

Virtual Account Management

Reference Guide: Payments and Processing

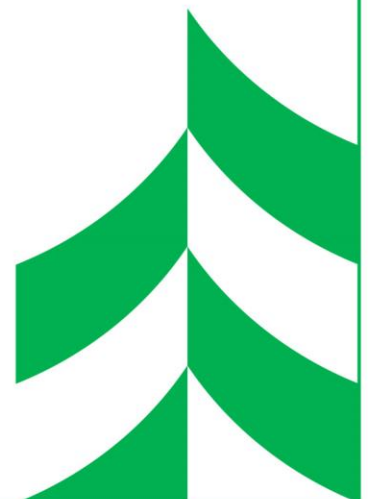


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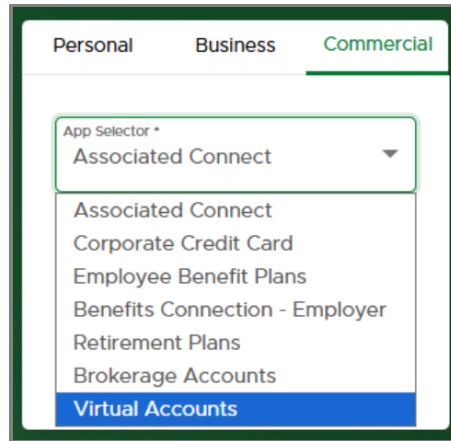
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Overview

This guide provides detailed instructions for creating and processing payments in the Virtual Account Management platform. It covers single payments, payment templates and batch imports.

Sign In and Security

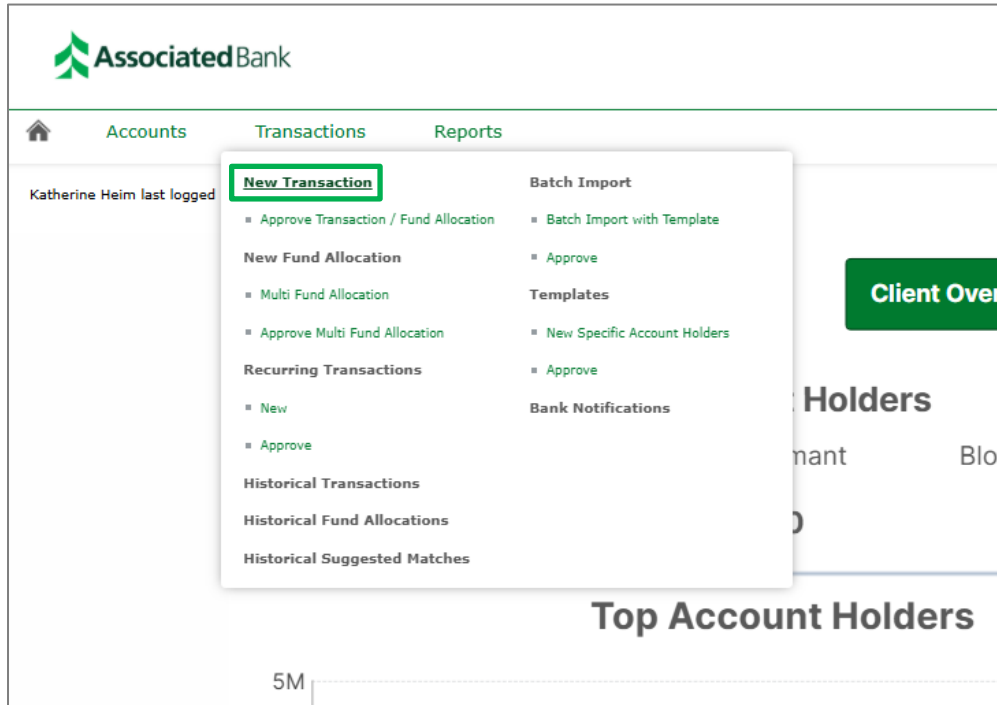
Access Virtual Account Management directly from Associated Bank's website: AssociatedBank.com/Commercial



When accessing Virtual Account Management, you will be required to verify your identity. Sign in with your username and password, and then verify your identity through multi-factor authentication.

Creating a Payment Transaction

1. Navigate to the **Transactions** menu and select **New Transaction**.



2. Select the **Account Holder**
3. Add an * (wildcard) in the second **Account Holder Reference** field to find related Account Holder information.

