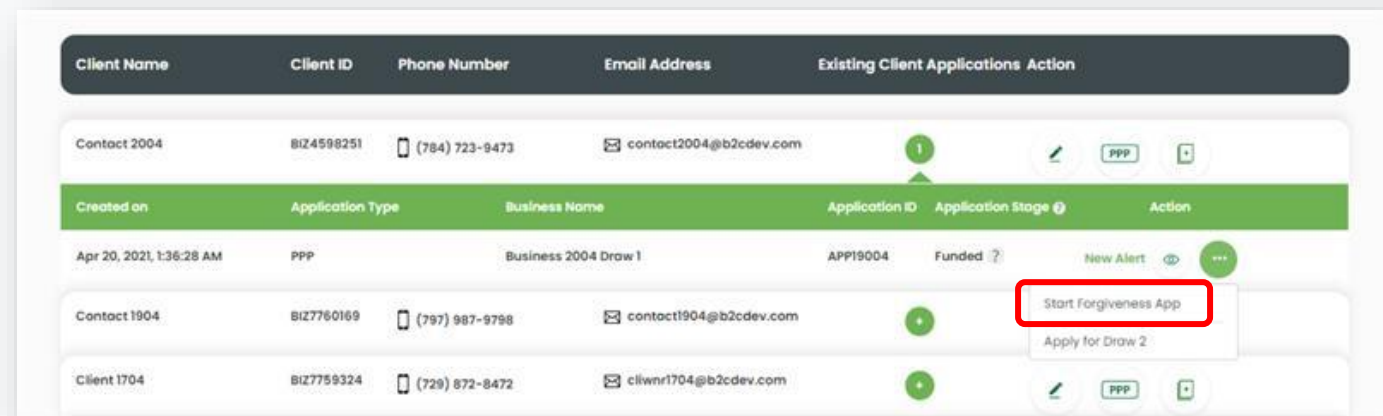


# Customer Care Updates from the CPA Business Funding Portal Team

# Forgiveness Application Updates

## Training Tip:

- Biz2Credit funded applications must be *started* from the *original loan* application
- To start a preparing a forgiveness application:
  - Choose your client > click on the ellipsis from the dashboard > select 'Start Forgiveness App'
- Review important information on key forgiveness topics:
  - Forgiveness applications are open for all loans beyond 8 weeks of funding
  - All forms and functionality are now available



Client Name	Client ID	Phone Number	Email Address	Existing Client Applications	Action
Contact 2004	Biz4598251	(784) 723-9473	contact2004@b2cdev.com	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>
Created on	Application Type	Business Name	Application ID	Application Stage	Action
Apr 20, 2021, 1:36:28 AM	PPP	Business 2004 Draw 1	APP19004	Funded ?	<div><div>New Alert</div><div></div><div></div></div>
Contact 1904	Biz7760169	(797) 987-9798	contact1904@b2cdev.com	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>
Client 1704	Biz7759324	(729) 872-8472	cliwnr1704@b2cdev.com	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div></div>

