

## **FAQ's for new CDC Online within SBA Capital Access Financial Systems**

1. Can borrowers access CDC Online to obtain loan information?

No. The new CDC Online has the same functionality as the old one. CDC Online was migrated to the SBA's data center and merged into the SBA's Capital Access Financial System. CDC Online remains a CDC tool and it is not accessible directly by borrowers.

2. How do you download the Payment Statement for monthly fee income?

Go to Reports and click on the desired report. The same number and types of reports exist in the new CDC Online as it did in the old version of CDC Online. There are no new reports.

3. Will I be able to see the existing scheduled prepayments in the new system?

Yes, if you have already scheduled a prepayment in the old system, then you will see that scheduled prepayment in the new CDC Online. You will not have to schedule that prepayment again. We migrated all the data as of end of day 10/27 from the old CDC Online to the new CDC Online.

4. Can funding documents such as Amortization schedules, conformed notes etc. be found in E-Tran?

No, the same reports that you were able to pull and view on the old CDC Online will still be available in the new CDC Online, which is now accessible through the SBA's Capital Access Financial System by selecting the CDC Online application.

5. Will I be able to upload balances into Ventures Plus?

The new CDC Online is a lift and shift of the old CDC Online and no new functionality has been added yet. CDCs will still be able to upload the Status of Portfolio into Ventures Plus. Only after Migration on 10/30 did we learned that Ventures Plus also has functionality to upload the ACH Reject activity reports. We will prioritize this need and work with the technology team to provide this functionality in the near future.

6. If prepayments are already scheduled will they need to be rescheduled?

No. If a prepayment was already scheduled in the old CDC Online then you will not have to reschedule it because we will migrate that data over to the new CDC Online.

7. Where would I find the ACH Reject Report?

With all of the other reports on CDC Online.

8. How are requests for ACH changes handled?

ACH change requests still go through the SBA504 customer service [sba504csa@wellsfargo.com](mailto:sba504csa@wellsfargo.com).

9. Where can I find the 1098 forms?

1098 forms for 2016 are available on CDC Online. For prior years, please reach out to CSA customer service at [sba504csa@wellsfargo.com](mailto:sba504csa@wellsfargo.com).

10. How are deferment requests handled?

There is no change to the process with deferments. Please continue to work with the [sba504csa@wellsfargo.com](mailto:sba504csa@wellsfargo.com) inbox for deferment and catchup plan requests.

11. Can I access the Payout and Funding Statement through CAFS?

All reports that were available in the old CDC Online will continue to be available in the new CDC Online. You can access the new CDC Online after you sign up for and are approved for access to the Capital Access Financial System. Please register for CDC Online once approved. Once you have CDC Online access, you will be able to access these reports.

12. Will the Wells Fargo webpage continue to be used for any reporting?

No.

13. Will I still be able to email the CSA directly at [sba504csa@wellsfargo.com](mailto:sba504csa@wellsfargo.com)?

Yes. Please email loan servicing questions to the CSA at [sba504csa@wellsfargo.com](mailto:sba504csa@wellsfargo.com). For any technology related questions or account access questions, please email [CLS@sba.gov](mailto:CLS@sba.gov).

14. Currently, the prepayment debenture schedules and ACH rejects are emailed. Will that continue or will those be available with the other funding documents?

Yes.

15. For prepayments, will prepayment date remain the 3rd Thursday?

Yes.

16. Does the Authorizing Official (AO) also need to request access? How do we request a backup AO?

Yes. CDCs can request more than one AO through CAFS.