



## Fiserv Support for SBA PPP Forgiveness Management Frequently Asked Questions

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The following are frequently asked questions about using the SBA PPP Lending Solution from Fiserv to simplify and streamline the forgiveness process for SBA Paycheck Protection Program (PPP) loans.

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### Application Portal

Q: What URL will the borrower access to submit the forgiveness request?

A: <https://sba-ui.fiservapps.com/smb-login-forgiveness>

Q: Why would a borrower receive an "Authentication Failed" error when trying to log in?

A: The business name must be typed in the Application Portal log in screen exactly as it appears in the FI Portal, including punctuation and spaces. The TIN must be keyed exactly as well, including dashes or no dashes.

Q: Will a user become locked out and need to reset their password after multiple invalid attempts?

A: There is no lockout due to multiple attempts for either the Application Portal or FI Portal. If you are unable to login, please validate the login credentials used.

Q: What is the timeout of the FI Portal and Application Portal?

A: Timeout occurs after 15 minutes, effective 8/10/2020.

Q: If a borrower's application comes in blank, what do they need to do differently?

A: The borrower must click the "Save Information" button before clicking the "Next" button. The borrower should receive a pop-up stating "Application Saved Successfully." If they don't see it, the data didn't save. On the Review & Submit screen (where the signature pop-up appears), the borrower should see a PDF of the application and can validate their information was saved.

Q: Is a borrower able to submit an application without all required documents and data provided?

A: Currently all fields marked with an asterisk are required to be populated upon clicking the "Save," "Next," and "Continue to Upload Documents" buttons. This is being reviewed as a potential enhancement for the "Save" button to be used without completing all required fields.

Q: How does a borrower add documents after a forgiveness request has been submitted?

A: Once the forgiveness application has been submitted, if the borrower has more documents to add, or needs to modify the application, the financial institution will need to click the "Send back to borrower" button to unlock the Application Portal. Once the application is modified or documents are added, the borrower should click the "Save Information" button (if the application was modified), click "Next", upload additional documents, click "Next", sign (if the application was modified) and then "Submit."

#### FI Portal

Q: Can a financial institution make changes or upload documents to the borrower's forgiveness application within the FI Portal?

A: For the forgiveness application, a financial institution is not allowed to change application data or upload documents. Only the borrower can do so.

Q: Is there any limitation related to simultaneous access to the forgiveness application for the financial institution and the borrower?

A: The financial institution can view data in the FI Portal at the same time the borrower is making revisions, but changes are not displayed in real time. The financial institution will see the updates once the request is re-submitted by the borrower.

Q: How long does it take for a new extract to populate the FI Portal and Application Portal?

A: The import automation looks for a file every 30 minutes. When the new extract is found, it processes 1,000 records every 10 minutes.

Q: How does a financial institution "cancel" or "delete" a loan from the Forgiveness tab of the FI Portal?

A: If the original loan requested was cancelled, it should not appear in the FI Portal, since the loan would not have been originated in the core. If the loan appears in the FI Portal, but the borrower isn't requesting forgiveness, the financial institution can leave that loan as "Awaiting" since the borrower could request forgiveness at a later date. There is not a way to remove a loan from the FI Portal. Another option is for the financial institution to populate the loan with a bank email address and mark it as "Rejected."

Q: How does a financial institution know the date the Forgiveness request was submitted by the borrower?

A: The date will appear in both the Application Portal and FI Portal on the left side of the application. If the financial institution sends the application back to the borrower for more information or documents, the date disappears from both portals. When the borrower resubmits the application, the new submission date is populated.

Q: How does a financial institution add officers in the Settings tab?

A: At the bottom of the loan officer list in Settings on the left is an option to "Add Loan Officer." On the right is the option to save your changes. Currently, it is not necessary to input SBA Username and Password information



Q: Which fields can a financial institution maintain in the FI Portal that won't be overwritten by the next extract imported?

A: None of the following fields will be overwritten by the next core extract data:

Maintainable in the FI Portal:

- Loan Officer Code
- Loan Disbursement Date
- SBA Loan Number
- Disbursed Loan Amount
- Email Address
- Business Legal Name

Maintainable in the Application Portal:

- Business Phone
- Primary Contact

## EY Content

Q: What training will be offered for the financial institution and the borrower on the forgiveness application process?

A: EY content is accessible through the portals for both the financial institution and borrowers.

Q: Can a financial institution post the links to EY on their websites or anywhere outside the portals?

A: No, Fiserv has contractually agreed to protect the EY intellectual property behind authenticated access.

## 1502 Reporting

Q: What if the SBA makes changes to the 1502 report?

A: Fiserv continues to make programmatic adjustments as the SBA provides guidance on requirements. If your financial institution is set up with 1502 reporting from your core, Fiserv will make all necessary adjustments to meet SBA requirements. If your financial institution plans to use a third party or to submit manually, you will need to work with the third party or review the SBA website for new requirements.

## Email Communications

Q: Will the Contact Status change automatically if a financial institution sends their own emails to borrowers, instead of sending via the FI Portal?

A: If a financial institution chooses not to send emails via the FI Portal, whether to an individual borrower or as part of a mass communication, the Contact Status will not change from "Ready



for Contact Email" to "Initial Contact Sent." Also, the Loan Status will stay at "SBA E-Tran Approved" until the borrower clicks on Submit. Then it changes to "Forgiveness Requested."

**Q:** How does a financial institution ensure that a user such as the loan officer receives copies of the emails to borrowers?

**A:** The loan officer code on the application ties it back to the loan officer contact information defined in Settings, including the email address used for delivering emails to the loan officer when applications are submitted and for copying them on emails sent to the borrowers. The default email address in Settings is used when the loan officer code on the application doesn't match any that are defined in Settings. Example: 444 doesn't match 00444, so the default email address would be used.

**Q:** When following the steps of the mass email capability, should a financial institution see the Loan Status or Contact Status change on screen?

**A:** The change to Forgiveness Awaiting Documents isn't updated on the screen while you are on it. When you change your filter to Forgiveness Awaiting Documents, you will see the applications listed there, or you can click into one of the applications and when you come back to the List they will be updated. The Contact Status will also update to Initial Contact Sent.

### Forgiveness Calculation

**Q:** On line 7, is the Payroll Cost 60% Requirement (divide line 1 by .60) accurate?

**A:** The calculation matches what is on the 3508 application and is accurate. The result must be at least the amount of the original PPP loan to qualify for 100% forgiveness. If more than 60% of the PPP loan was used for payroll cost, then the result will exceed the amount of the PPP loan. The smallest of lines 5, 6 and 7 is used as the calculated Forgiveness amount.

EXAMPLE: Line 1 Payroll Cost = \$44,457.56

PPP Loan Amount = \$60,357.50

Line 7 calculation result is \$74,095.93

The payroll cost was 73.657% (approx.) of the PPP loan:

$\$44,457.56 / 0.60 = \$74,095.93$  – this satisfies the requirement of payroll costs being at least 60% of loan.

If the payroll cost was exactly 60% of the PPP loan:

$\$36,214.50 / 0.60 = \$60,357.50$  – this satisfies the requirement of payroll costs being at least 60% of loan.

If the payroll cost was less than 60% of the PPP loan:

$\$25,000.00 / 0.60 = \$41,666.66$  – this doesn't satisfy the requirement, so they would only qualify for forgiveness of \$41,666.66.