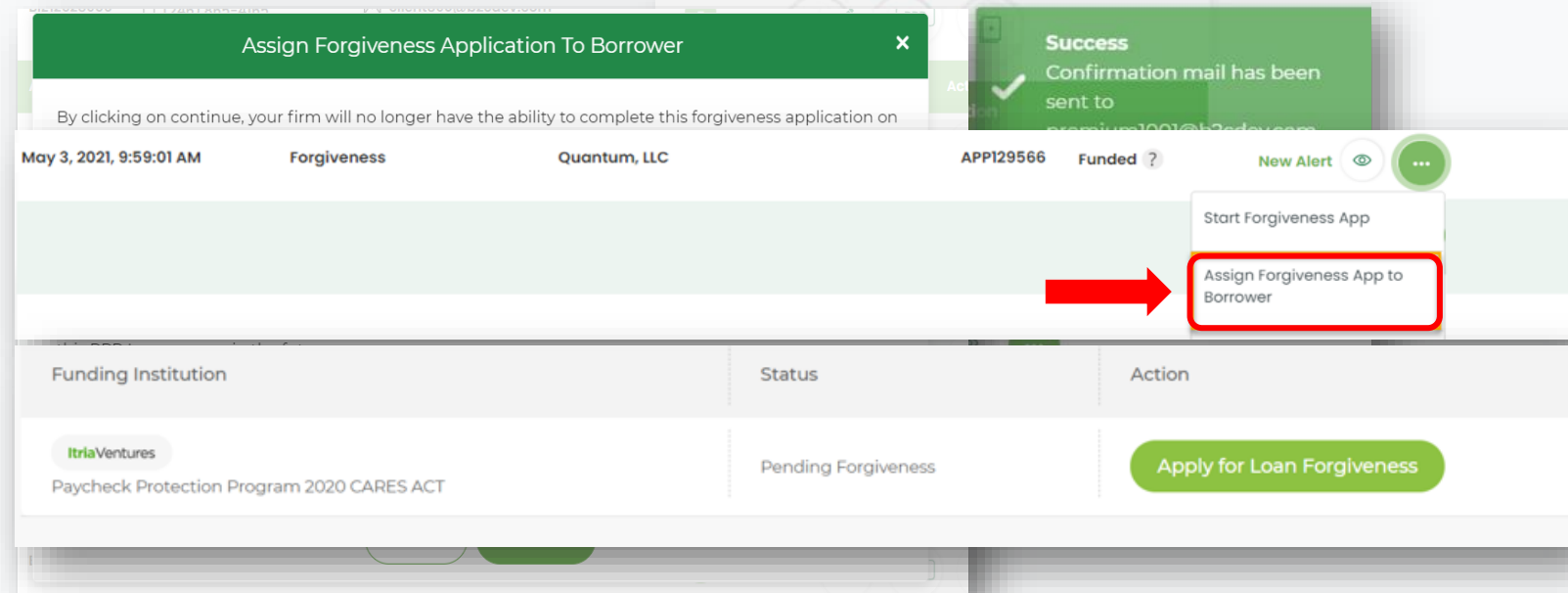
## Go Deeper:

- [CPA Loan Portal How To Videos](#)
- [FAQs in the CPA Loan Portal](#)

# Forgiveness Application for Borrowers

## Training Tip:

- Biz2Credit funded forgiveness applications can now be assigned to the borrower
- To start this process
  - Choose your client > click on the ellipsis from the dashboard > select 'Assign Forgiveness App to Borrower'
- Important Reminder:
  - This action can only be initiated by the firm
  - Once this action is taken, the application **cannot** be taken back from the borrower
  - The borrower will receive an email with a link to login and begin their forgiveness application.



## Go Deeper:

- [CPA Loan Portal How To Videos](#)
- [FAQs in the CPA Loan Portal](#)

# Training Tip: Forgiveness Doc Checklist

## Training Tip

- The AICPA has produced a checklist to walk borrowers through details of the information that must be:
  - ✓ Submitted with the forgiveness application
  - ✓ Retained by the borrower and be made available to authorized representatives of the SBA, including the Office of Inspector General upon their request
- The requirements of the documentation will depend on the forgiveness form used from the SBA and if the borrower utilized any safe harbors.  
NOTE: This checklist indicates the various documentation requirements and how they are broken down by form


## Why It Matters

This checklist will assist you with the PPP loan forgiveness process, in addition to authoritative guidance issued by the SBA and your professional judgement.

## Go Deeper

Resource to Reference: [PPP Forgiveness Documentation Checklist](#)

**\*Note:** Coming soon with additional guidance: Schedule C and F filers tab with specifics about doc requirements.

Loan Forgiveness Application Checklist Paycheck Protection Program (PPP) Draft as of June 10, 2021		 AICPA® Private Companies Practice Section
<b>Purpose:</b> The checklist below will assist applicants in gathering the required documents to complete their first and		
<b>NOTE:</b> Only cells in purple boxes are unlocked for editing to use this resource as a checklist.		
Basic information required to complete the PPP loan forgiveness application		
<input type="checkbox"/>	Business legal entity and DBA or tradename (if applicable)	
<input type="checkbox"/>	Business address, business phone number, and primary contact name and email address	
<input type="checkbox"/>	NAICS code (should match code from IRS income tax filings)	
<input type="checkbox"/>	Tax Identification Number (TIN), Employer Identification Number (EIN) or Social Security Number	
<input type="checkbox"/>	SBA PPP loan number and lender PPP loan number	
<input type="checkbox"/>	PPP loan amount and disbursement date	
<input type="checkbox"/>	Number of employees at the time of the PPP loan application and at the time of the forgiveness application. <b>Note:</b> Self-employed individuals and independent contractors should include	
<input type="checkbox"/>	Covered period	
Use of fund categories		
Only submit documentation for those categories which the borrower is requesting forgiveness. If the borrower is expecting to also take advantage of the Employer Retention Credit, ensure those amounts are excluded from PPP forgiveness as these amounts cannot be used for both programs.		