A screenshot of the 'New Transaction' form. The title is 'New Transaction' and the instruction is 'Please enter details into at least one field to search for the Account Holder'. The 'Account Holder Reference' field is highlighted with a green box and contains '100001' and an asterisk '*'. Other fields include 'Account Holder Legal Business Name or Last Name', 'Account Holder First Name', 'Routing ID', and 'Account Number'. A 'Search' button is at the bottom.

4. Choose a **Payment/Receipt Type** from the dropdown (options include ACH, Account Transfer From, Account Transfer To, Expected Debit or Credit or Wire). Wires are used in this example.

The screenshot shows the Associated Bank website interface. At the top left is the Associated Bank logo. Below it are navigation links for 'Accounts', 'Transactions', and 'Reports'. The main heading is 'New Transaction' with the instruction 'Please select a Payment/Receipt Type'. A form area contains a 'Mandatory Field(s)' section with an 'Account Holder' field containing '100001000000000SAN1'. Below this is a 'Payment/Receipt Type' dropdown menu with a red asterisk. The dropdown is open, showing options: 'Please Select Item', 'Acct Transfer From', 'Acct Transfer To', 'ACH - Automated Clearing House', 'Expected Debit or Credit', and 'Wire'. The 'Wire' option is highlighted. 'Previous' and 'Next' buttons are visible on either side of the dropdown.

5. Select **Wire** as the Payment Type, then click **Next**.
6. Select the **Transaction Type** from the dropdown (Exchange Account Payment or Other Account Payment Type based on the account type of the account you are initiating the wire from), then click **Next**.

The screenshot shows the Associated Bank website interface. At the top is the Associated Bank logo. Below it are navigation links for 'Accounts', 'Transactions', and 'Reports'. The main heading is 'New Transaction' with the instruction 'Please select a Transaction Type'. A form area contains a 'Mandatory Field(s)' section with an 'Account Holder' field containing '100001000000000SANDERS'. Below this is a 'Payment/Receipt Type' field containing 'Wire'. Below that is a 'Transaction Type' dropdown menu with a red asterisk. The dropdown is open, showing options: 'Please Select Item', 'Please Select Item', 'Exchange Account Payment', and 'Other Account Payment'. The 'Exchange Account Payment' option is highlighted. 'Previous' and 'Next' buttons are visible on either side of the dropdown.

Note: If you created Payment Templates, the Template Type Options will display – if you prefer to move forward with a free form wire, then choose Please Select Item from the dropdown, then click **Next**.

The screenshot shows a web form titled "New Transaction" with the instruction "Please select a Template". The form contains several input fields: "Account Holder" with the value "1000010000000SANDERS", "Payment/Receipt Type" with the value "Wire", and "Transaction Type" with the value "Other Account Payment". A "Template Type" dropdown menu is highlighted with a green box and is open, showing three options: "SANDERS RECEIPTS" (selected), "Please Select Item", and "SANDERS RECEIPTS". There are "Previous" and "Next" buttons at the bottom of the form.

7. Complete all * required fields. Although not required, we recommend using precise payment references for easier reconciliation. Double-check payee details to avoid rejections or delays (hint, you may copy and paste).



New Transaction

Please enter the Transaction details

★ Mandatory Field(s)

Payment/Receipt Details

Payment/Receipt Type	Wire
Transaction Type	Exchange Account Payment
Account Holder Reference	1000010000000SANDERS
Account Holder Name	SANDERS
Payee Name	Midwest Inc ★
Payee Routing ID	076513032 ★
Payee Account Number	0135461651 ★
Payment Description	Test Wire ★
Receiving Bank Name	No Name Bank ★
Beneficiary Street	
Beneficiary Town/City	No Name Town ★
Beneficiary Region	
Beneficiary Country	UNITED STATES ★
Purpose of Payment	Please Select Item ▼
Beneficiary LEI	
Transaction Date (mm/dd/yyyy)	10/7/2025 ★
Postdate Date (mm/dd/yyyy)	
Currency	US Dollar
Generate External Payment	Yes ▼ ★
Amount	100.01 ★

Transaction Breakdown

Pmt EXC Acc MAS	100.01 ★	
Total	100.01	

Comments

Statement Description: Testing 1031 exchange wire

Previous
Confirm

8. Once all required fields are completed, select **Confirm**, then scroll down and select **Pass for Approval**.
 - A. Refer to the *Virtual Account Management Approvals, Queues and Exceptions* guide for step-by-step instructions on how to approve payments.
9. Once payment is passed for approval, the payment will appear in all eligible approver user's **Release Queue**.

