Paycheck Protection Program Lender Instructions

Tax ID Changes in E-Tran

Updated 12/23/20

Instructions – Tax ID Changes in E-Tran

Lenders should follow these E-Tran instructions to correct the following situations on a fully disbursed PPP loan:

- Entered incorrect Tax ID Number at origination and incorrect borrower populated and is listed in E-Tran.
- Entered incorrect Tax ID Number at origination and borrower does ***not*** have other SBA loans in the system.

These instructions will *not* correct:

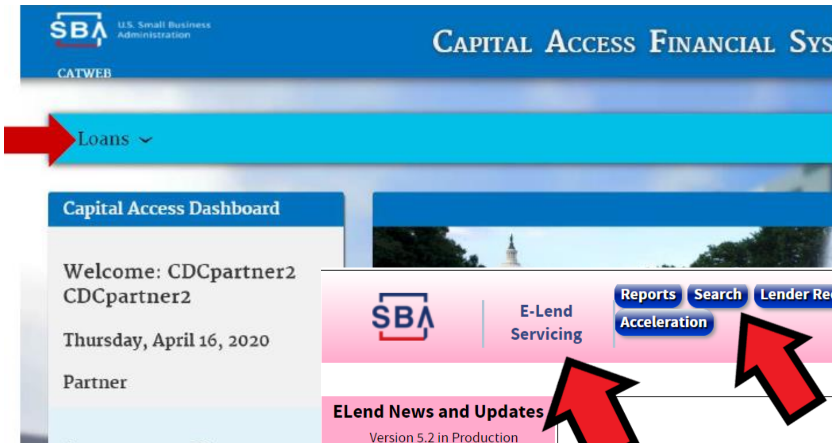
- Entered correct TIN and incorrect borrower populated
- Name changes

For these situations, please request support through your Servicing Center.

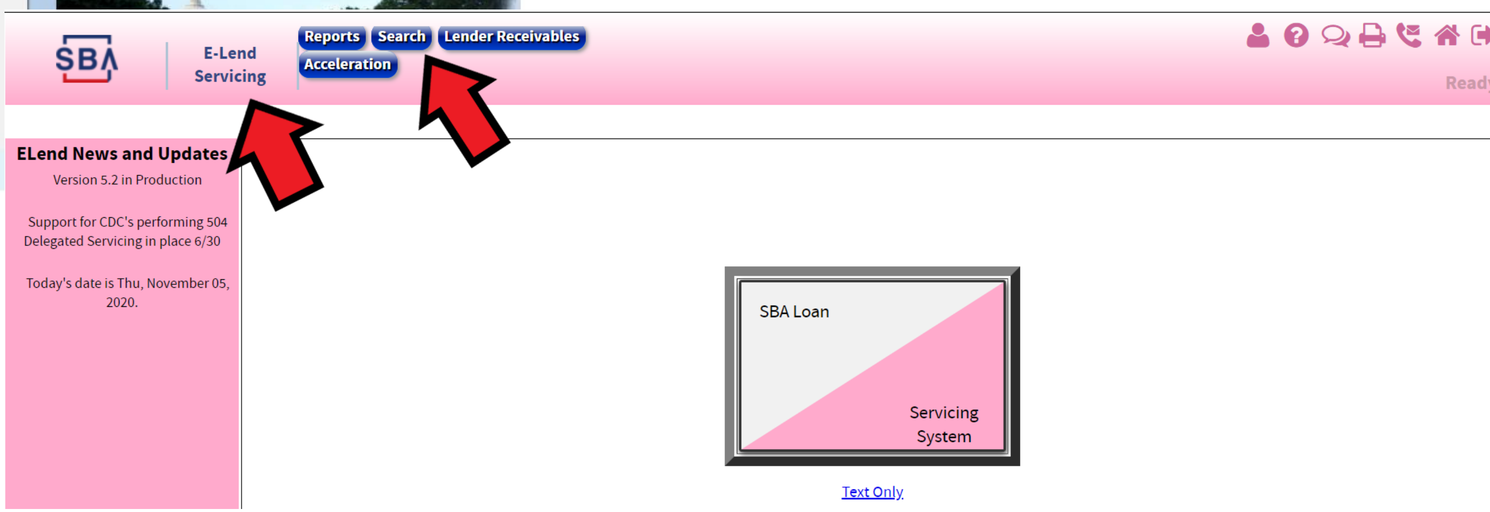
***Note:* Before proceeding, ensure that you have IRS forms verifying the correct Name and Tax ID Number for the borrower.**

