

Ventures+

2021 LENDER FORGIVENESS WORKFLOW

Forgiveness Portal

Review Forgiveness
queue

1

Send Emails

2

Borrower Accesses
Portal and Completes
Application

3

Borrower Submits
Application to Lender

4

Lender Reviews
Information

- Lender could email Borrower for missing information/clarification

5

Lender Submits to SBA

6

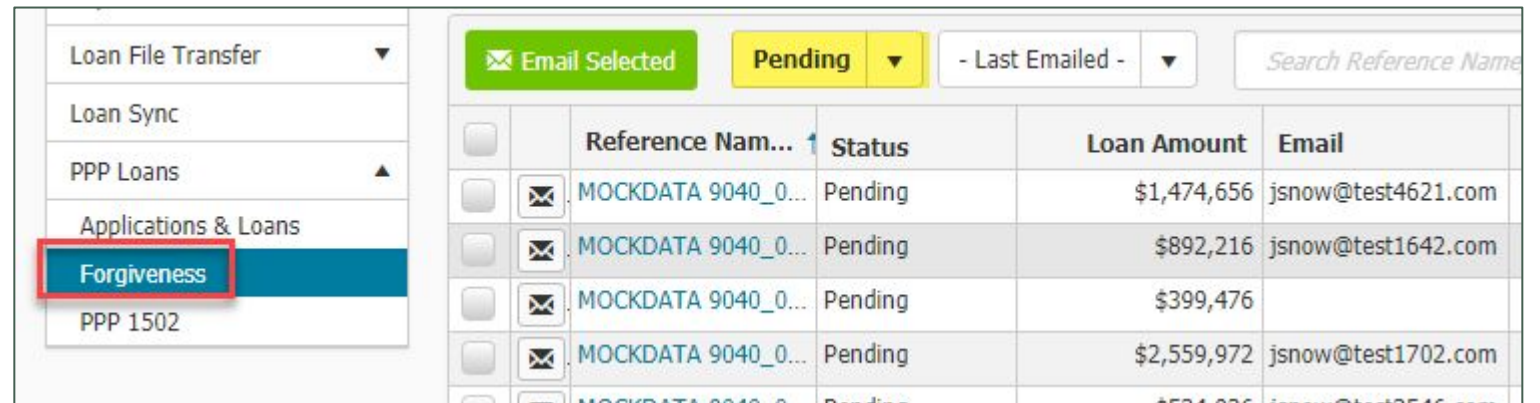
Initial Steps

Forgiveness Queue

- Lender: Filter for **Pending** status loans
- Lender: Sort by **Dates**

Send Email

- Lender: Bulk email or send email 1 by 1
- **UNIQUE URL's** specific to the Borrower



		Reference Nam...	Status	Loan Amount	Email
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MOCKDATA 9040_0...	Pending	\$1,474,656	jsnow@test4621.com
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MOCKDATA 9040_0...	Pending	\$892,216	jsnow@test1642.com
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MOCKDATA 9040_0...	Pending	\$399,476	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MOCKDATA 9040_0...	Pending	\$2,559,972	jsnow@test1702.com
<input type="checkbox"/>	<input checked="" type="checkbox"/>	MOCKDATA 9040_0...	Pending	\$534,036	jsnow@test2546.com

Forgiveness Queue

Utilities > PPP Loans >
Forgiveness menu

Features

- Lists all PPP Loans in **FUNDED** Status
- Email
- Filter list by Status
- Sort by Last Emailed
- Search

Lender **GETTING STARTED** Action Items

1. Lender: Filter for **Pending** status loans
2. Lender: **Sort by different dates, use gearwheel**

PPP Forgiveness Applications/Decisions
Manage forgiveness applications/decisions for **Funded** PPP loans.