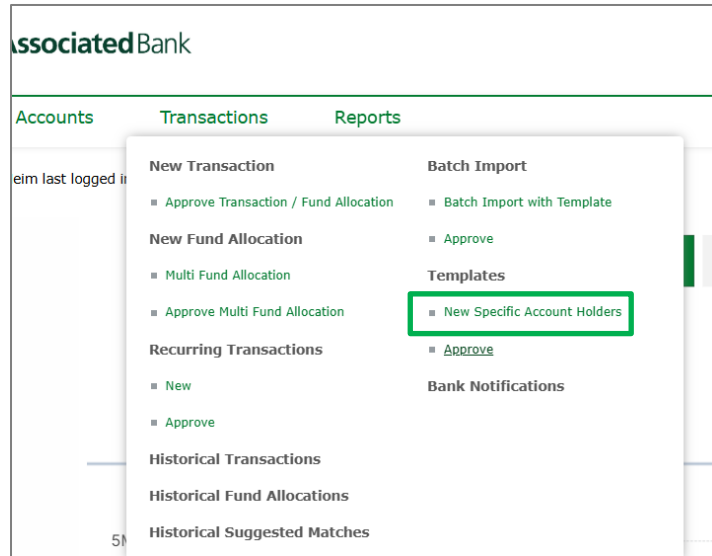
Note: A payment cannot be processed without dual control and approval from a second user.

Creating Payment Templates

For frequently used payees, you can create payment templates to avoid having to input the payment instructions.

1. To create a payment template, navigate to the **Transactions** menu and select **New Specific Account Holders** under **Templates**.





2. Select the **Account Holder Reference** from the drop down and place an * in the second Account Holder Reference field to search for the Account Holder for whom you want to create a payment template. Click on the hyperlink of the **Account Holder**.

A screenshot of the 'New Template' search form. The form is titled 'New Template' and has a sub-header 'Please enter details into at least one field to search for the Account Holder'. There are several input fields: 'Account Holder Reference' (a dropdown menu with '100001' selected), 'Account Holder Legal Business Name or Last Name', 'Account Holder First Name', 'Routing ID', and 'Account Number'. A red asterisk is placed in the second 'Account Holder Reference' field. A green rectangular box highlights the 'Account Holder Reference' dropdown menu. A 'Search' button is located at the bottom of the form.

3. Select the **Payment Type** from the drop-down and click **Next**.

A screenshot of the 'New Template' form. The form is titled 'New Template' and has a sub-header 'Please select a Payment/Receipt Type'. There is a 'Mandatory Field(s)' warning icon. The 'Account Holder' field contains the text '1000010000000SANDERS'. The 'Payment/Receipt Type' dropdown menu is open, showing options: 'Please Select Item', 'Acct Transfer From', 'Acct Transfer To', 'ACH - Automated Clearing House', 'Expected Debit or Credit', and 'Wire'. A red asterisk is placed next to the dropdown menu. A green rectangular box highlights the 'Payment/Receipt Type' dropdown menu. 'Previous' and 'Next' buttons are located at the bottom of the form.

4. Select the **Transaction Type** (Exchange or Other Account).
5. Enter required * payee details and click **Next**.

New Template
Please enter the Payment/Receipt details

* Mandatory Field(s)

Template Details

Template Reference *

External Reference

Template Description *

Payment/Receipt Details

Payment/Receipt Type

Transaction Type

Account Holder Reference

Account Holder Legal Business Name or Last Name

Payee Name *

Payee Routing ID *

Payee Account Number *

CHAPS Description

Payment Description *

Receiving Bank Name *

Beneficiary Street

Beneficiary Town/City *

Beneficiary Region

Beneficiary Country *

Purpose of Payment

Beneficiary LEI

Currency

Generate External Payment *

Amount

Status Details

Active *

Allow User To Change *

Active From (mm/dd/yyyy) *

6. A new window will appear, scroll down and click **Pass for Approval**
 - A. Refer to *Virtual Account Management Payment Approval* guide for step-by-step instructions on how to approve payments.

Using Payment Templates

Use the template to raise payments for recurring beneficiaries (e.g., payroll, rent). Templates save time and reduce data entry errors.

