1. Q: Which businesses are allowed to reopen May 1 through Governor Greg Abbott’s Phase I to Open Texas?
A: The Governor announced the first phase of the State of Texas’ ongoing plan to safely and strategically open Texas while minimizing the spread of COVID-19. Under Phase I, certain services and activities are allowed to open with limited occupancy. The Governor’s Report to Open Texas helps Texans understand Phase I by outlining the new protocols, guidance and recommendations.

By way of Executive Order (GA-18), reopened services consist of the following to the extent they are not already essential services: all retail stores, restaurants, movie theaters and malls. These reopened services are permitted to reopen on Friday, May 1, 2020. These services must limit their capacity to 25% of their listed occupancy. Within shopping malls, the food-court dining areas, play areas and interactive displays and settings must remain closed. Essential services will continue to operate. The Texas Department of State Health Services has recommended minimum standard health protocols for all businesses and individuals to follow, which are outlined in the Open Texas Checklists within the Governor’s Report to Open Texas, beginning on page 20.

Open Texas Checklists
- Individuals
- All Employers and Employees
- Retailers
- Retail Customers
- Restaurants
- Restaurant Customers
- Movie Theaters
- Movie Theater Customers
- Museums and Libraries
- Museum and Library Visitors
- Outdoor Sports Participants
- Churches and Places of Worship
- Single Person Offices
- Low-COVID-19 Counties

The conditions and limitations above for reopened services do not apply to essential services, which consist of everything listed by the U.S. Department of Homeland Security in its Guidance on the Essential Critical Infrastructure Workforce, plus religious services conducted in churches, congregations and houses of worship. Other essential services may be added to this list with the approval of the Texas Division of Emergency Management (TDEM). Requests for additions should be directed to TDEM at EssentialsServices@tdem.texas.gov, or by visiting the TDEM website at www.tdem.texas.gov/essentialservices.
**TAXES:**

2. **Q:** I am struggling to pay my taxes as I normally would. What should I do?
   
   **A:** The Comptroller’s Office recognizes these are challenging times. During periods of economic hardship, paying or remitting taxes and fees on time can feel like an extra burden when there’s so much uncertainty. The Comptroller’s Office is offering assistance to those businesses that are struggling to pay the full amount of sales taxes they collected in February. This assistance is in the form of short-term payment agreements and, in most instances, waivers of penalties and interest.

   In addition, the Comptroller’s Office is temporarily suspending the 60-day deadline for businesses to contest audit results. This applies to both redetermination and refund hearings. The Office will waive interest accrued during this period, and will notify businesses to reestablish a request deadline at a later date. For more information on requesting a hearing, visit: [https://bit.ly/2UA2Gqy](https://bit.ly/2UA2Gqy)

   Please contact the Comptroller’s Enforcement Hotline at 800-252-8880 to learn about your options for remaining in compliance and avoiding interest and late fees on taxes due.

   In addition, the office has a variety of online tools for businesses seeking assistance. See COVID-19 emergency response webpage for access to online tools, tutorials and other resources for tax services.

**EMPLOYMENT:**

3. **Q:** As an employer, where can I get advice about what I should do in this crisis?
   
   **A:** The Texas Workforce Commission – Resources for Employers provides information and actionable advice for employers facing layoffs or interacting with employees during this crisis. The site offers an option for subscribers to receive updates as new content is posted.

4. **Q:** I am self-employed and can no longer work during this crisis. Can I apply for unemployment assistance?
   
   **A:** The Coronavirus Aid, Relief, and Economic Security (CARES) Act includes provisions for temporary coverage of individuals who have exhausted their entitlement to regular Unemployment Compensation (UC) and individuals who are not eligible for regular UC, such as individuals who are self-employed or have limited recent work history. A newly created Pandemic Emergency Unemployment Compensation (PEUC) fund is the bill’s primary vehicle, empowering states to extend federally-funded unemployment benefits by an additional 13 weeks (past the usual 26 weeks).

   Workers not eligible for regular or extended benefits or PEUC could be eligible for Pandemic Unemployment Assistance (PUA). Akin to disaster unemployment assistance, the PUA program provides unemployment benefits for individuals who lost their jobs or self-employed who are no longer working as a direct result of the pandemic, and who applied but are not eligible for regular unemployment benefits.

   Self-employed individuals looking to file a claim are directed to apply online through Unemployment Benefit Services, or by calling a TWC Tele-Center any day between 7 a.m. and 7 p.m. at 1-800-939-6631. When applying, individuals affected by the pandemic should indicate that as the reason they lost their job. For more detailed information on PEUC and PUA, read the Department of Labor’s Unemployment Insurance Program Letter.

