



U.S. Small Business
Administration



PPP COVID Revenue Reduction Score & Direct Forgiveness

**Only for loans \$150,000 or less for lenders
that have opted-in**

Effective date of PPP Direct Forgiveness IFR

PPP COVID Revenue Reduction Score & Direct Forgiveness

- Loans \$150,000 or less represent 93% of outstanding PPP loans
 - Approximately 7 million loans remain to be forgiven
 - Many borrowers will have to begin making payments on these loans in the very near future
- SBA has developed solutions to assist
 - COVID Revenue Reduction Score (Score)
 - Direct Forgiveness

PPP COVID Revenue Reduction Score & Direct Forgiveness

COVID Revenue Reduction Score (Score)

- **For lenders that choose to opt-in:**

- For Second Draw PPP loans - SBA is providing a COVID Revenue Reduction Score (Score) that serves as optional method to document borrower's revenue reduction
- The Score was developed using current data on economic recovery and return of businesses to operational status
- SBA will score all Second Draw PPP loans \$150,000 or less and will be visible to lenders to use on an optional basis

PPP COVID Revenue Reduction Score & Direct Forgiveness

COVID Revenue Reduction Score (Score) for lenders that choose to opt-in:

- When Score validates the borrower's revenue reduction, use of Score will satisfy the requirement for the borrower to document revenue reduction
- When Score does not validate:
 - If borrower has not already provided documentation to the lender, borrower must provide documentation either directly to lender (if lender does not opt-in to Direct Forgiveness) or upload to Platform
 - If borrower has already provided documentation to the lender, lender will make forgiveness decision

PPP COVID Revenue Reduction Score & Direct Forgiveness

Direct Forgiveness Process

- **For lenders that choose to opt-in:**
 - To enable lenders to efficiently provide forgiveness decisions, SBA is allowing borrowers to submit forgiveness applications for First Draw and Second Draw loans using SBA Platform
 - Provides a single secure location for borrowers to apply for loan forgiveness using electronic equivalent of SBA Form 3508S
 - Platform will notify lenders when borrower has applied for forgiveness
 - In the Platform, Lender reviews forgiveness application and issues forgiveness decision to SBA

PPP COVID Revenue Reduction Score & Direct Forgiveness

Borrowers must submit forgiveness application directly to lender when:

- Lender does not opt-in to use the direct borrower forgiveness process
- Borrower's PPP loan amount is greater than \$150,000
- Borrower does not agree with the data as provided by the SBA system of record, or cannot validate their identity in the Platform (for example, if there is an unreported change of ownership); or
- For any other reason where the Platform rejects the borrower's submission.

In such circumstances, borrowers must follow instructions from their lender regarding how the lender expects the borrower to submit a forgiveness application for its PPP loan



Direct Forgiveness Process

(for participating lenders)

Sign-up for Direct Forgiveness

- Lenders must first elect participation into the Direct Forgiveness program offered by the SBA.
- This setting can be found within the Institution Settings.
- Please review and agree to the Services agreement. This feature is available to all US Lenders at no cost.

Settings for EtranDemoBank (Lancaster, PA)

Lender Location ID

507242

- Lender Location Enabled for Forgiveness on Etran
- Lender Location Enabled for Origination on Etran
- Lender has agreed to the Terms of Services provided by the SBA ([linked here](#)) and has opted-in to the Direct Forgiveness Platform.

Review and Action of Direct Forgiveness

Lenders may view their Borrower's direct forgiveness submissions and take action to **approve, reject, or require borrower correction** (resubmission) – details on the following pages.

In the situations where a Lender disagrees with a Borrower, they must submit the Not Approval and associated 3508 using the normal Forgiveness process. These situations are not supported through the Direct Forgiveness process.

The screenshot displays the SBA Direct Forgiveness Submissions dashboard. The top navigation bar includes the SBA logo, 'U.S. Small Business Administration', and tabs for 'Forgiveness' and 'Origination'. A 'Sign Out' button is in the top right. The left sidebar contains various navigation options, with 'Direct Forgiveness Submissions' highlighted in a red box. The main content area is titled 'Direct Forgiveness Submissions' and features a filter dropdown set to 'Pending'. Below the filter are buttons for 'Search', 'Clear', 'Show 10 rows', 'Export', and 'Approve Selected' (highlighted in a red box). The table below has columns for Lender Name, Borrower Name, Created, Updated, Source, SBA Number, and Status. The table contains 10 rows of data, all with a 'Pending' status. At the bottom of the table area, it says 'Showing 51 to 60 of 114 entries' and a pagination control with buttons for 'Previous', '1', '5', '6', '7', '12', and 'Next'.

	Lender Name	Borrower Name	Created	Updated	Source	SBA Number	Status
<input checked="" type="checkbox"/>	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	2948222383	Pending
<input type="checkbox"/>	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	4187203098	Pending
<input type="checkbox"/>	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	3019322943	Pending
<input type="checkbox"/>	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	3928132504	Pending
	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	3990212943	Pending
	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	3296988873	Pending
	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	3372021498	Pending
	EtranDemoBank	Postman Cloud	July 12, 2021 09:07 PM	July 12, 2021 09:07 PM	DIRECT	3117856894	Pending
	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	3372991498	Pending
	EtranDemoBank	Postman Cloud	July 12, 2021 09:30 PM	July 12, 2021 09:30 PM	DIRECT	2700222275	Pending

Bank Admin users can leverage this Direct Submission Dashboard to review and approve records submitted by their Borrowers.

