

# *e*504

## user guide

version 7.0

10/14/16

# e504 user guide

## What is e504?

With e504, CDCs have a completely electronic loan application process available for their use. Rather than sending physical files to the Sacramento Loan Processing Center (SLPC), CDCs are able to submit paperless loan requests directly from their computers.

## Who can use e504?

The e504 process is available to all CDCs. ASM and non-ASM submissions are both supported.

## Advantages of using e504

- It saves time: Applications are received by the SLPC within hours instead of days and resubmissions are automatically logged back in
- It saves money: Mailing and copying expenses are eliminated
- It's safe and secure: The e504 technology ensures the highest level of security for all submissions

## How e504 works

The CDC will send electronic loan applications to a centralized SBA computer using specialized software, an e504 user name, and password. **(See the “Getting Started” section on pages 5 and 6 of this guide to learn how to obtain the necessary user name/password and for information regarding the software requirements. Please be aware of the new process, effective October 2016)**

Once the file is received by the SLPC, the CDC will receive an automated email. This email will identify the individual documents received by the SLPC and will serve as a receipt acknowledgment. (See Exhibit #1 for a sample email) This email will also provide a unique e504 Tracking Number. The e504 Tracking Number is very important as it is unique to each Project and must be included with all future documentation and communication related to that same Project. When sending in the loan application for something that had a pre-application e504 Tracking Number (e.g. Franchise or Environmental), you must use the same tracking number that was originally issued under the pre-application process.

If the e504 loan application does not include all of the required documents, the CDC will need to submit the missing documents before the file will be processed by a SBA loan officer. Once the automated process determines that a complete loan application package has been received by the SLPC, the loan request will enter the processing queue for review by a SBA loan officer.

If the SBA loan officer determines that additional information, documentation, or explanation is necessary, an email will be sent to the CDC loan contact. All CDC responses to these SBA loan officer requests must be sent using the e504 process and must include the e504 Tracking Number for that Project.

Through your e504 software, you can sign up as many users as you like to receive email notices at various stages of the application process.

Documentation that is sent to the SLPC after loan approval (such as servicing requests, closing requests, environmental reports, and appraisal reports) must also be sent through the e504 process utilizing the e504 Tracking Number for that Project.

## **What documents must be included in an e504 loan request?**

The documentation requirements for e504 are identical to the requirements for paper applications, with four exceptions.

- The draft loan authorization wizard prepared by the CDC must be included in the e504 electronic loan application. It cannot be emailed separately to the SLPC. This is the only document that must be in Microsoft Word (docx) format, all other e504 submissions must be in PDF format.
- Submit an electronic credit memorandum which includes the required minimum set of elements.
- Another benefit of e504 is that all the Contacts for email notifications (i.e. Loan Officer contact, Authorization contact, etc.) can be updated anytime via an e504 submission. This process is entirely automated and no form/document needs to be submitted.
- Valid PDFs in black and white to ensure that the quality of the document is maintained as it is processed by our system. Some documents may appear to be saved in black and white format but are actually grayscale. Currently, only Environmental reports, Appraisals and Franchise related documents can be sent in color or grayscale. All other documents must be converted to black and white before being uploaded to the SBA system. Also, it is a good idea to re-convert (File/Print to PDF) any PDFs obtained from third parties (such as Appraisers) to ensure that the file is not corrupt. In some cases, although the PDF from a third party may appear to open fine on your computer, it is in fact corrupted and will not pass our test.

## Important Considerations

An e504 loan application will not be reviewed by an SBA loan officer until the system verifies that all mandatory documents have been received. CDCs are responsible for ensuring that all mandatory loan application documents are received by the SLPC. For this reason, CDCs should pay careful attention to the automated verification emails.

When using the e504 loan application process, **all documents** (with two exceptions, listed below) related to a loan request must be submitted via the e504 process. All documents, includes any pre-application franchise or pre-application environmental documents, the loan application itself, and any servicing or closing requests, all must come in via e504.