Instructions – Tax ID Changes in E-Tran

1. Log into CAFS
2. Select **Electronic Lending – Loan Servicing** from the “Loans” drop down menu
3. Click on “Search”



Note: *Please ensure you log in using two factor authentication (via PIN). If you do not use a PIN, you will not be able to save your changes.*



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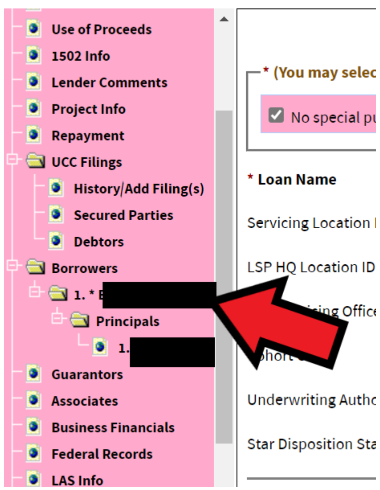
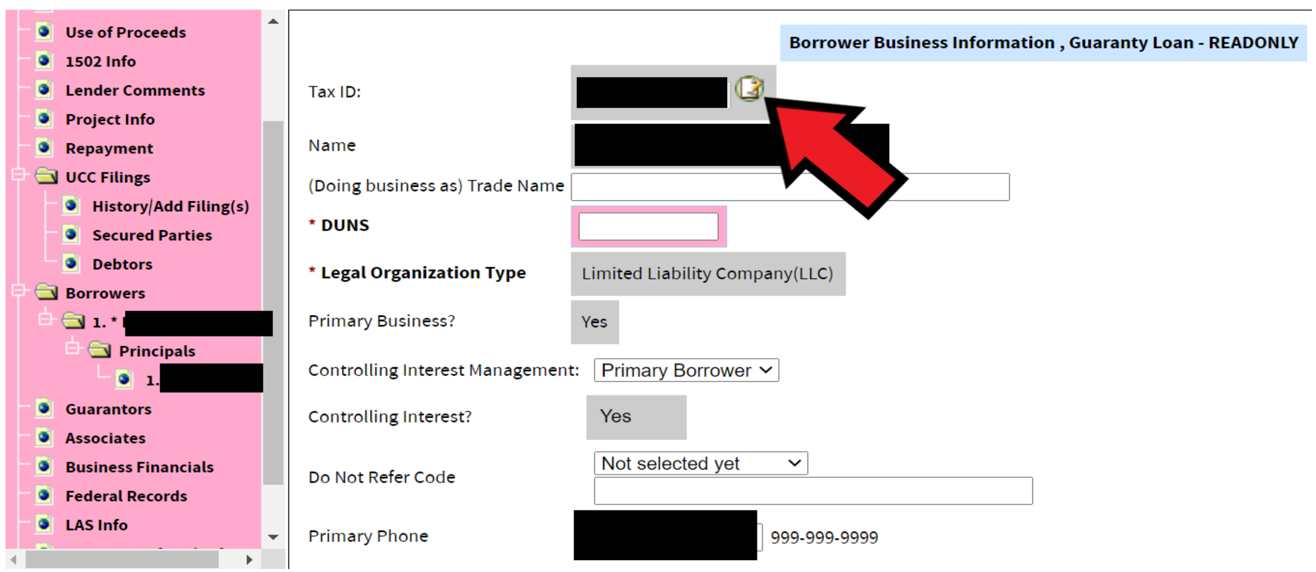
4. Click on borrower’s name in left menu pane
5. If you can see the icon below you can edit the Tax ID Number
6. Delete **<u>entire</u>** Tax ID Number and re-enter the correct number.
7. Click on “Save” at the bottom of screen. Verify changes were corrected accurately by exiting loan, searching for the loan again, and reviewing the information.