Review and Action of Direct Forgiveness

Lenders will need to review the Borrower's submission and make a decision to submit the Forgiveness application to the SBA.

Lender Fully Approved – Submit to SBA: The Lender fully agrees with the submission from the borrower and wishes to submit the forgiveness request to the SBA for decision.

I Confirm

Submit Lender Decision

Please select a decision regarding forgiveness of this PPP loan

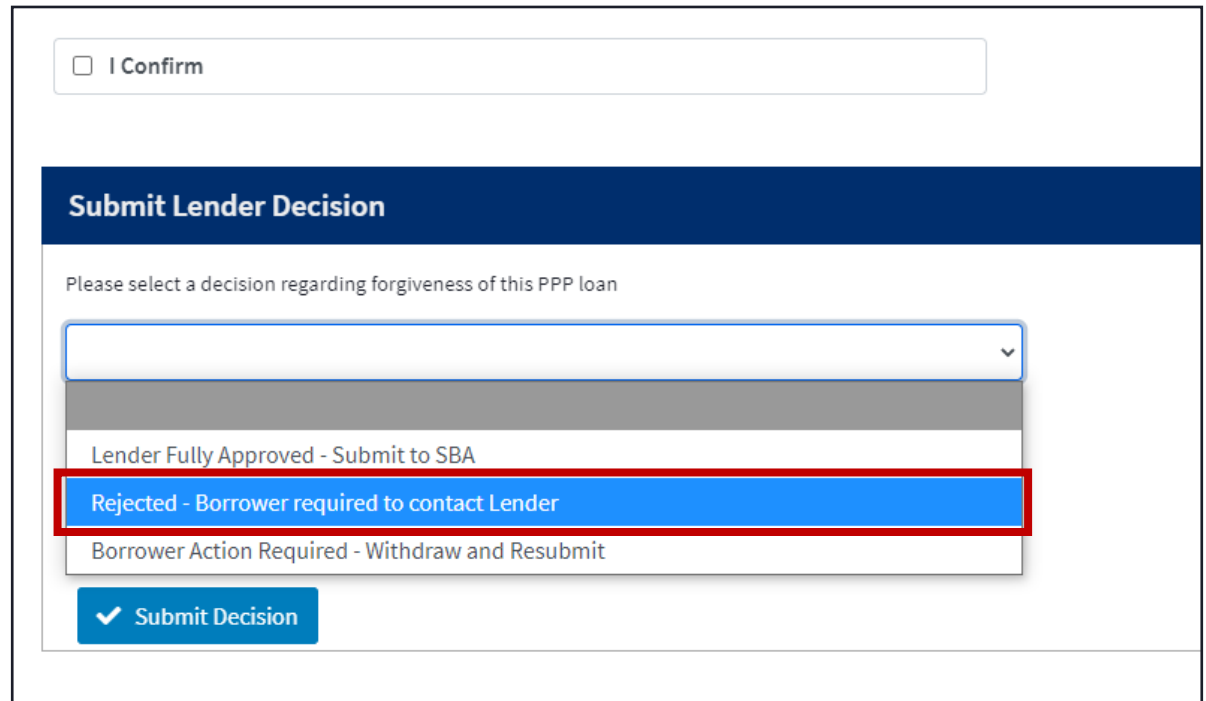
- Lender Fully Approved - Submit to SBA
- Rejected - Borrower required to contact Lender
- Borrower Action Required - Withdraw and Resubmit

✓ Submit Decision

Review and Action of Direct Forgiveness

Rejected – Borrower required to contact Lender – this option would likely leveraged for:

- Situations where the Lender needs to submit a **Not Approved** decision and provide the original 3508s with their modified values; the not approval exception process is not supported through the Direct Forgiveness workflow.
- situations where the lender does not wish to process the request (fraud, not properly originated, etc.)



I Confirm

Submit Lender Decision

Please select a decision regarding forgiveness of this PPP loan

- Lender Fully Approved - Submit to SBA
- Rejected - Borrower required to contact Lender**
- Borrower Action Required - Withdraw and Resubmit

Review and Action of Direct Forgiveness

Borrower Action Required – Withdraw and Resubmit: Lender should use this decision when a correction to the application is required by the borrower. The borrower will need to 1) withdraw their application, 2) start a new forgiveness request, 3) complete the request with required correction, 4) submit and DocuSign

After resubmitting, the Lender can review again and select a decision.
(Lender can send for borrower correction multiple times if necessary)

I Confirm

Fields the borrower can edit include:

- Primary contact name and title
- NAICS
- Cover Period (8 or 24 weeks, other)
- Number of employees at application or forgiveness
- Receipt of PPP loans \$2 Million+
- Amount spent on payroll
- Requested forgiveness amount
- Demographics

Submit Lender Decision

Please select a decision regarding forgiveness of this PPP loan

Lender Fully Approved - Submit to SBA

Rejected - Borrower required to contact Lender

Borrower Action Required - Withdraw and Resubmit

✓ Submit Decision

Review and Action of Direct Forgiveness

Note: In situations where the Borrower has applied for **less than full forgiveness**, the platform will indicate in **Yellow** that additional scrutiny is likely appropriate.