The two submissions types that are not supported by e504 are:

- *The CDCs must continue to obtain a 912 clearance using current methods – the e504 process is not available for pre-application review of 912s.* After a CDC receives a 912 clearance, a copy of the cleared 912 and any supporting documentation must be included in the e504 loan application.
- *The CDCs must continue to obtain alien verification using current methods - the e504 process is not available for alien verification.* If alien verification is required, it must be completed prior to the submission of the loan application. The e504 loan application must include the verification of status as well as all supporting documentation.

Franchise documents and environmental reports are the only documents that may be sent via e504 for “pre-application” review. The submission of these documents will generate the e504 Tracking Number for that Project. This e504 Tracking Number must be used when submitting the subsequent loan application for that Project. (See Exhibit #2 for a copy of the e504 Quick Start tip sheet summarizing the various submission types)

It is important that documents are not submitted multiple times. When submitting additional documentation related to a loan application, please be sure to submit only new or revised documents. The receipt of duplicate documents may cause delays in processing.

**If your application is screened out, you must submit the SCREEN OUT CHECKLIST as its own document for the SBA system to log it back in for review.**

The CDC should not use “placeholder” documents when submitting loan files through the e504 application process. An example of a placeholder is a page that states “Appraisal Pending” or “Environmental Report has not yet been ordered.” The automated system will treat these placeholders as though they are the actual documents and the documents will show in the system as being received when, in fact, they were not.

Do not send excessive documentation that is not necessary for a 504 review. (i.e. 1,200 pages of Cost Documents)

Finally, one last tip as your transition to electronic submissions, do not send in hard copies “just in case” the e504 is not received. You should get your e504 receipt within 3 hours. Any paper submissions on e504 loans will not be processed and will only cause delays.

## Getting Started

Before you can begin sending electronic loan applications through the e504 process, you will need:

- Specialized software
- To ensure your email system will not block our notifications
- An e504 user name and password

Specialized software: The “behind-the-scenes” technical specifications related to e504 are demanding and exacting. The use of specialized software is highly recommended. A separate document detailing the technical requirements is available for software developers. Several software vendors have products available which support the e504 process.

Ensure that you will be able to receive the various notifications from the SBA: Since the SLPC has moved to email notifications as the primary way to correspond with CDCs, you should already be accustomed to receiving our emails.

However, the e504 program uses additional email boxes that you may need to add to your safe list:

[SLPCNotificationSystem@sba.gov](mailto:SLPCNotificationSystem@sba.gov)  
[e504help@sba.gov](mailto:e504help@sba.gov)

Filter settings can vary, you may find that you do not need to do anything, but if you don’t get emails from us regarding your submission, this is the first place to check before contacting the SLPC.

An e504 user name and password: You will use your e504 user name and password whenever you submit documents through your e504 software. Please note, an e504 user account is different from your CLS/ETRAN user account. Your e504 user name will always begin with “e5”.

You may be wondering how many accounts your CDC will need. Most CDCs prefer to have separate e504 accounts for each user who would be submitting documents to the SLPC.

## How to Register for e504 Submissions (Effective October 2016)

To request an e504 (SFTP) user account, send an email to [e504help@sba.gov](mailto:e504help@sba.gov) with the **Subject: New Account Request – Your Name.**

In your email, please provide the following information to request an e504 user account:

**First Name:**  
**Last Name:**  
**CDC Name:**  
**CDC Primary State:** \_\_ \_\_ **USA**  
**Business email address:**  
**Phone Number:**

Once your request has been approved, processed and the account has been created, you will receive two emails:

- One containing your e504 user name and
- A separate email with your password

The e504 user name will always begin with e5. It may take up to 3 business days, please plan accordingly.

After you have received your e504 SFTP account information, you can immediately begin submitting your zip files via your third-party e504 software.

Additional information regarding e504 accounts:

- User name is case sensitive
- If you forget your user name or password, contact [e504help@sba.gov](mailto:e504help@sba.gov) for assistance
- After 3 unsuccessful login attempts your account will be locked, contact [e504help@sba.gov](mailto:e504help@sba.gov) for assistance
- Users will be issued new passwords via email every 90 days

**For questions related to  
user accounts, submissions or error messages  
contact**

**[e504help@sba.gov](mailto:e504help@sba.gov)**

**For questions on how to submit a package using the software of your  
choice, you must contact your vendor.**

## Exhibit #1

Sample email from the SLPC computer confirming the individual documents received.