Note: *If the borrower has another loan in the system you will receive an error and will need to proceed to the next steps.*





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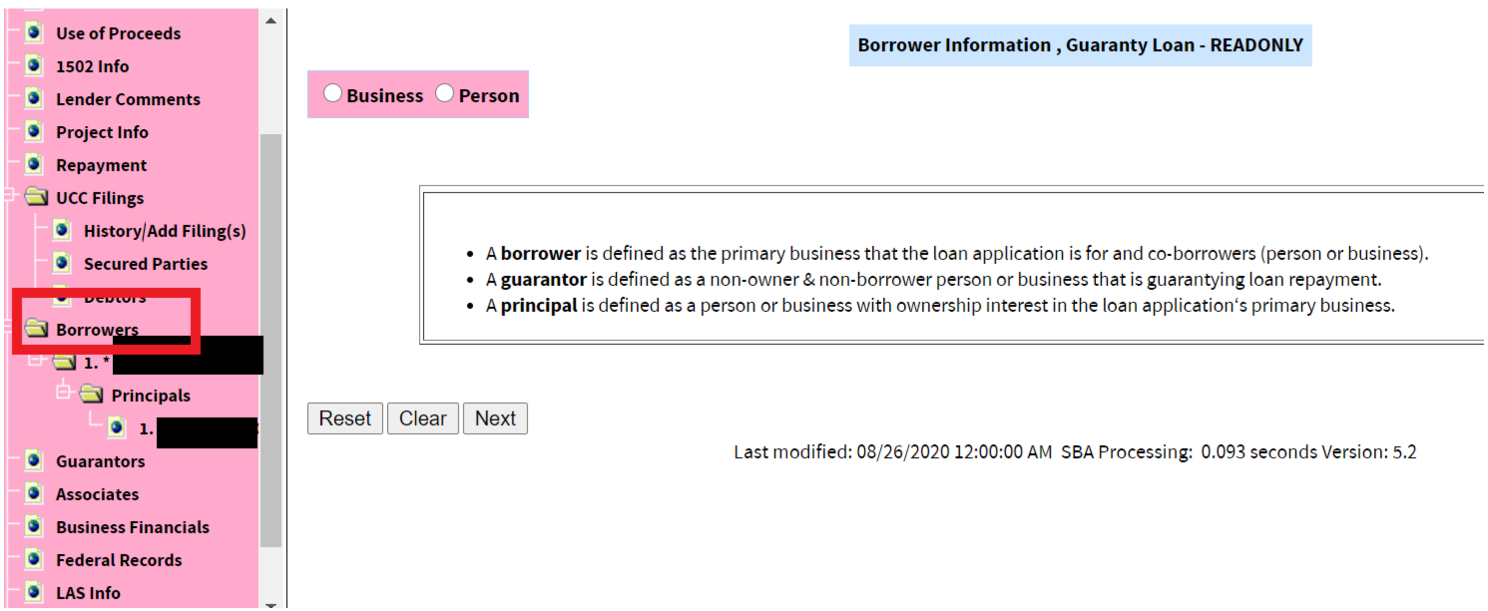
If the borrower has another SBA loan in the system, you will need to make the corrections by creating an additional Borrower/Principal in the loan.