I Confirm

Submit Lender Decision

Please select a decision regarding forgiveness of this PPP loan

 The forgiveness amount for this request is less than the total loan amount. Please ensure that this is correct before making a final decision.

- Lender Fully Approved - Submit to SBA
- Rejected - Borrower required to contact Lender
- Borrower Action Required - Withdraw and Resubmit

Submit Decision



FAQs and Additional Resources

Platform Help

Lenders may access the “Resources” dashboard to access additional guidance for using the Platform. In this dashboard, Lenders may view tutorial videos, frequently asked questions, and links to additional policy resources. This page is available to all lender user groups (Admin, General User, Read Only).

SBA U.S. Small Business Administration

Resources

- SBA Dashboard
- Payment Dashboard
- Lookup Disbursed PPP Loans
- Submit New PPP Forgiveness Decision
- All Forgiveness Submissions
- Proactive Loan Reviews
- Drafts
- Institution Settings

Resource Center

Welcome to the SBA Paycheck Protection Platform

PPP Origination:

- The U.S. Small Business Administration, in consultation with the U.S. Treasury Department, has re-opened the Paycheck Protection Program (PPP) loan portal to PPP-eligible lenders with \$1 billion or less in assets for First and Second Draw applications.
- The portal will fully open on Tuesday, January 19, 2021 to all participating PPP lenders to submit First and Second Draw loan applications to SBA.

PPP Forgiveness:

- Reminder: Complete the Institution Settings to ensure timely payment to your Financial Institution.
- View our videos before you begin.

This platform will allow the submission of PPP Loans and Forgiveness decisions to the SBA. Please take the time to read the user guide, watch our introductory video, and read the FAQs and additional resources.

[User Guide](#) [Videos](#) [FAQ](#) [Additional Resources](#)

User Guide

[PPP Platform Origination Lender User Guide](#)
The PPP Platform Origination Lender User Guide provides comprehensive instructions on using the Origination functionality on the Platform, including screenshot tutorials, documentation, requirements, process timelines, and other useful resources. Please review this guide for the most current information regarding the platform.

[PPP Platform Forgiveness Lender User Guide](#)
The PPP Platform Forgiveness Lender User Guide provides comprehensive instructions on using

Platform Help

If Lenders have additional questions that cannot be answered via the Platform Resources, they may submit a message to the SBA via the Platform Inbox.

1. Click “Inbox” in the top banner.
2. Click on “New Message.”
3. Select a message category, draft, and submit message.

The screenshot displays the SBA Platform Help interface. On the left is a navigation sidebar with options like Resources, SBA Dashboard, and Loan Forgiveness. The main content area is titled 'Open Items' and contains a search bar and a table with one entry: 'test' under 'Request', 'EtranDemoBank (Lancaster, PA)' under 'Context', and 'General Correspondence' under 'Message Type'. A 'View Closed Items' button is in the top right of this section. A red callout '1.' points to the 'Inbox' link in the top right navigation bar. A red callout '2.' points to the '+ New Message' button. A red callout '3.' points to the dropdown menu in the 'New Message' form, which lists categories: General Correspondence, Policy or Procedure Questions, Platform Access Questions, Payment or Reconciliation Questions, and SBA Formal Loan Review.

FAQ

How do I access the Forgiveness Platform?

This platform can be accessed by visiting forgiveness.sba.gov.

How do I contact the SBA?

The SBA's PPP Lender Hotline is **+1 (833) 572-0502**.

Where can I find information about APIs?

A complete guide for Platform API use can be found [here](#).

How many Platform users can each institution have?

Admin users may create up to 10 active users for each institution. We recommend that no more than two users be Admins.

Is there a maximum number of documents that can be uploaded with each application?

No, Lenders may submit an unlimited number of documents with each application. The Platform supports pdf, xls, xlsx, csv, doc, docx, jpg, jpeg, and png files.

Should I use the 3508EZ, 3508S, or the standard 3508 application form?

Lenders should use whichever form they received from the borrower to submit a forgiveness decision.

What happens if I submit and then need to withdraw an application?

You can withdraw a forgiveness decision after it has been submitted and before it has been reviewed by SBA ("Pending Validation" status). Decision submissions are typically in "Pending Validation" for 24 hours after submission. Lenders may submit a request to withdraw a submission via the Platform Inbox once the submission moves into "Under Review" status. SBA has the ability to withdraw a submission on behalf of the lender.

Additional Resources

- If you need additional guidance, please contact the following resources:
 - SBA PPP Lender Hotline: **+1 (833) 572-0502**
 - For general Forgiveness questions: [SBA Forgiveness Inbox](#)
 - For technical Platform questions: [Platform Inbox](#)

Questions?