Email Selected Pending - Last Emailed - Search Reference Name, Email

	Reference Name ↑	Status	Loan Amount	Email	Last Emailed	Last Update...	Funded Date
<input type="checkbox"/>	<input checked="" type="checkbox"/> Donut Lose Your Mind To...	Pending	\$38,750		2/25/2021		4/30/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/> Fire Fire	Pending	\$136,200			12/10/2020	4/14/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/> Fireworks, Inc.	Pending	\$136,200				4/14/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/> Hiya LLC	Pending	\$58,900			2/25/2021	5/31/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/> Jason Test Co	Pending	\$0		6/18/2020		2/1/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/> Metals, Inc.	Pending	\$1,209,000				4/15/2020



Pending

- Borrower has not entered information into Portal
- Same as "Not Set" within the loan > Forgiveness menu > General tab

Data Entry

- Borrower hits Portal and first auto-save occurs

Submitted to Lender

- Borrower clicks on Submit within the Portal **and** the submission is successful

Ready for SBA

- Lender review is Complete
- Data ready to be sent to SBA

Not Applying for Forgiveness

- Use this if borrower paid off, returned funds, or will not apply for forgiveness

Forgiveness Queue Status' explained

Email

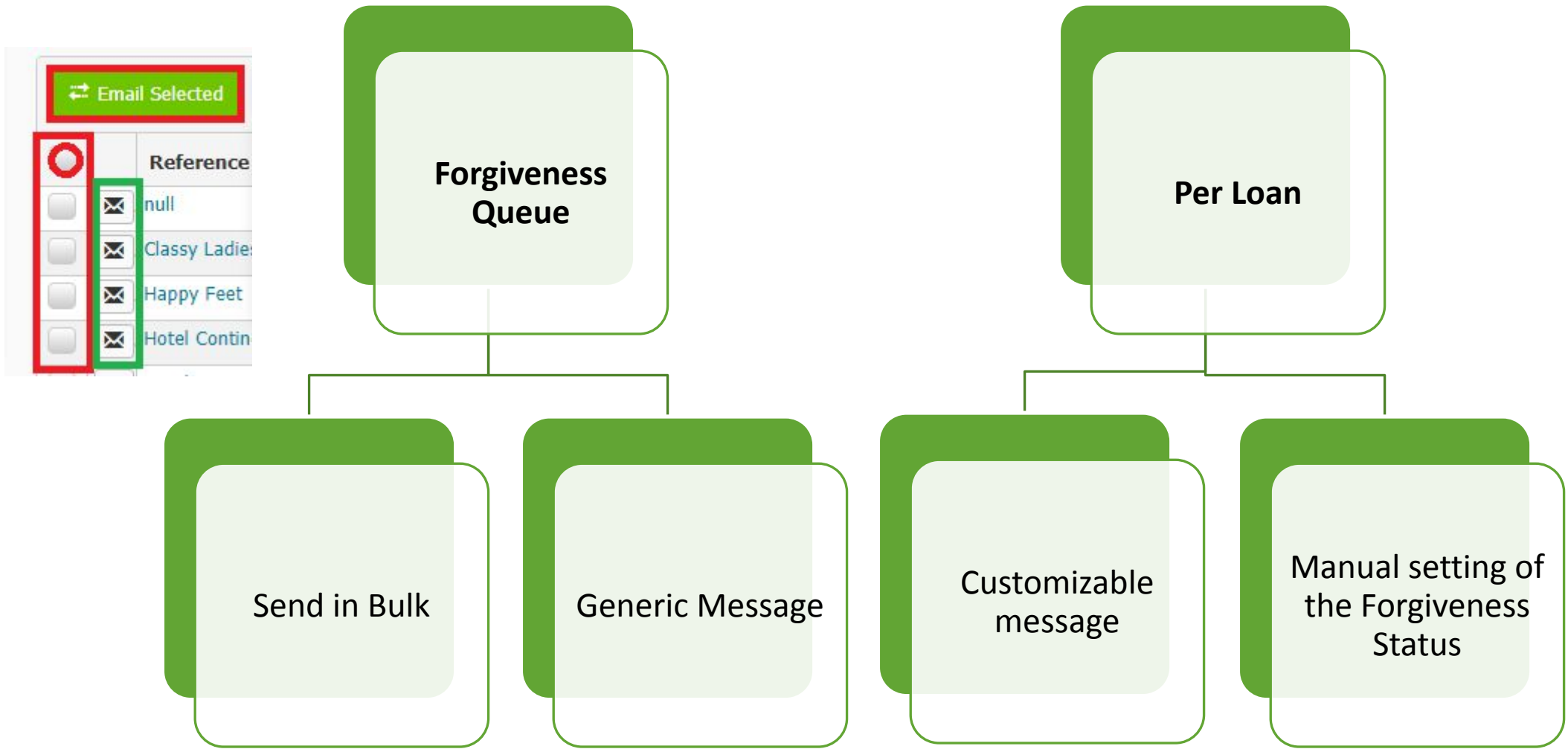


BULK EMAIL OR
SEND PER-LOAN



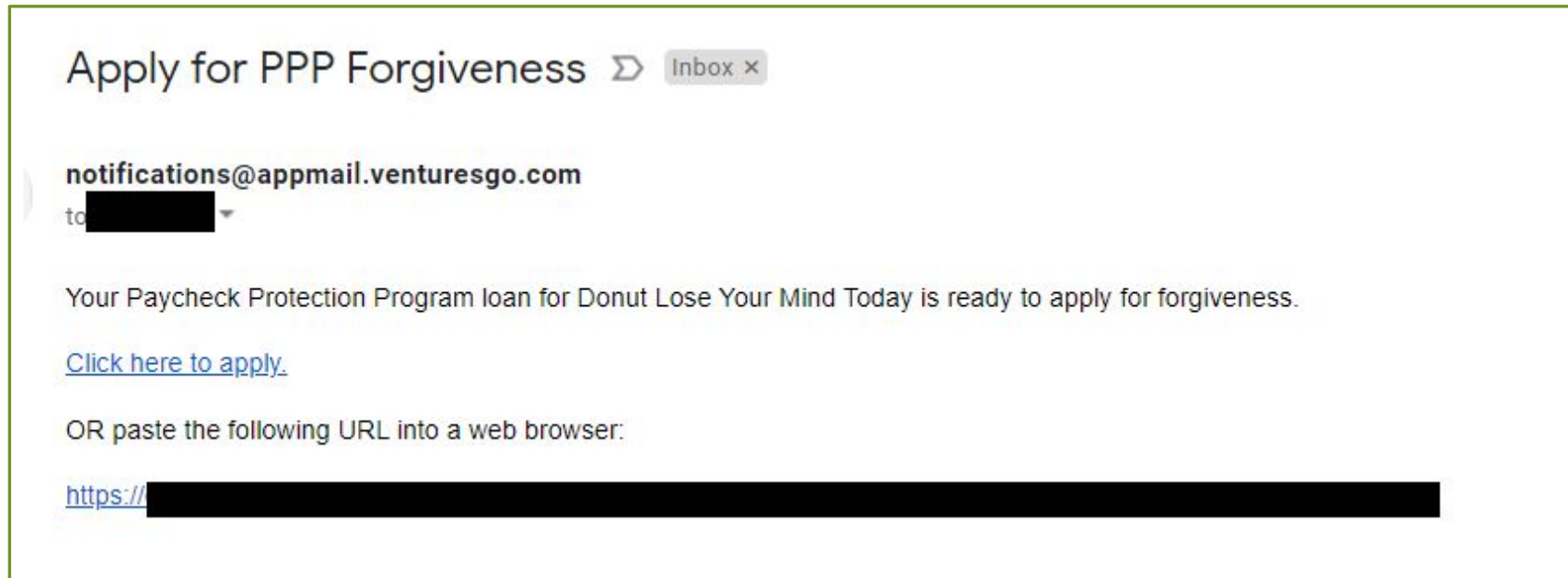
UNIQUE URL'S SPECIFIC TO THE
BORROWER

Email Options



Email Borrower Receives (BULK Method)