8. In E-Tran Servicing, open the loan and click on “Borrowers” in the left menu pane
9. Select the appropriate radio button for the business type and click “Next”



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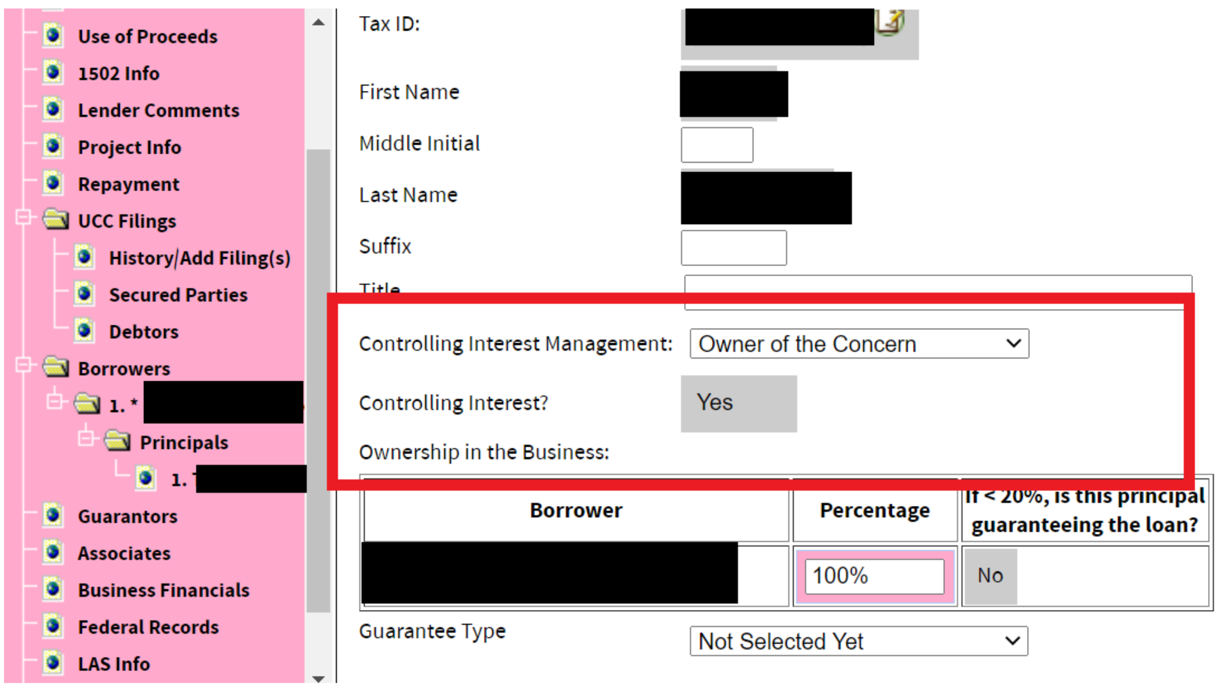
10. Once you have entered the correct Tax ID Number and have clicked "Next," the system will auto populate the borrower's information that is associated with the Tax ID Number in E-Tran.
11. Verify the Borrower is listed correctly. If incorrect, proceed to step 14.
12. Enter all information for Borrower/Principal(s) required. **Be sure to enter all principals and include ownership percentages.**
13. **For <u>both the Borrower and the Principal(s)</u> select "Owner of the Concern" in the following drop down.**



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11. Once you have verified your changes in E-Tran you will then need to contact your Servicing Center (see map below).
12. The Center will change the Primary Borrower designation to the Borrower you have just created in E-Tran.
13. The Forgiveness Platform is updated with the latest E-Tran information each day by 10:00am EST.

Lenders with borrowers in *green* states should contact Fresno:

FSC.servicing@sba.gov

Lenders with borrowers in *yellow* states should contact Little Rock:

LRSC.servicing@sba.gov

When emailing, please include a read receipt to ensure your information is transmitted.

If you have entered a verified TIN/SSN and the name auto-populates in E-Tran incorrectly, you cannot proceed and will need to have the Servicing Center correct your loan.

14. Upload the request/IRS doc through "Send this File" and include the IRS form verifying Business Name and TIN.

Notes:

- *Do not send your request via encrypted email as it cannot be opened by the Servicing Center.*
- *The entire IRS document does not need to be sent as long as Name/TIN is visible on the form.*