

# Pleasanton Business Assistance Program

*Business Support Fund*

*Online Application Tutorial*

# Online Application Tutorial

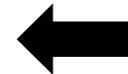


## Accessing the Online Application

The Business Support Fund online application is accessible on the City's website: [www.cityofpleasantonca.gov/eddsupportfund](http://www.cityofpleasantonca.gov/eddsupportfund).

The screenshot shows the City of Pleasanton website. At the top left is the city logo. To the right is a search bar with the text "Search the City..." and a "Go" button. Below the search bar is the date "Friday, May 8, 2020". A navigation menu includes "Visitor", "Resident", "Business", "Government", "I Want To...", and "Contact Us". On the left side, there is a "Navigation" sidebar with links such as "Economic Development Home", "COVID-19 Business Support", "Available Commercial Space", "Business Approval Process", "Business Assistance Programs", "Business License", "Business License Search", "Business Resources", "Business Support", and "Economic Vitality Committee". The main content area is titled "Pleasanton Business Assistance Program" and "Business Support Fund". It includes a "SUMMARY | FREQUENTLY ASKED QUESTIONS" link and a large green button that says "Apply Online Here". Below the button, there is text explaining that applications are accepted through ZoomGrants and providing instructions on how to set up an account. At the bottom, there is contact information for the Economic Development Department.

Click on **Apply Online Here** to access the online ZoomGrants application portal

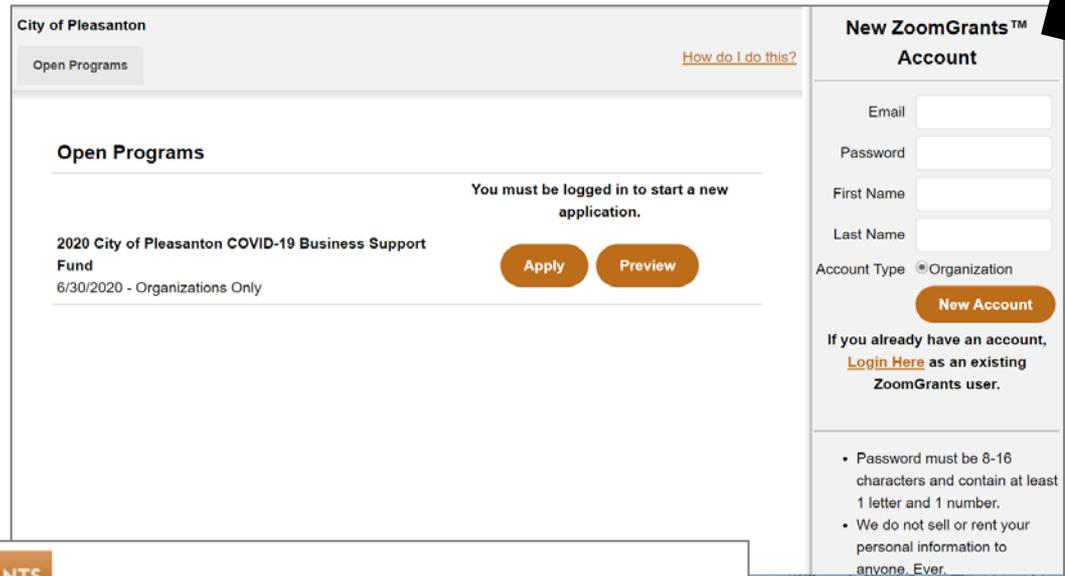


# Online Application Tutorial

## Setting Up Your ZoomGrants Account

Applications will only be accepted through ZoomGrants. Set up a New ZoomGrants Account (box on the right side of screen). See instructions on [Setting Up Your ZoomGrants Applicant Account](#).

You will receive a confirmation email once you set up your account.



City of Pleasanton

Open Programs [How do I do this?](#)

**Open Programs**

You must be logged in to start a new application.