- Generic
- Not customizable
- Unique URL specific to the Borrower*



Email Borrower Receives (Per Loan)

- Generic starter *BUT* Customizable

- *Unique URL specific to the Borrower*

- Sender is notifications@appmail.venturesgo.com

- *No Snippets*

Create Email

Forgiveness Status: Data Entry

The borrower will not be able to update anything in the portal unless the status is set to 'Data Entry'

Email Address: [Redacted]

Subject: Update on your PPP Forgiveness Application

Body: Your Paycheck Protection Program forgiveness application is open for more updates. [Click here to apply.](#) OR paste the following URL into a web browser: [https://\[Redacted\]](https://[Redacted])

Send Cancel

Did you know?

- *Email sent from within a Loan: Borrower can reply back to the sender of the email (user that sent the email within Ventures)*
- *Email sent from within the Forgiveness grid: Borrower cannot reply back (bounces back)*

In order to continue, please confirm details about your loan.

Loan # *

333111333

Enter 1 of the options below

Last 4 digits of SSN

Any owner on the loan

OR

Tax ID of Entity

887887744

Tax ID of the Primary Operating Company

Lookup Loan

Borrower directed to Lookup Loan page

Required fields for the **Borrower** to complete:

- Loan #
and one of the 2 options below
- Last 4 digits of SSN; **OR**
- Tax ID of Primary Operating Company

**Make sure your borrower is clicking on Lookup Loan button, instead of hitting Enter Key*

🔍 Could not verify your details. Please try again or contact your lender.

In order to continue, please provide details about your loan.



Loan # *

33311133

Enter 1 of the options below

Last 4 digits of SSN

Any owner on the loan

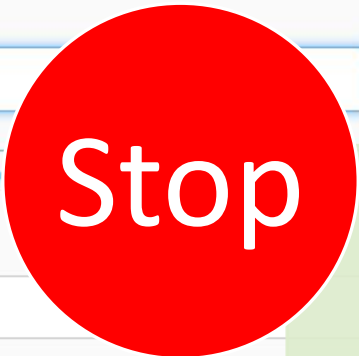
OR

Tax ID of Entity

88788774

Tax ID of the Primary Operating Company

Lookup Loan



If the details DO NOT match the Lender's loan record for the specific Loan # they will see a green message at the top of the screen stating: **Could not verify your details. Please try again or contact your lender.**

Form Eligibility

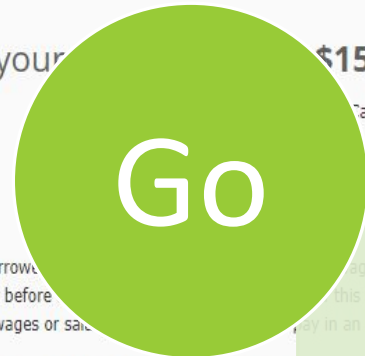
If your loan amount is **\$150,000 OR LESS** you are eligible for form 3508S.

Can you use Form 3508s? Yes No

Form Eligibility

If your loan amount is **\$150,000 OR LESS** you are eligible for form 3508S.

Can you use Form 3508s? Yes No



If details MATCH, the Borrower will be presented with options for which "path" to choose:

- 1) First borrower selects Yes or No if eligible for Form 3508S
- 2) If No, then selects 3508EZ or 3508

2. The Borrower did not reduce annual salary or hourly wages of any employee by more than 25 percent during the Covered Period compared to the most recent full quarter before the Covered Period. (For purposes of this statement, "employees" means only those employees that did not receive, during any single period during 2019, wages or salary at an annualized rate of pay in an amount more than \$100,000.);

AND

The Borrower was unable to operate during the Covered Period at the same level of business activity as before February 15, 2020, due to compliance with requirements established or guidance issued between March 1, 2020 and December 31, 2020 (or, for a PPP loan made after December 27, 2020, requirements established or guidance issued between March 1, 2020 and the last day of the Covered Period) by the Secretary of Health and Human Services, the Director of the Centers for Disease Control and Prevention, or the Occupational Safety and Health Administration, related to the maintenance of standards of sanitation, social distancing, or any other work or customer safety requirement related to COVID-19.

