

Virtual Account Management

Reference Guide: Approvals, Queues and Exceptions

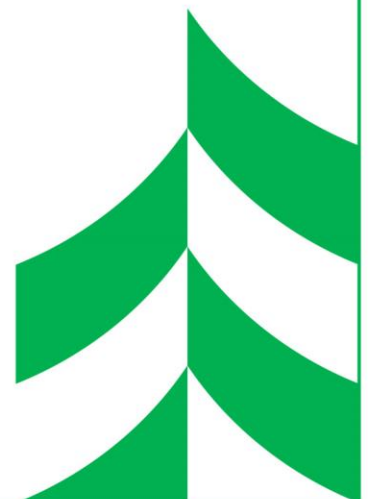


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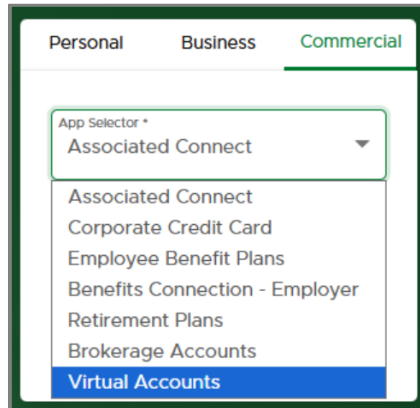
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Overview

This guide provides detailed instructions for working with approvals, queues and exceptions in the Virtual Account Management platform. It explains how to review, release, decline and cancel all, and, process bank rejections.

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.

Transaction Queue Functions

The transaction approval queue contains 5 tabs, each designed to help users manage transactions at different stages.

All Records Queue

Displays all transactions initiated on the Virtual Account Management platform. This tab allows users to view the complete list of transactions and review their status.

Declined Queue

Displays all transactions that have been declined. Users can review these transactions and determine if any follow-up action is needed.

Release Queue

Displays transactions that are pending review and approval. Users can review transaction details and **Release** or **Decline** the payments for processing.

Cancellation Queue

Displays transactions that have been requested for cancellation. Users can review the cancellation request and **Approve** or **Decline** the cancellation.

Rejection Queue

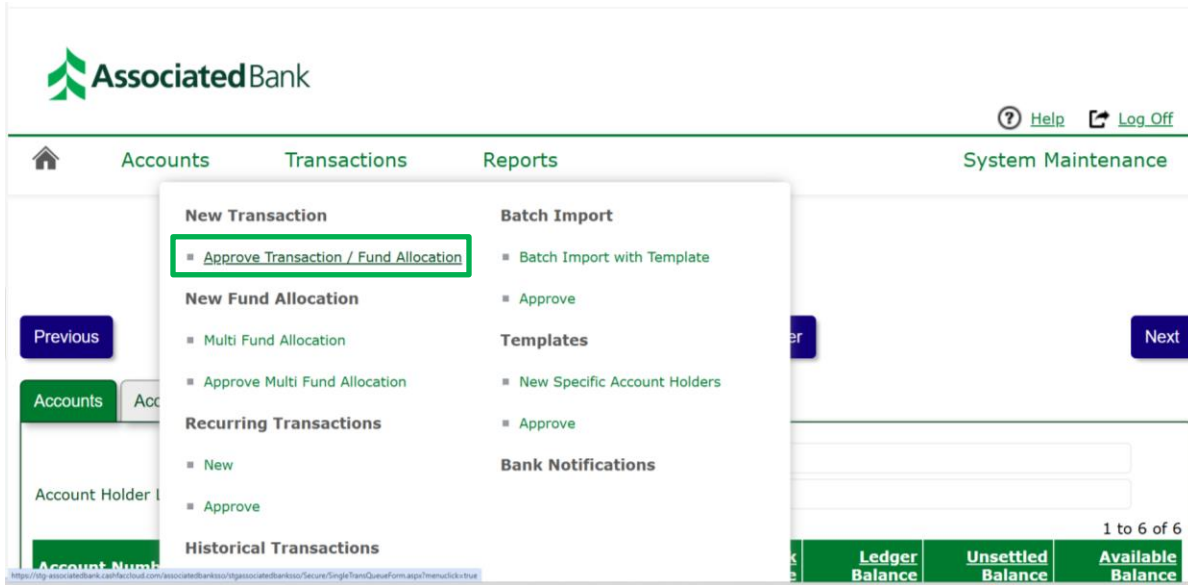
Displays transactions that were rejected during external payment processing, such as ACH or wire payments. Users must review the rejected transactions in this queue to update the system status. Once the rejection is reviewed and approved, the Rejection Queue status will be removed, and the transaction will be cleared from the Payments dashboard. This action also updates the payment status in the Historical Transactions menu, ensuring that the transaction accurately reflects its final processing status.



