

**FAQs: Application Procedures for Payroll Support to Air Carriers and Contractors
April 3, 2020**

[To apply for Payroll Support to Air Carriers and Contractors under Division A, Title IV, Subtitle B of the CARES Act, CLICK HERE.](#)

1. I submitted an application through the web portal. How will I know that my application has been received?

Completion of the web application can be considered confirmation that the Treasury Department has received your application. The Contact Person listed on the application form will also receive an email confirmation if you submitted your application after 1:00pm EST on Friday, April 3.

2. If I've already submitted an application by email, do I need to also submit an application through the web portal?

If you submitted an application by email before 11:00 a.m. EST on Friday, April 3, there is no need to submit an application through the web portal. If you submitted an application by email after 11:00 a.m. EST on Friday, April 3, please submit your application through the web portal.

3. Can I complete part of my application in the web portal, save my application, then return later to complete the application?

The web portal for the Payroll Support program application will save content on an ongoing basis. You can complete the application over time before submitting the application, however the browser must remain open.

4. If there is a technical issue with the online portal before 5:00 p.m. EST on April 3, 2020, would an email submission still be accepted?

In the unlikely event of technical difficulties with the web portal, please wait to submit your application until the web portal is operational, unless otherwise instructed on the Treasury Department website. Delays due to technical difficulties will not disadvantage applicants. As noted on the application form, the Treasury Department will continue to accept applications after April 3, 2020.

5. Can I submit PDFs and other attachments through the web portal?

The final page of the web application interface allows applicants to upload attachments. The name of each uploaded file is shown on the screen following upload to reflect success.

6. If I can't submit attachments through the web portal, can I submit them by email?

Applicants should submit any attachments through the web portal on the final page.

7. The application on the web portal requires two signatures from company executives. How can I comply with this requirement if my executives are teleworking?

If a certifying official is unable to access the web application interface, an attachment noting the certification and approval of the payroll support application may be uploaded. The uploaded attachment must be signed by the certifying official(s).

More information on the Payroll Support program is available online here:

[Q&A on Payroll Support to Air Carriers and Contractors Under Division A, Title IV, Subtitle B of the CARES Act.](#)