2020 City of Pleasanton COVID-19 Business Support Fund  
6/30/2020 - Organizations Only

Apply Preview

**New ZoomGrants™ Account**

Email

Password

First Name

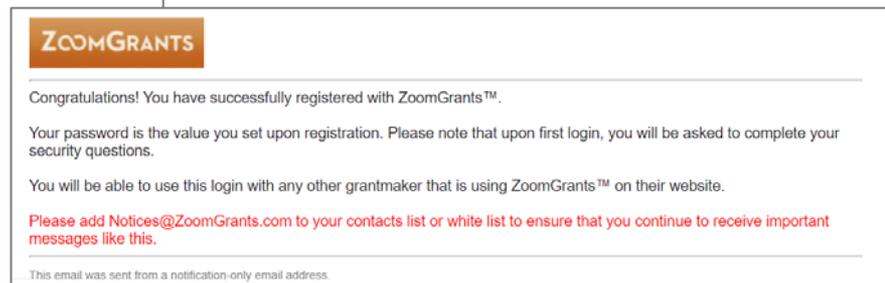
Last Name

Account Type  Organization

**New Account**

If you already have an account, [Login Here](#) as an existing ZoomGrants user.

- Password must be 8-16 characters and contain at least 1 letter and 1 number.
- We do not sell or rent your personal information to anyone. Ever.



**ZOOMGRANTS**

Congratulations! You have successfully registered with ZoomGrants™.

Your password is the value you set upon registration. Please note that upon first login, you will be asked to complete your security questions.

You will be able to use this login with any other grantmaker that is using ZoomGrants™ on their website.

Please add [Notices@ZoomGrants.com](mailto:Notices@ZoomGrants.com) to your contacts list or white list to ensure that you continue to receive important messages like this.

This email was sent from a notification-only email address.

# Online Application Tutorial

## Starting Your Application

### Fund Information:

The **Fund Description, Eligibility and Restrictions** are provided on the application. After reading these sections, you may close the boxes by clicking **HIDE DESCRIPTION, HIDE ELIGIBILITY** and **HIDE RESTRICTIONS**.

To display these sections, click **SHOW DESCRIPTION, SHOW ELIGIBILITY** and **SHOW RESTRICTIONS**.

You may access **Reference Documents** by clicking on the tab at the top. There are two reference documents available located under the three sections noted above.



My Account Home / My Applications Account Profile

Search Search

City of Pleasanton  
2020 City of Pleasanton COVID-19 Business Support Fund Deadline 6/30/2020

[VIEW OPEN PROGRAMS](#) | [HIDE DESCRIPTION](#) [HIDE ELIGIBILITY](#) [HIDE RESTRICTIONS](#) [SHOW REFERENCE DOCUMENTS](#)

Description [hide this](#)

To ease the impact of COVID-19 on Pleasanton businesses, the City of Pleasanton has established a \$3 million Business Support Fund. The objective of the fund is to offer financial assistance to micro-enterprises, restaurants and retail businesses within Pleasanton to work in cooperation with state and federal assistance programs.

The program provides zero-interest, unsecured, short-term loans of up to \$2,500 (\$2,900 in Downtown) to eligible independently or locally owned micro-enterprises, restaurants and retail businesses. Funds may be used to cover payroll, rent, mortgage or working capital for the business to cover operational expenses. Loans will be allowed a maximum amortization of 24 months with repayment commencing on the first day of the month after the COVID-19 local emergency declaration is lifted.

Financial assistance will be awarded to eligible, qualified small businesses based on the availability of funds, program guidelines, and the submission of all required information and supporting documentation.



Reference Documents [hide this](#)

Description	File Name	Date Uploaded	File Type
<a href="#">Downtown Pleasanton District Boundary Map</a>	DowntownBIDmap201511X17FINAL.pdf	5/5/2020 4:28:52 PM	PDF
<a href="#">COVID-19 Business Support Fund FAQs</a>	PleasantonBusinessSupportFundFAQFinal682020.pdf	5/8/2020 11:45:51 AM	PDF

# Online Application Tutorial

## Contact & Business Information

Scroll down to **Contact Information**. You will be asked for your **Business Name** and **Applicant Information**.



