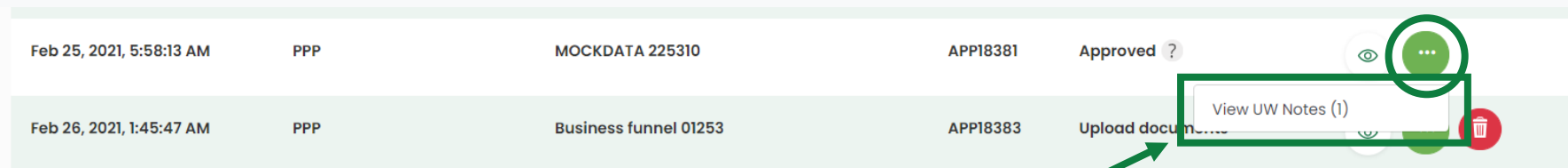
Feature Review – Underwriting Notes

Firms can now collaborate more closely with the Biz2Credit funding team. Communicate with verification specialists via underwriting notes and upload additional documentation that is requested during final verification.

1

Underwriting (UW) Notes

If the underwriter has left a note on the case, you will be able to view it on the dashboard under the application dropdown menu.



Feb 25, 2021, 5:58:13 AM	PPP	MOCKDATA 225310	APP18381	Approved ?	View UW Notes (1)
Feb 26, 2021, 1:45:47 AM	PPP	Business funnel 01253	APP18383	Upload documents	

Access the Underwriting Notes from the menu on each application that is in an Approved or More Information Needed status. **Available when notes are designated for firm review.**

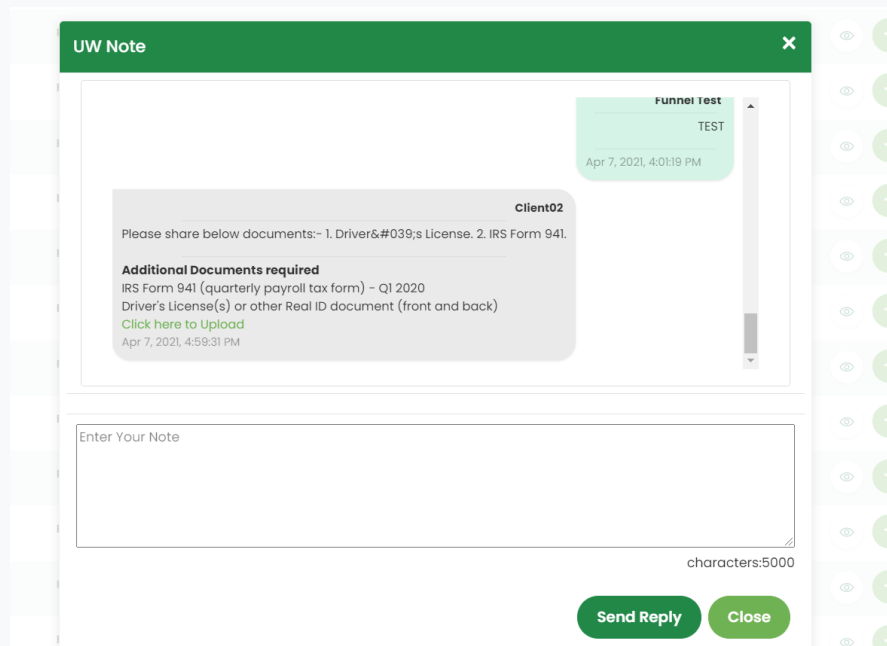
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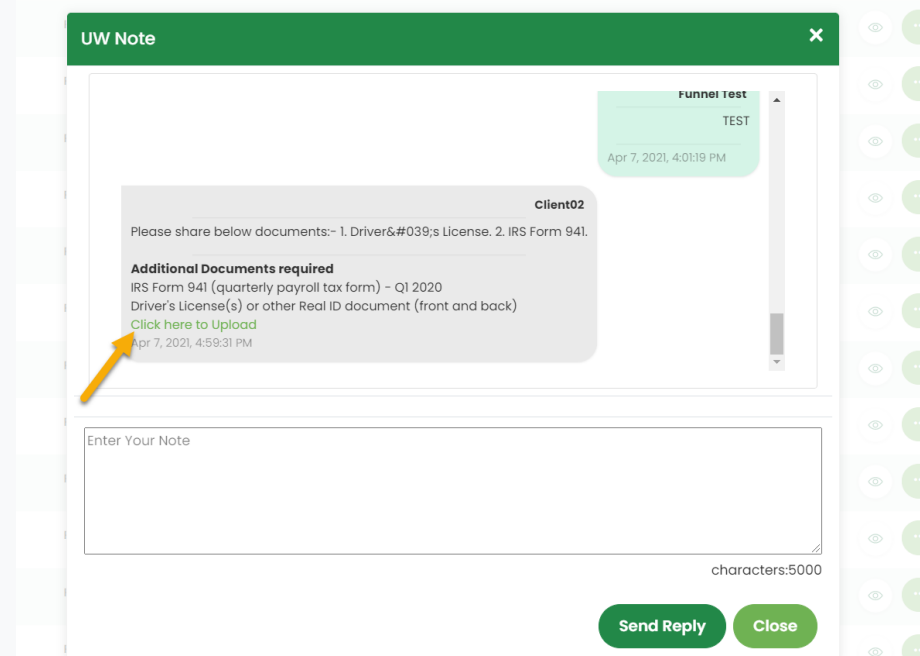
2