**FUNDING/LOANS:**

5. **Q:** I am a small business and need a loan to stay in business. What options are available?
   
   **A:** The U.S. Small Business Administration (SBA) administers the Paycheck Protection Program (PPP). PPP is designed to provide a direct incentive for small businesses to keep their workers on the payroll. The SBA resumed accepting PPP loan applications from approved lenders on behalf of eligible borrowers on Monday, April 27, 2020. Congress approved an additional $310 billion in appropriations for the PPP loan initiative through an amendment to the Coronavirus Aid, Relief, and Economic Security (CARES) Act. Eligible small businesses should work with an approved
lender to apply and should carefully review PPP regulations and certifications required to obtain a loan on the SBA’s website. Download a list of participating PPP lenders in Texas or a list of all PPP lenders.

For additional guidance from the SBA on COVID-19 resources, visit their website here. Please continue to check with your local and regional economic development organization for local resources which may be available, as well as your local financial institutions.

6. Q: How do I receive forgiveness on the Paycheck Protection Program (PPP) Loan?
A: Small businesses must apply through their lender for forgiveness on their loan. The loan will be fully forgiven if the funds are used for payroll costs, interest on mortgages, rent and utilities (due to likely high subscription, at least 75% of the forgiven amount must have been used for payroll). Forgiveness is based on the employer maintaining or quickly rehiring employees and maintaining salary levels. Forgiveness will be reduced if full-time headcount declines, or if salaries and wages decrease. In their application, small businesses must include the following:
- documentation verifying the number of employees on payroll and pay rates, including IRS payroll tax filings and State income, payroll and unemployment insurance filings
- documentation verifying payments on covered mortgage obligations, lease obligations and utilities
- certification from a representative of your business or organization that is authorized to certify that the documentation provided is true and that the amount that is being forgiven was used in accordance with the program’s guidelines for use

7. Q: Where can I find more information regarding how the Coronavirus Aid, Relief, and Economic Security (CARES) Act can help my business?
A: The CARES Act was passed by Congress on March 27, 2020. The programs and initiatives in the Act are intended to assist business owners and nonprofits with current needs due to the COVID-19 crisis. The SBA and the U.S. Department of Treasury announced a robust mobilization effort of banks to allow businesses to contact a participating SBA 7(a) lender, bank, or credit union and apply for a loan. Some of the small business provisions in the Act are outlined below. For specific loan requirements, application details and additional information, download the CARES Act and PPP Loan Overview.
- Paycheck Protection Program - PPP is designed to provide a direct incentive for small businesses to keep their workers on the payroll. The SBA resumed accepting applications on April 27, 2020, through additional appropriations approved by Congress.
- Economic Injury Disaster Loan Advance - With the additional appropriations provided, SBA will resume processing EIDL Loan and Advance applications that are already in the queue on a first-come, first-served basis. The SBA will provide further information on the availability of the EIDL portal to receive new applications as soon as possible.
- Small Business Debt Relief Program - This program provides immediate relief to small businesses with non-disaster SBA loans, in particular 7(a), 504 and microloans.
- Employee Retention Credit for Employers Subject to Closure or Experiencing Economic Hardship - This provision provides a refundable payroll tax credit for 50% of wages paid by eligible employers to certain employees during the COVID-19 crisis.
- Delay of Payment of Employer Payroll Taxes - This provision allows taxpayers to defer paying the employer portion of certain payroll taxes through the end of 2020.

8. Q: Can a foreign-owned small business qualify for a disaster loan through the SBA?
A: In order to qualify for a loan through the SBA, a foreign-owned small business must have a place of business located in the U.S., which operates primarily within the U.S. or which makes a significant contribution to the U.S. economy through payment of taxes or use of American products, materials or labor. Foreign-owned businesses are subject to SBA’s size standards for their particular industry. The size standard for employment includes all employees globally, including any foreign affiliate. SBA’s size standard chart is available on SBA’s website. Alternatively, the SBA also provides a size standards tool. To be eligible, the foreign-owned business may be in the legal form of an individual proprietorship, partnership, limited liability company, corporation, joint venture, association, trust or cooperative, except that where the form is a joint venture there can be no more than 49% participation by foreign business entities in the joint venture.
9. **Q: Besides SBA loans, where can I go for financial assistance for my business?**

   **A:** Financial resources may be available in your local community. Check with your local and regional economic development organization for local resources which may be available, as well as your local financial institutions. Local CDFIs may also be able to provide assistance. Businesses can find a CDFI near them by utilizing the CDFI Locator.