**Contact Information** (answers are saved automatically when you move to another field)

Instructions [Show/Hide](#)

Business Name

**Applicant Information**

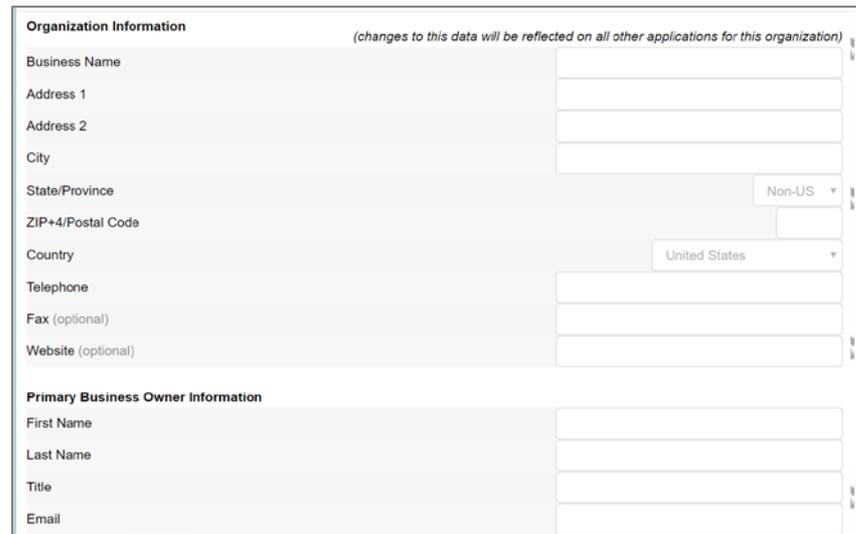
First Name

Last Name

Telephone

Email

Next, you will provide your **Business Information** and **Business Owner** information.



**Organization Information** (changes to this data will be reflected on all other applications for this organization)

Business Name

Address 1

Address 2

City

State/Province  Non-US

ZIP+4/Postal Code

Country  United States

Telephone

Fax (optional)

Website (optional)

**Primary Business Owner Information**

First Name

Last Name

Title

Email

# Online Application Tutorial



## Application Questions 1-8

**Application Questions** (answers are saved automatically when you move to another field)

**Instructions** [Show/Hide](#)

Please provide answers to the following questions regarding the business for which you are applying for a loan.

**Business Information**

1. Do you own or lease your establishment at this location?

Own  
 Lease

2. Please list the names and share of ownership of all other business owners.

Maximum characters: 300. You have  characters left.

3. Is your business locally or independently owned?

Yes  
 No, please explain:

4. Primary Business Activity

Retail  
 Restaurant  
 Other:

### Business Information:

The application now asks questions regarding **business ownership** and **type of business**.

5. Please describe your business.  
*Include what the business produces, activity and how it generates revenue.*

Maximum characters: 2000. You have  characters left.

6. Are you located in Downtown Pleasanton?  
*Downtown Pleasanton District boundaries: Peters Avenue on the west, First Street on the east, Bernal Avenue on the south, and the Arroyo del Valle on the north. See link to MAP in Reference Documents tab above.*

No  
 Yes

7. Number of Full-time Employees

Maximum characters: 255. You have  characters left.

8. Number of Part-time Employees

Maximum characters: 255. You have  characters left.

Next, you will describe your **business activity**, whether your business is located in Downtown Pleasanton and the **number of employees**, both full-time and part-time employees.

# Online Application Tutorial

## Application Questions 9-14

### Impact of COVID-19:

Next, you will be asked to describe the hardship that has resulted from COVID-19, when it began and how you envision impacts over the next 30 days.

*You will have a limit for the number of characters. A count is kept at the bottom of the text box.*

**Impact of COVID-19**

9. Please describe the business hardship that has resulted from COVID-19 and if funded, how would you utilize these resources?  
*Please address COVID-19 impacts on revenues, number of employees, modified business hours, etc. (verification may be required).*

Maximum characters: 3000. You have 3000 characters left.

10. When did the hardship begin?

Maximum characters: 255. You have 255 characters left.

11. What do you envision the COVID-19 impacts might be over the course of the next 30 days?

### Finance Information:

You will be asked to enter your **Business License Number**. A website and contact phone number are provided for assistance.

**Financial Information**

12. City of Pleasanton Business License Number  
*To search for your business license number copy & paste the following in your web browser: <https://secure2.cityofpleasantonca.gov/websearch/> or call (925) 931-5440, Monday through Friday between 8:00 am to 5:00 pm to leave a message.*

Maximum characters: 255. You have 255 characters left.