YES use 3508EZ

NO use 3508

Borrower Application

Your borrower will have 3 paths to choose from:

3508 EZ Instructions

- General
- Application: Calculation Form (EZ Form Calc)
- Demographics
- Generate
- Upload Documents
- Submit

3508 Instructions

- General
- Application: Schedule A (Schedule A Worksheet Calculator)
- Application: Calculation Form
- Demographics
- Generate
- Upload Documents
- Submit

3508S Instructions

- General
- Demographics
- Generate
- Upload Documents
- Submit

Reminder: In the Forgiveness queue the status will change to **Submitted to Lender ONLY** when Borrower clicks on **Submit** *without* throwing ANY validation errors (missing documents; missing required text)

Lender Action Items



REVIEW INFORMATION

Did you know? Data the Borrower plugs into the portal is real-time data and can be viewed in your loan. As soon as they type anything on the portal and the portal auto-saves, the data is pushed back to your Ventures platform.



EMAIL BORROWER IF ADDITIONAL INFORMATION IS REQUIRED



SUBMIT INFORMATION TO SBA

Forgiveness Queue

✉ Email Selected		Data Entry ▼	- Last Emailed - ▼	Search Reference Name, Email			Q
<input type="checkbox"/>	Reference Name ↑	Status	Loan Amount	Email	Last Emailed	Last Update...	
<input type="checkbox"/>	✉ Blue Samurai Sushi (PPP ...	Data Entry	\$15,000		2/25/2021	2/25/2021	
<input type="checkbox"/>	✉ Cleaning Company, Inc.	Data Entry	\$35,000		12/8/2020	12/8/2020	
<input type="checkbox"/>	✉ Fri-YAY	Data Entry	\$35,000		1/12/2021	1/11/2021	
<input type="checkbox"/>	✉ Friday Party Time	Data Entry	\$10,000			11/25/2020	
<input type="checkbox"/>	✉ Hiya LLC 2	Data Entry	\$58,900		1/28/2021	9/17/2020	
<input type="checkbox"/>	✉ Mamacita 2	Data Entry	\$20,000			11/9/2020	
<input type="checkbox"/>	✉ MOCKDATA 9040_10510	Data Entry	\$29,541		2/25/2021	2/26/2021	
<input type="checkbox"/>	✉ Nashville Store #5	Data Entry	\$200,000		7/10/2020		
<input type="checkbox"/>	✉ test	Data Entry	\$50,000		8/3/2020	8/3/2020	

Monitor Forgiveness Queue for:

1. Loans where Applicant has started entering data classified as **Data Entry**. TIP: Sort by when the emails were last sent to nudge them reminders.
2. Loans where Applicant has completed their Application (status classified as **Submitted to Lender Status**)
 - To access the loan click on the hyperlinked **Reference Name**

✉ Email Selected		Submitted to Lender ▼	- Last Emailed - ▼	Search Reference Name, Email			Q	✕	⚙
<input type="checkbox"/>	Reference Name ↑	Status	Loan Amount	Email	Last Emailed	Last Update...	Eligible Date		
<input type="checkbox"/>	✉ Blue Paper	Submitted to L...	\$12,500			10/9/2020	5/29/2020		

Quick Start > Forgiveness

Within the loan click on **Quick Start > Forgiveness** menu:

- Review information provided by Borrower
- Need to follow-up with the borrower? Send an email within the loan to the Borrower
- Did you know? The email sent from this pop-up gets added to Notes for future reference