**OTHER:**

10. **Q: I am a restaurant owner. How can I keep my business alive during this crisis?**

    **A:** By way of Executive Order GA-18, all restaurants are permitted to reopen on Friday, May 1, 2020, limiting capacity to 25% of listed occupancy. Restaurants looking to reopen should review the Open Texas Checklist for Restaurants located in the Governor’s Report to Open Texas.

    Restaurants are still able to offer take-out, drive-thru and delivery options for customers, in addition to now offering dine-in service as described in GA-18. Additionally, Governor Abbott issued a waiver that now allows restaurants with a mixed beverage permit to deliver alcoholic beverages with food purchases to patrons, including beer, wine and mixed drinks. Visit the Texas Alcoholic Beverage Commission website to learn more about the qualifications necessary for your restaurant to offer this service.

    Restaurants may also offer a Comfort Food Care Package on their online ordering system for customers to purchase on behalf of at-risk families and youth in the community. The package should contain enough food to feed a family of four and be priced between $50 and $100. The Texas Restaurant Association, Favor Delivery and other partners will promote your restaurant’s involvement statewide. To sign up for the Comfort Food Care Package program, go to the Texas Restaurant Association’s website.

11. **Q: I can supply emergency supplies to Texas state agencies involved in COVID-19 emergency response. How can I connect with these state agency buyers?**

    **A:** Governor Abbott created the Texas Supply Chain Strike Force to help source critical equipment for medical providers, such as personal protective equipment (PPE) and infection-control products. Visit the Texas Supply Chain Strike Force Portal to submit any supplies for procurement consideration or donation to the State of Texas. Due to the pressing timeline, the Supply Chain Strike Force will only consider procurement with companies that offer the following information in the initial outreach: product type, available inventory, units they can produce per day/week, the price per unit, tax ID, FDA registered (yes/no) and shipment date. For any questions, contact dfsc@soc.texas.gov.

12. **Q: How can I find out what businesses are deemed essential and allowed to remain open?**

    **A:** Governor Greg Abbott issued an Executive Order implementing Essential Services and Activities Protocols for the entire state of Texas. The Texas Division of Emergency Management (TDEM) will maintain an online list of essential services specified in the Governor’s Executive Order at tdem.texas.gov/essentialservices/. Other essential services may be added to this list with the approval of TDEM. These orders will remain effective on a statewide basis through
April 30, 2020, subject to extension thereafter based on the status of COVID-19 in Texas and the recommendations of the Centers for Disease Control and Prevention.

If your city and/or county has issued Shelter in Place orders, please review those orders for what your community has designated as an “essential” business.

13. Q: Which businesses and individuals are eligible to receive an exception from the travel-related quarantine requirements?
A: If a business falls within the essential services categories as defined by the Texas Executive Order GA-14, the employees of that business are automatically exempt from the travel-related quarantine requirements and are not required to apply for an exemption.

The TDEM will determine, on a case-by-case basis, whether the self-quarantine order applies to individuals traveling in connection with commercial activity, military service, emergency response, health response or critical-infrastructure functions. In order to apply for an exception, visit TDEM’s website here.

In addition, Federal employees and their contractors are exempt if traveling for business purposes. Individuals traveling for essential health care services (unrelated to COVID-19) with a doctor’s note are exempt and do not need to apply for an individualized exemption.

14. Q: Where else can I find information that could help my business during the crisis?
A: For the most up-to-date information, please utilize the following resources:
Additional SBA Resources & Programs
U.S. Department of Treasury PPP Information Sheet
Texas Department of State Health Services
Texas Department of Licensing & Regulation
Texas Comptroller of Public Accounts
Texas Department of Agriculture
AssistHer Emergency Relief Grant for Women-Owned Businesses
Texas Creative Arts/Film Industry Resources
Texas Music Industry Resources
U.S. Chamber of Commerce Disaster Preparedness & Recovery Quick Guides
SBA Guidance to Faith-Based Organizations
Centers for Disease Control and Prevention
World Health Organization

The federal government has a “one stop shop” regarding the Government Response to Coronavirus, COVID-19. This page is being updated daily and has the most current federal government agency actions and information. Of particular interest are the actions the U.S. Small Business Administration is taking to help small business during this uncertain time.

Updated April 30, 2020