13. Does the business or owner have any outstanding liens or judgements?

No  
 Yes

14. Is the business or business owner currently the subject of any litigation, or filed for bankruptcy?

No  
 Yes

# Online Application Tutorial



## Application Questions 15-16

### Certifications and Disclosure of Information:

Check all boxes to acknowledge that you agree with these statements.

All boxes must be checked to complete the application.

#### Certifications

15. Please certify your agreement to the following statements by checking each box.

*All boxes must be checked to certify your understanding of the application requirements.*

- I understand that I am applying for a loan that must be repaid.
- I hereby certify that my business follows all applicable federal, state and local laws.
- I hereby certify that all of the information submitted in this application is true and correct, and is subject to audit by the City of Pleasanton.

#### Disclosure of Information

16. The City of Pleasanton understands and supports the public's right to access public records. Some of the information submitted through this application is a public record and may be subject to disclosure under the California Public Records Act (PRA). In addition, the City of Pleasanton may be required to disclose some of the information submitted through the application by some other legal process, for example, a subpoena.

*Please check the following box to acknowledge this disclosure.*

- By submitting an application, you agree that the City of Pleasanton may determine in its sole discretion whether information submitted through this application is subject to disclosure under the California Public Records Act or through another legal process.

Previous

Next



Click Next to Continue

# Online Application Tutorial

## Required Documents

Applicants are required to submit three supporting documents as noted in the Instructions. Please read instructions carefully.

### To download the templates:

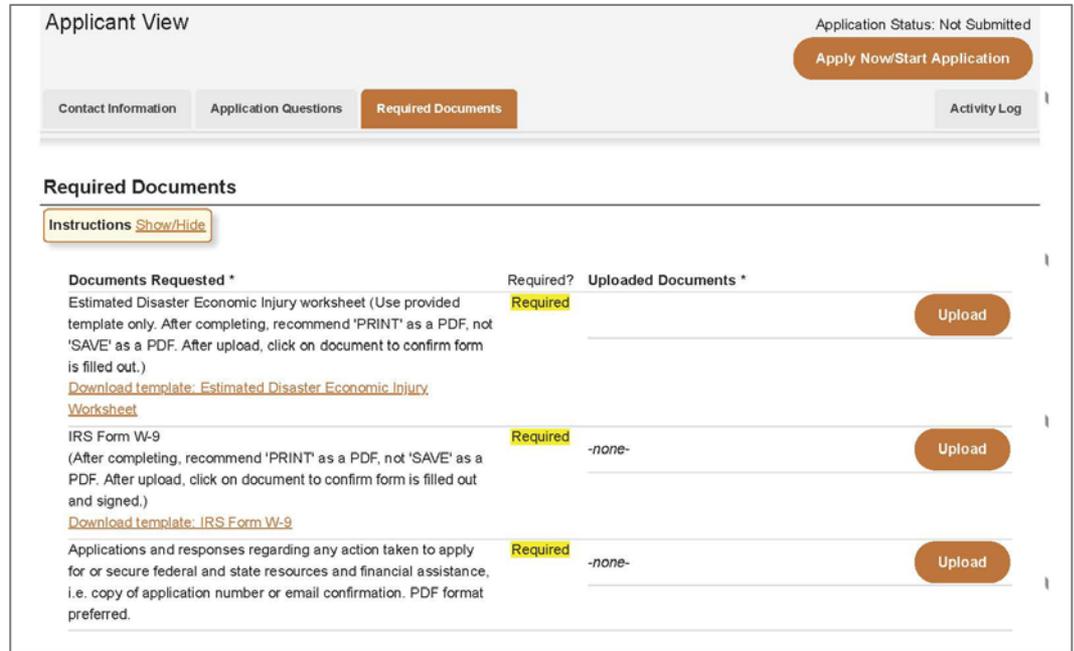
Click the **orange links** under the document title.

Complete the document. It is recommended to **'PRINT'** the document as a PDF instead of **'SAVE.'** Since it is a 'fillable' PDF, sometimes when you 'save' it, the information you entered disappears when you upload and it's blank.