1. Once you have created the Payment Template, navigate to the **Transactions** menu and select **New Transaction**.



2. Select the **Account Holder**
 - A. Add an * (wildcard) in the second **Account Holder Reference** field to find related Account Holder information.
3. Choose the Payment Type, click **Next**.
4. Choose the Transaction Type, click **Next**.
5. Choose the **Template Type** from the drop-down and click **Next**.

New Transaction
Please select a Template

★ Mandatory Field(s)

Account Holder

Payment/Receipt Type

Transaction Type

Template Type

6. The New Transaction Payee Details should populate.
7. Once you confirm the details are correct, input the dollar amount you wish to send, statement description, if applicable, scroll down and click **Confirm**.
8. Click **Pass for Approval**.



New Transaction

Please confirm the Transaction details

Payment/Receipt Details

Payment/Receipt Type	ACH - Automated Clearing House
Transaction Type	Exchange Account Payment
Template Reference	100001TEMREFSAN
Account Holder Reference	1000010000000SANDERS
Account Holder Name	SANDERS
Payee Name	SANDERS CAP 230239254
Payee Routing ID	203982042
Payee Account Number	092830283028
Payment Description	2398472390742032
Receiver Account Type	Deposit to Checking
ACH Payment Type	Corporate to Individual
Transaction Date (mm/dd/yyyy)	10/16/2025
Postdate Date (mm/dd/yyyy)	<input type="text"/> ⓘ
Currency	US Dollar
Generate External Payment	Yes
Amount	1,000.00

Transaction Breakdown

Pmt EXC Acc MAS	1,000.00
Total	1,000.00

Comments

Statement Description

Previous

Pass For Approval



Creating a Batch for Wires

Batches must be created outside of the Virtual Account Management platform.

1. Create a .csv or .txt file based on the details in the table below:

Heading	Description	Text Limit/Requirement	Mandatory?
A/C Holder	Account Holder Reference the client/customer reference initiating the transaction	20 Alphanumeric	Y
Payee	Name of payee	18 Alphanumeric	Y
PSC	Payee Routing Code	6-10 Numeric	Y
Paccount	Payee account number	8-14 Numeric	Y
Narr	Narrative on transaction	18 Alphanumeric	Y
Date	Date which the transaction will be debited (can be post dated)	MM/DD/YYYY	Y
NetAmount	Value of transaction in pence (no decimals)	12 Numeric	Y
TransCode	Code that links transaction to transaction type (on page 4)	6 Numeric	Y
Comments	Information that will show on the client's statement. Default to payer name + narrative + date if left blank	500 Alphanumeric	N
Desc	Information purposes only	18 Alphanumeric	N
Receiving Bank Name	Receiving Bank Name	35 Alphanumeric	Y
BTA	Used for allocation (can be left blank)	20 Alphanumeric	N
Currency	3-letter currency identifier (e.g. USD)	3 Alphanumeric	N
GenExtRem	Create external remittance, enter 1 for yes, 0 for no (if blank defaults to 1, an external remittance is generated)	1 Numeric	N
BeneStreet	Beneficiary Street	35 Alphanumeric	N
BeneTownCity	Beneficiary Town/City	35 Alphanumeric	Y
Bene Region	Beneficiary Region	35 Alphanumeric	N
BeneCnty	Must exist in the Core	2 Alphanumeric	Y
Purpose	Must exist in the Core	4 Alphanumeric	N
BeneLEI	Beneficiary Legal ID Identifier	20 Alphanumeric	N



Field1 to Field10	Positive or negative amounts, no decimals.	12 Numeric	N
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2. For Batch Import Transaction Codes for Wires, the payment will come from the Master Bank Account, but you need to input the Sub Account Holder Reference, so that is deducted/debited as part of this transaction from the proper Master, Exchange or Other Sub Account:
 - A. If the payment is being initiated from the Master Bank Account.
 - I. Use the Master Account Holder (A/C) Reference.
 - II. Transaction code should be XXX.
 - B. If the payment is being initiated from the Exchange Account.
 - I. Use the Sub Account Holder Reference.
 - II. Transaction code should be A33.