# Forgiveness: Documentation <\$150K

## Training Tip

The following documentation is not required for forgiveness applications less than \$150k\*:

- Payroll Documents
- FTE
- Non-payroll
- Additional documents

Form 3508S will auto populate in step 5 of the process and then send to the client for e-signature.

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

*\*Note: You will want to keep docs handy in case the SBA asks for them.*

**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 any employer 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. Additional Documents**
  - Operations Expenditures receipts for Covered Period (0) [Upload](#)
  - Property Damage costs receipts for Covered Period (0) [Upload](#)
  - Supplier costs receipts for Covered Period (0) [Upload](#)
  - Protection Expenditures for Covered Period (0) [Upload](#)
- 5. 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).

# Optimize your CPA **Business** **Funding** Portal Experience

[Register for a forgiveness best practices session today.](#)

## Forgiveness Best Practices

Held weekly on **Thursday's** from **2:00 - 3:00 PM ET**, these best practice sessions help your firm understand PPP forgiveness with topics including:

- ✓ Overview of PPP forgiveness
- ✓ Getting started – what you need to know to complete a forgiveness application package
  - Application considerations
  - Borrower information & eligibility
  - Required documentation
- ✓ Resources and guidance

# Today's AICPA Town Hall Series

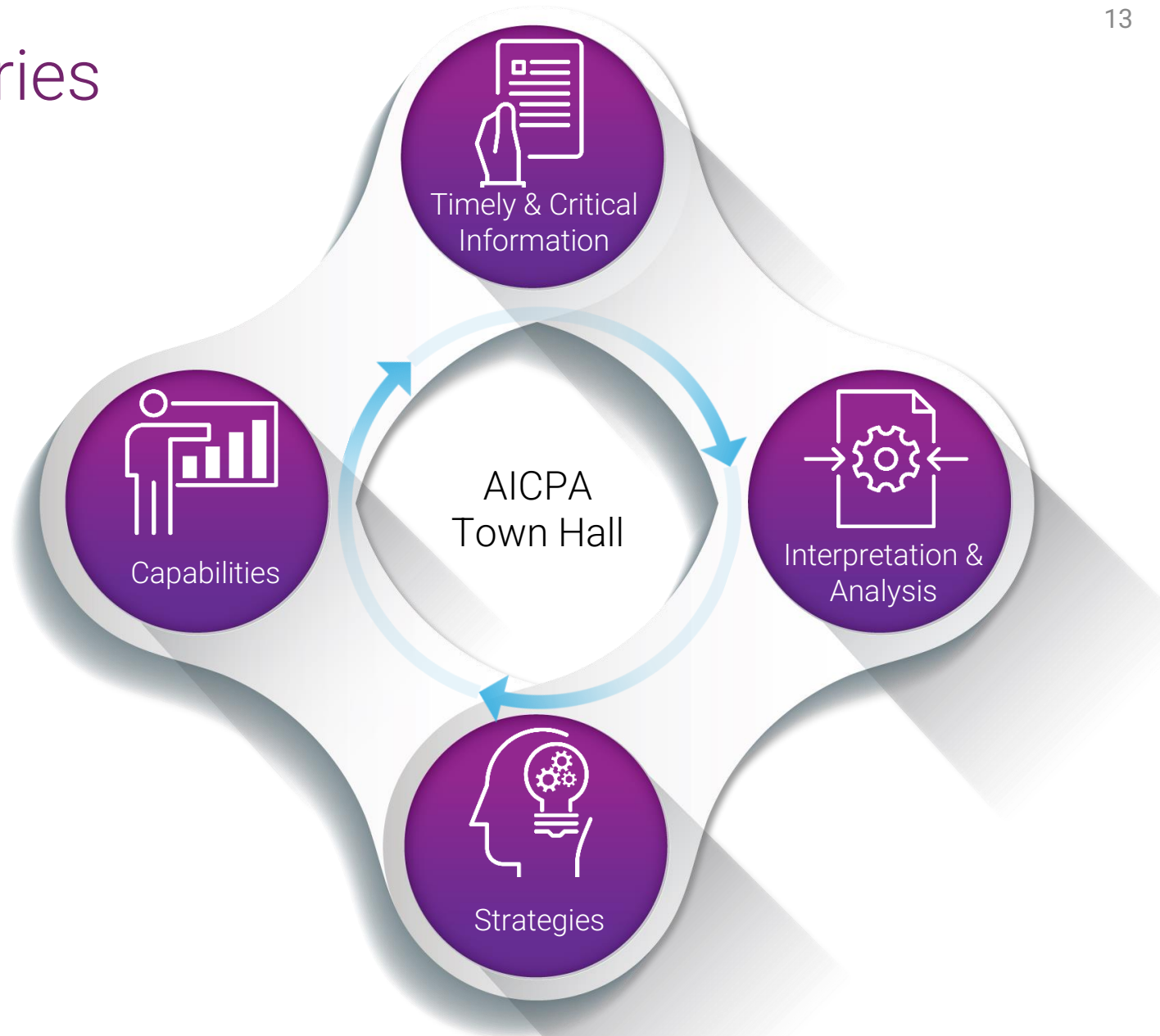
3 – 4pm ET

This week, Lisa Simpson, AICPA VP of Firm Services will be joined by special guests:

- **Cathy Engelbert**, WNBA Commissioner and former Deloitte CEO
- **Mark Peterson**, Executive Vice President, Advocacy at AICPA

[Register here](#)

[Watch the on-demand presentation](#) of last week's event with special guests Tom Hood, Jen Reilly and Barry Melancon





# Customer Care Reminders

**Client Applications that have not been funded may be in one of two status categories:**

## **Contract Sent (via DocuSign)**

**Your client needs loan documents *re-sent*:**

Reasons could include:

- ✓ You recently received a special communication about helping to resolve borrower-dependent actions on applications that are approved and waiting for borrower signature
- ✓ Email was never received
- ✓ DocuSign link expired

**Your client has *signed* their loan documents and you *do not feel it is advancing*,** contact

[cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com) with:

1. Client name
2. Case ID number
3. Copy of signed contract