Conversation Thread

You can respond to the underwriter for your application directly in the conversation window. The underwriter will indicate which additional document is requested.



The screenshot shows a 'UW Note' window with a green header and a close button. Inside, there is a message from 'Client02' dated 'Apr 7, 2021, 4:01:19 PM'. The message content is: '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'. Below the message is a text area labeled 'Enter Your Note' with a character count of 'characters:5000'. At the bottom are 'Send Reply' and 'Close' buttons.



This screenshot is identical to the previous one, but with an orange arrow pointing to the 'Click here to Upload' link in the message from Client02.

Feature Review – Underwriting Notes

Firms can now collaborate more closely with the Biz2Credit funding team. Communicate with verification specialists via underwriting notes and upload additional documentation that is requested during final verification.

3

Upload Required Documentation

You can upload the requested document directly in the conversation window, and your underwriter will receive the document in the system in real time.

Feb 19, 2021, 5:38:51 AM

Feb 22, 2021, 1:14:45 AM

Feb 22, 2021, 3:23:34 AM

Feb 23, 2021, 3:54:40 AM

Feb 23, 2021, 1:55:25 AM

Feb 23, 2021, 11:41:37 AM

Feb 23, 2021, 12:39:39 AM

Feb 23, 2021, 1:03:04 PM

Feb 24, 2021, 5:04:36 AM

Feb 24, 2021, 12:18:49 PM

Feb 25, 2021, 5:58:13 AM

Feb 26, 2021, 1:45:47 AM

Feb 26, 2021, 3:06:34 AM

UW Note

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 Close

Apr 7, 2021, 4:59:31 PM

IRS Form 941 (quarterly payroll tax form) - Q1 2020

Verifier-Screen (2).pdf

Driver's License(s) or other Real ID document (front and back) (1)

blank-document (5).pdf

Please find attached requested document.

characters:4960

Send Reply Close

b 19, 2021, 5:38:51 AM

b 22, 2021, 1:14:45 AM

b 22, 2021, 3:23:34 AM

b 22, 2021, 3:54:40 AM

b 23, 2021, 1:55:25 AM

b 23, 2021, 11:41:37 AM

b 23, 2021, 1:03:04 PM

b 24, 2021, 5:04:36 AM

b 24, 2021, 12:18:49 PM

b 25, 2021, 5:58:13 AM

b 26, 2021, 1:45:47 AM

b 26, 2021, 3:06:34 AM

UW Note

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

IRS Form 941 (quarterly payroll tax form) - Q1 2020

Apr 7, 2021, 5:14:08 PM

Enter Your Note

characters:5000

Send Reply Close

Question & Answer

Enter Your Questions in the GoToWebinar Control Panel. Our team uses these questions to inform future resources and Live Service Update topics.

Summary and Key Takeaways

SBA Announcements

SBA updated rules are fully implemented in the CPA Business Funding Portal and now available for all users.

NEWS ALERT

Funding for the PPP has been exhausted from the SBA general fund for lenders.

Important Reminders

Look for the option to upload missing documentation with the **Underwriter Notes** feature

Firm administrators should check their Commission Report page to review loans that will be eligible to receive **Agent Fees**

Tips & Best Practices

Watch the recap videos available on CPA.com

[CPA.com/PPPresources](https://cpa.com/PPPresources)

Join us on Thursday at 10am ET