**To upload your completed documents:** Click on the **Upload** button and following instructions in the window to upload the document.

Once you refresh the page, the document will be listed under **Uploaded Documents**. Click on each document to make sure each form is filled out AND signed.

There is no template for the last document. We are asking you to show that you applied for federal or state assistance, i.e. EIDL Advance, Paycheck Protection Program (PPP), etc. This could be an email confirmation received from SBA or a lender confirming receipt of your application. We do not need a copy of the application. You also are not required to have been approved but just that you have made efforts to apply.



The screenshot shows the 'Applicant View' page. At the top right, it says 'Application Status: Not Submitted' and has an 'Apply Now/Start Application' button. Below this are four tabs: 'Contact Information', 'Application Questions', 'Required Documents' (which is selected), and 'Activity Log'. The 'Required Documents' section has an 'Instructions Show/Hide' link. Below is a table with three rows of documents:

Documents Requested *	Required?	Uploaded Documents *
Estimated Disaster Economic Injury worksheet (Use provided template only. After completing, recommend 'PRINT' as a PDF, not 'SAVE' as a PDF. After upload, click on document to confirm form is filled out.) <a href="#">Download template: Estimated Disaster Economic Injury Worksheet</a>	Required	<input type="text"/> Upload
IRS Form W-9 (After completing, recommend 'PRINT' as a PDF, not 'SAVE' as a PDF. After upload, click on document to confirm form is filled out and signed.) <a href="#">Download template: IRS Form W-9</a>	Required	-none- Upload
Applications and responses regarding any action taken to apply for or secure federal and state resources and financial assistance, i.e. copy of application number or email confirmation. PDF format preferred.	Required	-none- Upload

# Online Application Tutorial

## Review & Submit Your Application



Application Status: Not Submitted

Submit Now Print/Preview

[Archive this Application](#)

Contact Information Application Questions **Required Documents** Activity Log

**Required Documents**

Instructions [Show/Hide](#)

Once you have uploaded the three required documents, click **Refresh Page** at the top of the page.

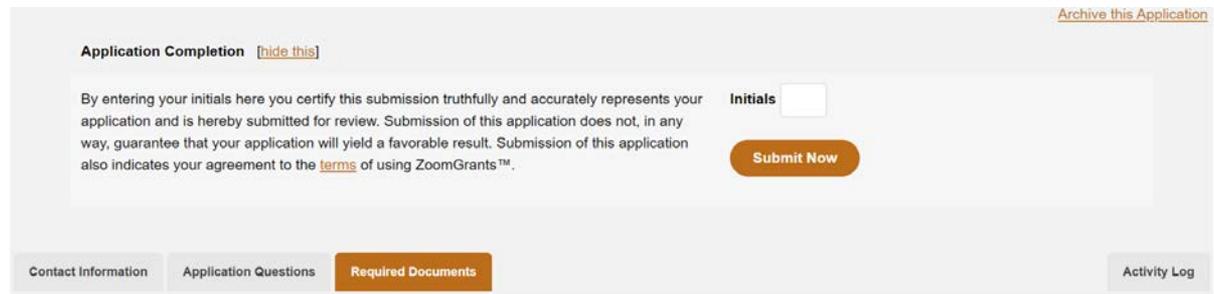
You can review your answers by clicking on the tabs for each section. Responses are required for each question. If a question is left blank and you hit Submit Now, the program will inform you which question is missing an answer.

If you would like to **Print/Preview** your application, click on the button on the top right.

**Ready to Submit:** When you are ready to submit your application, click **Submit Now** at the top of the page.

This section will appear where you will place your initials in the box as an acknowledgement of the statement.

Then click **Submit Now**.



[Archive this Application](#)

Application Completion [hide this](#)

By entering your initials here you certify this submission truthfully and accurately represents your application and is hereby submitted for review. Submission of this application does not, in any way, guarantee that your application will yield a favorable result. Submission of this application also indicates your agreement to the [terms](#) of using ZoomGrants™.