TIP: Loan needs to be in **FUNDED** status to access the Forgiveness menu

The screenshot shows a web application interface with a top navigation bar containing tabs: 'Instructions', 'General', 'Application: Calculation Form', 'Demographics', 'Generate', and 'Email & Upload'. The 'Email & Upload' tab is highlighted with a red box. Below the navigation bar, there are several form fields: 'Forgiveness Status' (set to 'Submitted to Lender'), 'Covered Period *' (set to '8 Weeks'), 'Eligible Date' (set to '2/27/2020'), and 'Payment Submit Date' (set to '8/3/2020'). A red arrow points from a red callout box to the 'Forgiveness Status' dropdown. A blue 'Create Email' pop-up window is overlaid on the form. The pop-up has a title bar with a close button. Inside, the 'Forgiveness Status' dropdown is highlighted with a red box and contains the text 'Submitted to Lender'. Below it, a yellow warning message reads: 'The borrower will not be able to update anything in the portal unless the status is set to 'Data Entry''. The pop-up also includes fields for 'Email Address', 'Subject' (set to 'Update on your PPP Forgiveness Application'), and a 'Body' section with a rich text editor toolbar.

If follow up is needed and you send an email within a loan, the Status can be updated within the email pop-up OR General Tab

Uploaded Documents

Thumbnail	Code ↑	Description	Pages	Size	Added By	Added
	BP1	BP1-BORROWER APPLICATION 4-Payments_Menu_4_of_4.pdf pdf	23	1 MB	system	06-29-2020
	BP1	BP1-BORROWER APPLICATION	0	193 KB	system	06-29-2020

Looking for the uploaded Borrower Application Documents? Visit: **Documents > Store** tab

All Forgiveness documents are stored under Code: **BP1-Borrower Application**

Attention Ventures DocStorage+ users: You will have more options to select from than what are shown on this page

FYI: BP-1-Borrower Application code will be auto-created by Ventures for DocStorage+ and BMI users



Submit to SBA

Please review the **Forgiveness Path - SBA Submission Flow** workbook for next steps!

TIPS

Chrome

- Use Chrome when working in any of the Ventures environments

Logo

- Want to add your Logo to the Forgiveness page your Borrower is redirected to?
- Site Administrator action: Within **Administration** > **Organization** select the **Default** Organization by clicking on its hyperlink
- Click on **Document Settings** and upload your Logo

Uploaded Documents

- All documents will land in the **Documents** > **Store** tab
- Ventures will auto-create category code BP1-Borrower Application for Ventures DocStorage+ users and for BMI Web instances linked with Ventures
- If you do not have a Document Storage solution – no problem! Docs will still be uploaded to this area for you to download

TIPS

Starting Application for Borrower

- To start an Application on behalf of your Borrower go to **Quick Start > Forgiveness**
- You will only have the option to choose **3508S** or **3508EZ** or **3508** (you're selecting the path for them)
- Select an option and tabs will open for you
- Within the **General** tab, set the Forgiveness Status to **Data Entry**

Organization website

- Add your Organization website address to the Borrower Portal for questions borrower may have
- Within Organization vCard (**Administration > Organizations** > click on hyperlinked Org Name > click on vCard for the Org
- Add address to the **Website** field

Borrower URL's

- Please DO NOT share/copy the URL onto another borrower's application.

Questions

Where does the email in the Forgiveness Queue populate from?

The emails in the Forgiveness queue will populate from these areas in this order:

- 1) Servicing Contact (General > General tab > edit the vCard for the Servicing Contact)
- 2) Linked Borrower User Contact from an Application that came thru the Ventures PPP Portal
- 3) Primary Owner of the Primary Operating Company (edit the vCard for the owner with greater ownership)

<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reference Name	Status	Loan Amount	Email ↓	Last Emailed	Last Update...	Eligible Date
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fire Fire	Pending	\$136,200			12/10/2020	6/9/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Jason Test Co	Pending	\$0		6/18/2020		3/28/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Donut Lose Your Mind To...	Pending	\$38,750		2/25/2021		6/25/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Party Time	Pending	\$0				6/20/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hiya LLC	Pending	\$58,900			2/25/2021	7/26/2020
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TestCompanyName	Pending	\$50,000			3/4/2021	7/22/2020

Questions

I have already collected documents from our Borrower on several applications. Can I upload those to the 'lite' DocStorage+ module?