Example of how the batch wire will appear in Notepad:

A/CHolder,Payee,PSC,Paccount,Narr,Date,NetAmount,TransCode,Comments,Desc, Receiving Bank Name,BTA,Currency,GenExtRem,BeneStreet,BeneTownCity,BeneRegion,BeneCty,Purpose,BeneLei,Field1,Field2,Field3,Field4,Field5,Field6,Field7,Field8,Field9,Field10

MTUSAB0000000200001,Ext Payee 1,333222111,806976321,Narrative
000001,10/06/2025,244700,XXX,Comments Wire 1,Description,Bene Bank Name 1,,USD,1,Street Name 1,Green Bay 1,WI 54311,US,,,,,,,,,,,,,

MTUSAB0000000200002,Ext Payee 2,333222111,806976321,Narrative
000002,10/06/2025,2300,XXX,Comments Wire 2,Description2,Bene Bank Name 2,,USD,1,Street Name 2,Green Bay 2,WI 54312,US,,,,,,,,,,,,,



Creating a Batch for ACH

Batches must be created outside of the Virtual Account Management platform.

1. Create a .csv or .txt file based on the details in the table below:

Heading	Description	Text Limit/Requirement	Mandatory?
A/CHolder	Account Holder Reference the client/customer reference initiating the transaction	20 Alphanumeric	Y
Payee	Name of payee	18 Alphanumeric	Y
Routing Number	Payee Routing Code	6-10 Numeric	Y
Paccount	Payee account number	8-14 Numeric	Y
Narr	Narrative on transaction	18 Alphanumeric	Y
Date	Date which the transaction will be debited (can be post dated)	MM/DD/YYYY	Y
NetAmount	Value of transaction in pence (no decimals)	12 Numeric	Y
TransCode	Code that links transaction to transaction type (page 7)	6 Numeric	Y
Comments	Information that will show on the clients statement. Defaults to payer name + Narrative + Date if left blank	500 Alphanumeric	N
BTA	Used for allocation (can be left blank)	20 Alphanumeric	N
Currency	3-letter currency identifier (e.g. USD)	3 Alphanumeric	N
GenExtRem	Create external remittance, enter 1 for yes, 0 for no (if blank an external remittance is generated)	1 Numeric	N
Field1 to Field10	Left blank, included for mapping purposes	No Input	N
ACH Code	22 for Deposit to Checking and 32 for Deposit to Savings	Alphanumeric	Y
ACH Payment Type	CCD for Corporate to Corporate or PPD for Corporate to Individual	Alphanumeric	Y



1. For Batch Import Transaction Codes for ACH, the codes below will link the transaction based on vertical and transaction type

A. Exchange Vertical

- a. XXX: Direct Payment from Master Bank Account
- b. REV: Direct Payment from Revenue Bank Account

B. Title/Escrow Vertical

- a. B33: Pmt Escrow Account MAS
- b. B35: Pmt Other Account MAS
- c. B37: Pmt Escrow Account OPA
- d. B39: Payment Other Account OPA

Example of how the batch wire will appear in Notepad:

A/CHolder,Payee,PSC,Paccount,Narr,Date,NetAmount,TransCode,Comments,BTA,Currency,GenExtRem,Field1,Field2,Field3,Field4,Field5,Field6,Field7,Field8,Field9,Field10, ACHCode,ACH Payment Type

MTUS020000000200001,Ext Payee 000001,236073474,20858449,bank narr
000001,08/17/2025,650075,XXX,ACH Pmnt 00007,,USD,1,,,,,,,,,22,PPD

MTUSAB00000000200001,Ext Payee 1,021000021,208584491,bank narr. 000001, 08/17/2025,55000,XXX,REV
Pmnt 00001,,USD,1,,,,,,,,,22,PPD