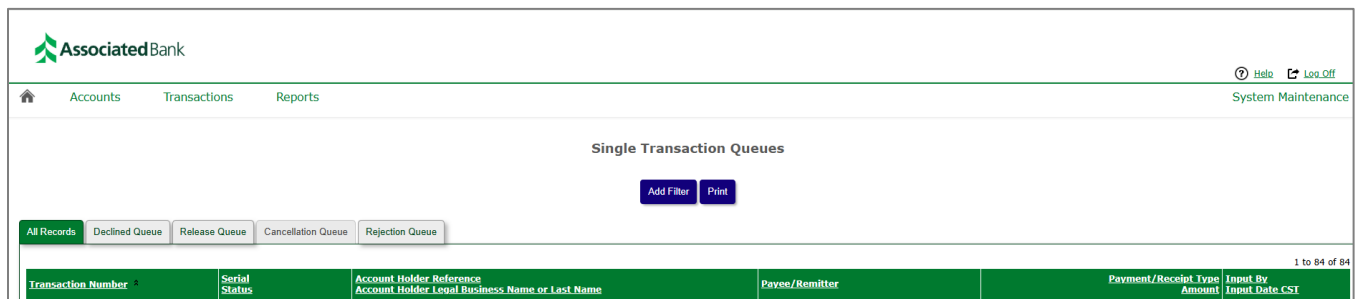
All Records Queue

The **All Records** queue displays all payment transactions initiated on the Virtual Account Management platform.

1. From the **Transaction** menu, select **Approve Transaction/Fund Allocation** to access and review the **All Records** queue.



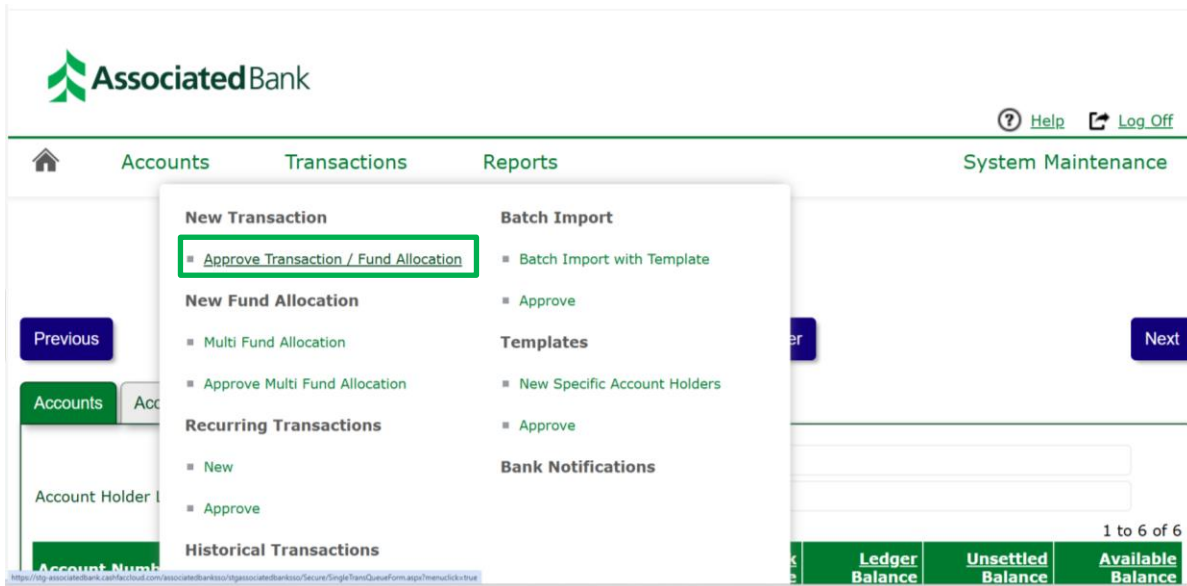
2. Click the **All Records** tab to view all payment transactions.



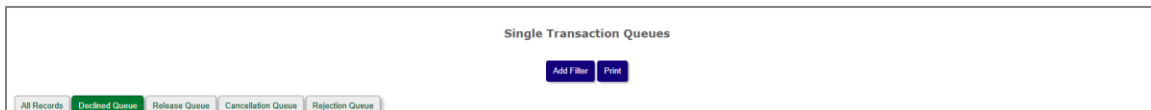
Declined Queue

The **Declined Queue** tab displays all declined transactions.

1. Navigate to the **Transactions** menu and select **Approve Transaction/Fund Allocation**.



2. Click the **Declined Queue** tab.



3. Click the **Transaction Number** to view the decline reason or edit the declined transaction. Declined items can be reviewed or deleted from the queue.
 - Transactions may be declined by an authorizer or releaser.
 - When a transaction is declined, users who created the transaction are notified via email.

Best Practice:

- Provide clear reasons when declining audit trails.
- Declined transactions should be corrected and resubmitted promptly.

Edit a Declined Transaction

1. To edit a declined transaction, navigate to the **Declined Queue** tab.
2. Select the **Transaction Number** of the declined transaction you would like to edit.