This email, along with any error messages, will be sent to the contact type "Submission Confirmation/Receipt Notifications Contact" for the relevant Project. Just receiving this email does not guarantee everything is okay with your submission, you must read the email to see if there was a problem.

**From:** SLPC Notification System [mailto:SLPCNotificationSystem@sba.gov]  
**Sent:** Tuesday, August 01, 2012 9:01 AM  
**To:** cdcuser1@officename.com;cdcuser2@officename.com  
**Subject:** 504 Loan Application for Super Clean Car Wash, Inc. - receipt acknowledgment (D:ZA S:999999 E:123456)

### SBA - Sacramento Loan Processing Center (SBA-SLPC)

This email account is not monitored. Emails received at this account will not be read and will be automatically deleted. Please direct your email to a different account.

The Center has received your electronic loan application file(s) for Trade/Loan Name: **Super Clean Car Wash, Inc.**

**The following documents were just received:**

<b>Authorization from CDC:</b>	Received
<b>CDC Checklist:</b>	Received
<b>Supplemental Datasheet:</b>	Received
<b>Electronic Credit Memorandum:</b>	Received
<b>Form 1244:</b>	Received
<b>Eligibility Checklist:</b>	Received
<b>912:</b>	Received
<b>Cost Document(s):</b>	Received
<b>Bank Letter:</b>	Received

**This is your e504 Tracking number. It must ALWAYS be included with any documents related to this project.**

Your e504 Tracking Number is: **123456**. We will use the loan application number as an identifier in all communications with you while the loan application is being processed. You should also include the loan application number when communicating with us about this loan application.

SBA-SLPC



# e504 quick start guide

Exhibit #2

	Function	Required	If Applicable
preApps	initial submission of PreApplication	PREAPP +  FRANCHISE/AGREEMENTS and / or  ENVIRONMENTAL	PREAPP must mark all subsequent PreApp submissions as PreApp also
	new ASM application	AUTHORIZATION, SUPPLEMENTAL DATASHEET, ELECTRONIC CREDIT MEMO, 1244, ELIGIBILITY CHECKLIST, 912, COST DOCS, BANK LETTER	e504 # provide the <b>existing</b> e504 Tracking # if anything came in as <b>PreApp</b>
new App	new non-ASM application	AUTHORIZATION, SUPPLEMENTAL DATASHEET, ELECTRONIC CREDIT MEMO, 1244, ELIGIBILITY CHECKLIST, 912, COST DOCS, BANK LETTER + CREDIT RPT, PERSONAL FINANCIAL STMT and all other financial/affiliate documents if applicable	various others Documents can be submitted ENVIRONMENTAL  APPRAISAL  INS VERIFICATION
	responding to an application Screen Out	e504 # +  SCREEN OUT CHECKLIST You actually need to select "Screen Out Checklist" in your system. It is more than just a cover page, it is the only way the automated system logs the application back in!	other Documents, if necessary, must be included as separate documents and must <b>accompany</b> the SCREEN OUT CHECKLIST document 912 +  COST DOCUMENT
screen outs	responding to just an Appraisal Screen Out	e504 # +  APPRAISAL (only)	for Appraisal, Franchise/Agreements or Environmental screen outs, you do not use the SCREEN OUT CHECKLIST or any other document types e504 # +  FRANCHISE (only)    ENVIRONMENTAL (only)
	requesting reconsideration of an application that was declined	e504 # +  DECLINE RECONSIDERATION	documents to support request for reconsideration, each as separated documents CORRESPONDENCE +  BANK LETTER
servicing	request for servicing aka a "327"	e504 # +  SERVICING REQUEST	other Documents, if necessary, must be included as separate documents and must <b>accompany</b> the SERVICING REQUEST document 912 +  Bank Letter
	request for closing	e504 # +  CLOSING REQUEST (1 page only)	do not submit any other documents with a closing request