Initials

Submit Now

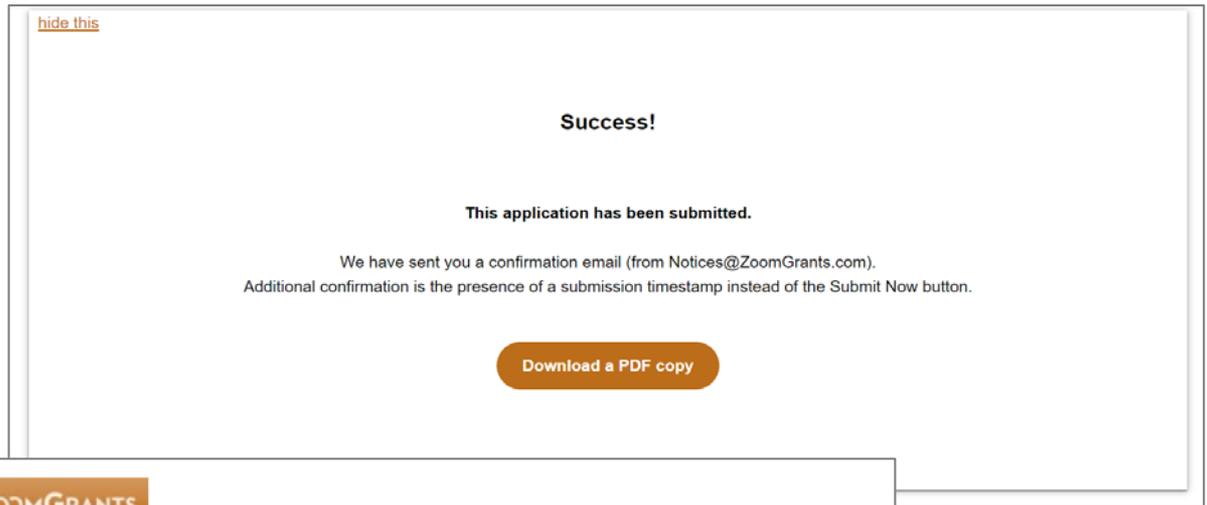
Contact Information Application Questions **Required Documents** Activity Log

# Online Application Tutorial

## Review & Submit Your Application

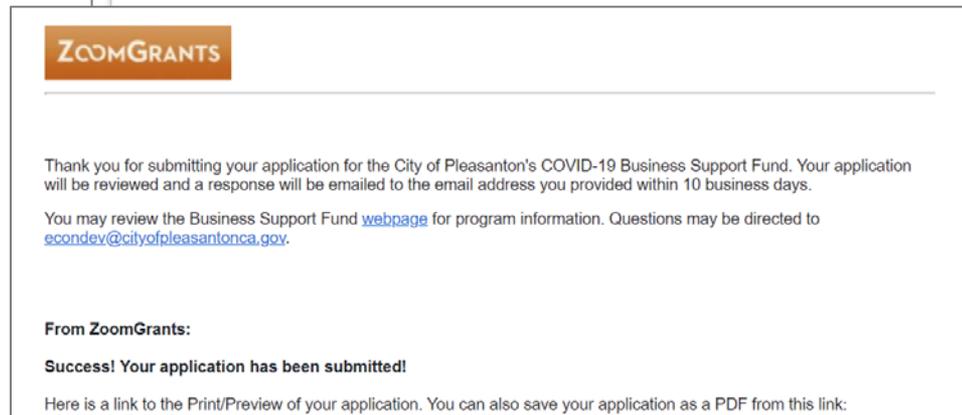
### Submission Success!

After you submit your application, you will see a confirmation box where you can download a PDF copy of your application.



### Email Confirmation

You will receive an email confirmation that your application has been submitted.



# Online Application Tutorial



## Guidance and Assistance

### Guidance

- You do not have to complete your application in one sitting. Your responses are automatically saved. When you log out and log back in, you can access your application by clicking on the application title.
- There is a **Frequently Asked Questions (FAQ)** document on the City's **Business Support Fund** webpage at [www.cityofpleasantca.gov/eddsupportfund](http://www.cityofpleasantca.gov/eddsupportfund) that may answer questions you may have.

### Assistance

- You can email [econdev@cityofpleasantonca.gov](mailto:econdev@cityofpleasantonca.gov) if you have a question that is not addressed in the FAQ. City staff will make every effort to respond within 24-48 hours.