## **More Information Needed**

**Please upload any pending requested documentation ASAP.**

- If you or your client has uploaded requested documents, please email [cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com)
- Let the support team know what documents you have uploaded

**If you need to know what documents *need* to be uploaded, contact [cpasupport@biz2credit.com](mailto:cpasupport@biz2credit.com).**

Open actions related to loans with e-trans that have not yet been funded must be completed by Friday, June 25 or will be withdrawn



# Forgiveness on the Portal

## CPA Business Funding Portal

### Paycheck Protection Program (PPP) - Forgiveness

*When and how to use the Portal for forgiveness application(s)*

Portal Forgiveness Capabilities	Biz2Credit Funded Loans
Assess borrower's eligibility for forgiveness	✓
Prepare a forgiveness application (By the CPA/Firm or Borrower)	✓
Accumulate appropriate documents	✓
Generate an application package for submission to the SBA	✓
Automatically process an application for submission to the SBA	✗
Check requirements of the submission process for lender's other than Biz2Credit	n/a
Link or connect with other PPP platforms (ex. bank or fintech)	n/a

\*We highly recommend that CPA's & borrower's understand alternate lender needs *prior* to using the Portal for forgiveness. Please contact your alternate lender for cover letter for alternate lender then work with Biz2Credit for any additional needs for submission to the SBA.

1



## CPA Business Funding Portal

### Steps to Assign a Forgiveness Application to a Borrower

Before Assignment to Borrower ~ Borrower / Client View on Biz2Credit Customer Portal

Funding Institution	Status	Action
Biz2Credit	Funded	

New resource available!

Understand what you can and cannot use the Portal for forgiveness as well as access the steps to assigning an application to a borrower.

Access at: [CPA.com/CPABFP-Forgiveness](https://CPA.com/CPABFP-Forgiveness)

## CPA Business Funding Portal

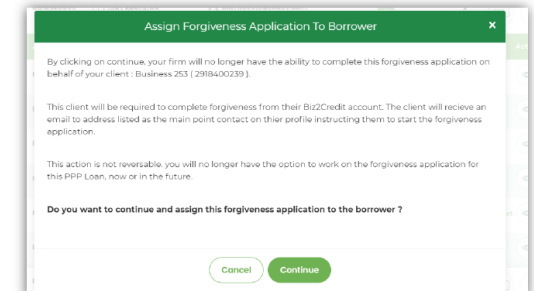
1. Click the 3 ellipses in the CPA firm dashboard > Within the dropdown choose: "Assign Forgiveness App to Borrower"



2. Confirmation Pop-up:

Read popup carefully.

By clicking 'continue,' your firm will no longer be able to complete the forgiveness application for your client.



3

# 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: 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 on Thursday's for these  
**live update webinars**

## Faster Processing

~600

inquiries answered  
every day.

Join us on Thursday at 10am ET