*Unfortunately, the 'lite' version of our DocStorage+ does not allow for new documents to be **Added** outside of the portal. Should you worry? Definitely not. You can manually attach your documents to your SBA submission similar to how you do with your ETRAN submissions.*

Interested in learning more about DocStorage+? Email us at support@venturesgo.com



The screenshot shows the DocStorage+ interface. At the top, there are two tabs: 'Generate' and 'Store', with 'Store' being the active tab. Below the tabs, there is a toolbar with 'Sync' and 'Download' buttons, an 'Active' dropdown menu, and a search bar with the placeholder text 'Search Code, Description, Added By'. To the right of the search bar are icons for search, close, and settings. Below the toolbar is a table with the following columns: Thumbnail, Code, Description, Pages, Size, Added By, and Added. The table contains two rows of data.

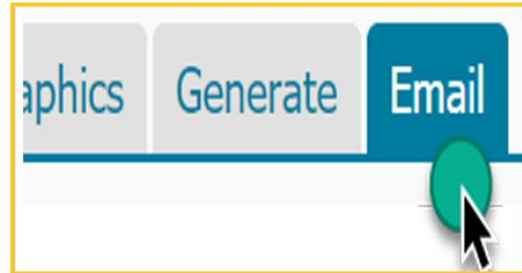
Thumbnail	Code	Description	Pages	Size	Added By	Added
	BP1	BP1-BORROWER APPLICATION 4-Payments_Menu_4_of_4.pdf pdf	23	1 MB	system	06-29-2020
	BP1	BP1-BORROWER APPLICATION	0	193 KB	system	06-29-2020

Questions

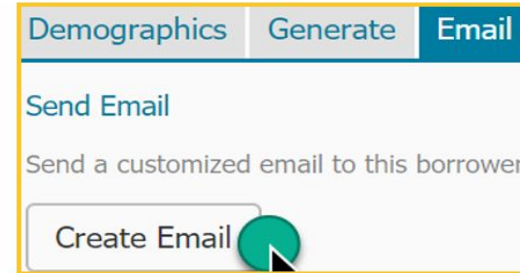
How do I send a custom email to a borrower?

If the Borrower has already started their data entry via the Portal you can send a custom email from within the loan (Forgiveness menu > Email & Upload tab).

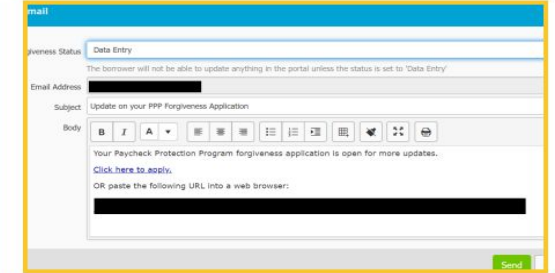
Sending Forgiveness Email within a Loan



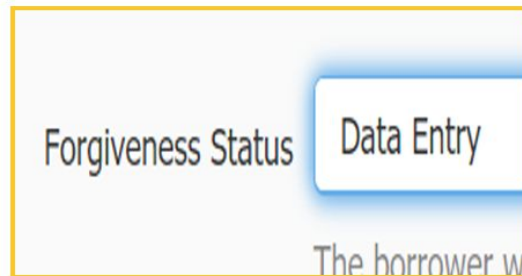
- 1 Within the **Quick Start > Forgiveness** menu click on the **Email** tab