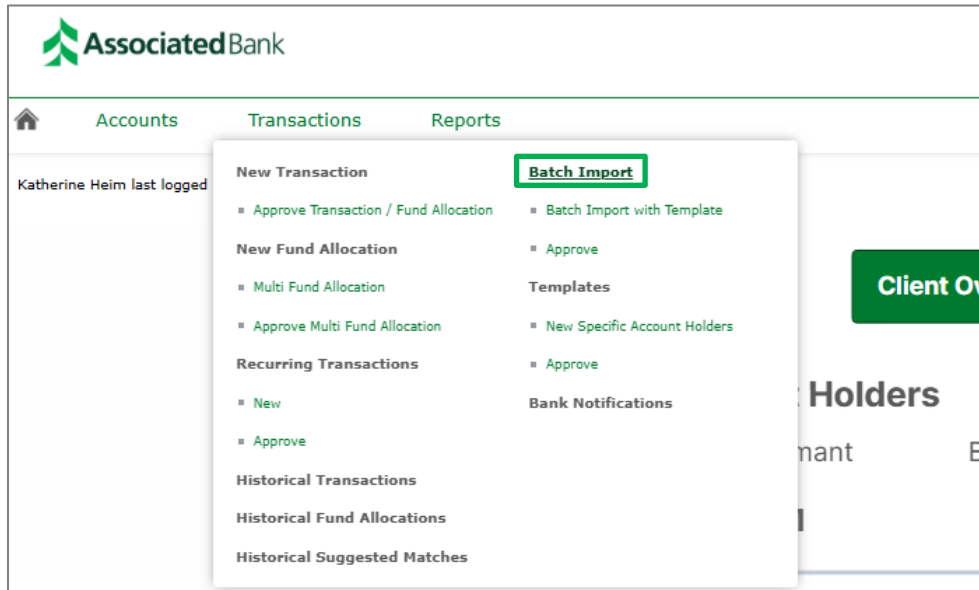
MTUSAB00000000200003,Ext Payee 3,021000021,208584491,bank narr. 000003,
08/17/2025,250000,XXX,ACH Pmnt 00003,,USD,1,,,,,,,,,22,CCD

MTUSAB00000000200006,Ext Payee 6,021000021,208584491,bank narr. 000006,
08/17/2025,550000,XXX,ACH Pmnt 00006,,USD,1,,,,,,,,,32,CTX

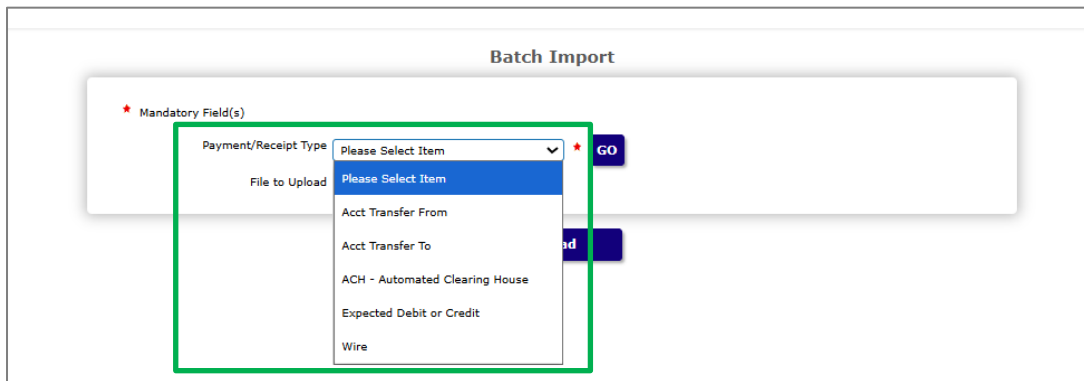


Importing Batch Payments

1. Navigate to the **Transactions** menu and select **Batch Import**.



2. Choose the **Payment/Receipt Type** for the batch and click **Go**.



3. Click **Choose File** to find the format you wish to import.
4. Select the batch file and click **Upload**.
5. Review transactions in **Batch Transaction Queues**.
6. Correct any errors displayed in the **Failed Queue**.
7. Confirm valid batches before they are released (hint: only the user who imported a failed batch can re-import



or delete it.)

Troubleshooting Batch Payments

1. Common issues and solutions:
 - A. Failed Batch Import: Check the file format and make sure all mandatory fields are filled in.
 - B. Rejected Payments: Review rejection reason in the **Failed Queue**.
 - C. Approval Issues: Ensure dual control is followed (one user creates, another approves).
2. File Format Structure & Delimiters.
 - A. Files may contain up to 99 columns.
 - B. Max column width: 999 characters.
 - C. Supported delimiter: comma (,)
 - D. Text qualifiers must be double quotes (“”).
 - E. Headers are mandatory.
3. Account Holder Reference is required in all imports.
 - A. If hosted, must be exactly 20 characters.
 - B. If not hosted, must be 1 to 20 characters.
 - C. Logical fields must be 0,1,Y,N,T,F.

Best Practice:

- *Use templates for recurring payments to save time and minimize errors.*
- *Always check cut-off times for payment types to avoid missed deadlines.*
- *Monitor Batch and Failed Queues daily for pending or rejected items.*
- *For critical payments, use Wire for faster processing.*

