ASSET BASED LENDING

Cync ABL Platform FAQ

Password resets

Q: How do I reset my password if I've forgotten it?

A: On the login page, select "Forgot Password?" and follow the prompts. A reset email will be sent to your registered address — use the link inside it to set a new password. That link is only valid for a limited time, so if it's expired, request a new one rather than reusing an old email.

Two-Factor Authentication (MFA)

Q: I didn't receive my verification code. What should I do?

A: Your code is sent by text message. If you still don't have a code after a few minutes, use the "Resend" link on the verification screen to request a new one.

Q: My verification code says it's invalid or expired. What do I do?

A: Codes are only valid for a short window after they're sent. If yours has expired or isn't accepted, select "Resend" to get a new code and enter it as soon as it arrives.

Q: What if I'm not receiving codes at all?

A: This usually means the phone number on file is out of date or incorrect. Please reach out to your relationship team so it can be corrected.

Login and system errors

Q: I'm getting a 504 Gateway Timeout error when trying to log in. What does this mean?

A: A 504 error generally means a temporary server-side timeout rather than a problem with your credentials. This can happen during scheduled system maintenance. Wait a few minutes and try again; if the error continues, reach out to your relationship team so it can be looked into.

Q: My invite link doesn't work. What do I do?

A: Invite links only work for a short time. If yours has expired, reach out to your relationship team and ask for a new one.

Portal access

Q: I'm having trouble opening a document-signing link (for example, a borrowing base certificate sent to me for signature). What should I check?

A: Clear your browser's cookies and cached files (using an "all time" range), then try the link again. Cached session data is the most common cause of a signing link not opening correctly.

Client uploads

Q: How do I upload my financial documents or collateral reports?

A: From your portfolio, go to the Client Uploads screen and upload your file there. This will also show a history of what has been uploaded.

Q: My upload looks stuck. What should I do?

A: This is usually temporary. Try uploading the file again. If it's still stuck, reach out to your relationship team.

Viewing my borrowing base

Q: My BBC or availability screen isn't loading. What should I do?

A: This is sometimes caused by the system still processing an update. Give it a few minutes and refresh the page; if it's still not loading after that, reach out to your relationship team.

Q: My availability looks different than I expected. What could cause that?

A: This can happen when certain items are excluded from your collateral base — for example, an aged invoice or a concentration limit on a single customer. Please reach out to your relationship team if you have questions about a specific period.

Requesting funds

Q: How do I request a draw against my borrowing base?

A: Go to Request Funds, select the BBC date you're drawing against, and select Edit to enter your requested amount and funding method. Your request is checked against your available borrowing base before it can be submitted.

Q: Can I change or cancel a fund request after I've submitted it?

A: Yes, as long as it hasn't already been approved and funded — use Edit to change the details, or Undo Fund Request to cancel it.

Q: I have more than one bank account on file. How do I tell them apart when requesting funds?

A: Each bank account on file should show a short description (for example, "ACH" or "Wire") so you can tell them apart when selecting one for a fund request.

Reports

Q: Can I view reports about my account?

A: Yes — under Reports, you can generate the Ineligible/Eligible Receivable Analysis, BBC Trend Report, BBC Report, and Client Summary directly from your portfolio.

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