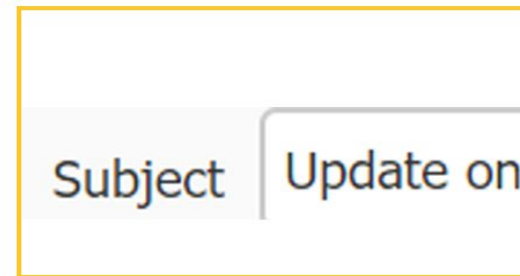
- 2 Click on **Create Email**



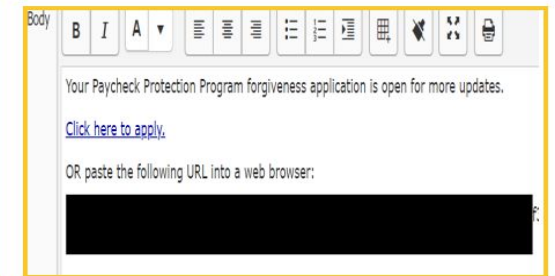
- 3 A pop-up will appear



- 4 If you want to request for an update to data or form upload, set the **Forgiveness Status** to **Data Entry**



- 5 Customize your Subject Line (optional)



- 6 Customize the body of your email. NOTE: The URL's are unique and specific to the Borrower

Created: Thursday, July 9, 2020

Questions

How do I send an INITIAL *custom* email to the borrower?

If the Borrower has not started their data entry and are in **Pending/ -Not Set-** status, go to the **Forgiveness** menu within a loan

1. You will be prompted to select the 3508S, 3508EZ, or 3508 form (select an option)
2. **DO NOT CLICK SAVE!!!!**

The Email tab will become visible and you can follow the instructions from page 22 to generate your custom email.

IMPORTANT: **DO NOT CLICK SAVE** at any time in the Forgiveness menu to allow the borrower to select which Form they will use from the Portal.

Watch video [HERE!!!!](#)

Form Eligibility

If your loan amount is **\$150,000 OR LESS** you are eligible for form 3508S.

Can you use Form 3508s? Yes No

Can you answer YES to **EITHER** of the statements below?

If so, you are eligible for the simplified form 3508EZ

1. The Borrower did not reduce annual salary or hourly wages of any employee by more than 25 percent during the Covered Period compared to the most recent full quarter before the Covered Period. (For purposes of this statement, "employees" means only those employees that did not receive, during any single period during 2019, wages or salary at an annualized rate of pay in an amount more than \$100,000,);

AND

The Borrower did not reduce the number of employees or the average paid hours of employees between January 1, 2020 and the end of the Covered Period.

- Ignore reductions that arose from an inability to rehire individuals who were employees on February 15, 2020 if the Borrower was unable to hire similarly qualified employees for unfilled positions on or before December 31, 2020 (or, for a PPP loan made after December 27, 2020, the last day of the Covered Period).
- Also ignore reductions in an employee's hours that the Borrower offered to restore and the employee refused. See 85 FR 33004, 33007 (June 1, 2020) for more details.

2. The Borrower did not reduce annual salary or hourly wages of any employee by more than 25 percent during the Covered Period compared to the most recent full quarter before the Covered Period. (For purposes of this statement, "employees" means only those employees that did not receive, during any single period during 2019, wages or salary at an annualized rate of pay in an amount more than \$100,000,);

AND

The Borrower was unable to operate during the Covered Period at the same level of business activity as before February 15, 2020, due to compliance with requirements established or guidance issued between March 1, 2020 and December 31, 2020 (or, for a PPP loan made after December 27, 2020, requirements established or guidance issued between March 1, 2020 and the last day of the Covered Period) by the Secretary of Health and Human Services, the Director of the Centers for Disease Control and Prevention, or the Occupational Safety and Health Administration, related to the maintenance of standards of sanitation, social distancing, or any other work or customer safety requirement related to COVID-19.

YES use 3508EZ NO use 3508

Save

Form Instructions General Application: Calculation Form Demographics Generate **Email & Upload**

Questions



Click on **Web Help**



Access our [Knowledge Base](#) Articles



Email
support@venturesgo.com



Call us at 877-284-5706



Live chat with us