Single Transaction Queues

[Add Filter](#) [Print](#)

All Records **Declined Queue** Release Queue Cancellation Queue Rejection Queue

Transaction Number	Serial Status	Account Holder Reference Account Holder Legal Business Name or Last Name	Payee/Remitter	Payment/Receipt Type Amount	Input By Input Date CST	Delete
1 to 73 of 73						

3. Select **Edit** to modify any of the declined transaction fields (e.g. account number, date, amount, etc.).

Status Details

Serial

Status

Input By

Input Date CST (mm/dd/yyyy)

[Return to Single Transaction Queues](#) [Edit](#)

- 4. Select **Pass For Approval** to reinstate the transaction back into the **Release Queue** for approval.

Edit Single Transaction Details
Please confirm the Transaction details

Payment/Receipt Details

Transaction Number	<input type="text"/>
Payment/Receipt Type	<input type="text"/>
Transaction Type	<input type="text"/>
Account Holder Reference	200002
Account Holder Legal Business Name or Last Name	<input type="text"/>
Date (mm/dd/yyyy)	12/16/2025
Expected Bank Narrative	<input type="text"/>
Currency	US Dollar
Batch Allocation Reference	<input type="text"/>
Amount	123.01

Transaction Breakdown

Expected ESC Acc Dep	123.01
Total	123.01

Comments

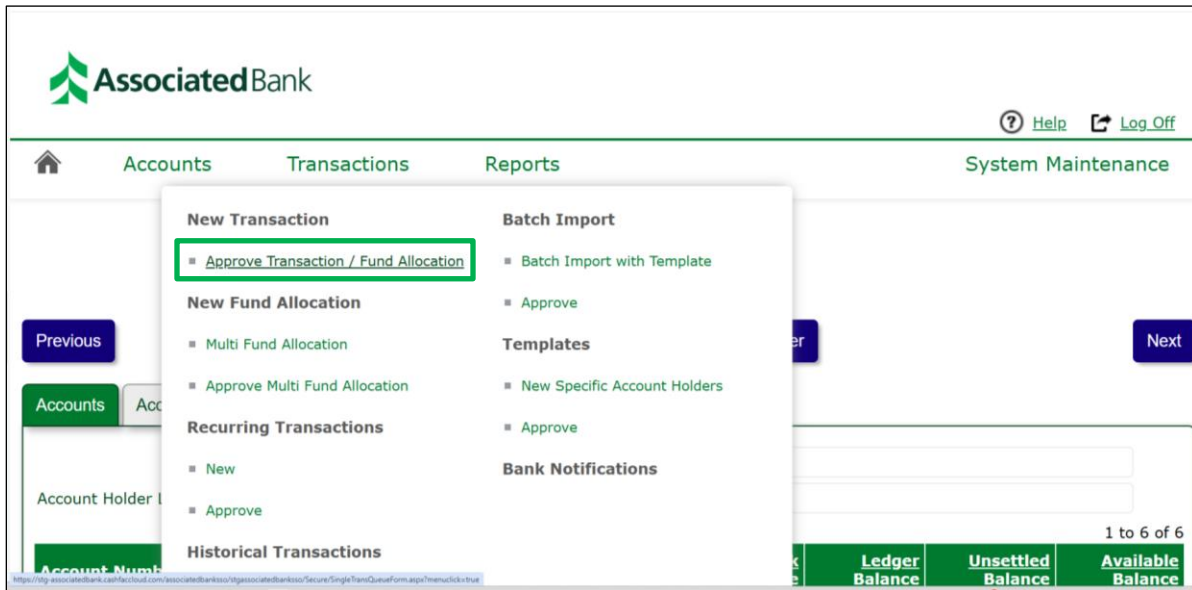
Statement Description	Statement <input type="text"/>
-----------------------	--------------------------------

[Previous](#)[Return to Single Transaction Queues](#)[Pass For Approval](#)

Release Queue

The Release Queue displays virtual account transfers or payment transactions (e.g., ACH or wires) that are ready for approval.

1. Navigate to the **Transactions** menu and select **Approve Transaction/Fund Allocation**.



2. Click the **Release Queue** tab.



Release or Decline a Transaction

1. To release or decline a transaction, navigate to the **Release Queue** tab.
2. Check the **Release/Decline** box for the transaction(s) you want to release or decline.

Single Transaction Queues


Transaction Number	Serial Status	Account Holder Reference Account Holder Legal Business Name or Last Name	Payee/Remitter	Payment/Receipt Type Amount	Input By Input Date CST	Release/Decline
A00013A	00A00013AR Release Queue	0029110TESTNEWCONFIG Testing New Config Options		Acct Transfer To 123.00 USD	2/13/2026	<input type="checkbox"/>
A00013F	34A00013FA Release Queue	0032840000CLIENTNAME Full Client Name	Susan Tester	Wire 100.01 USD	2/24/2026	<input type="checkbox"/>

1 to 2 of 2

3. Once the transaction(s) are selected, click **Release Selected** or **Decline Selected**. If declining the transaction, input a **Declined Reason**, if applicable.

Declined Reason:

4. For payment transactions such as ACH or wire, multi-factor Authentication (MFA) is required before the payment can be fully processed. A display message will appear requiring you to Verify Your Identity.



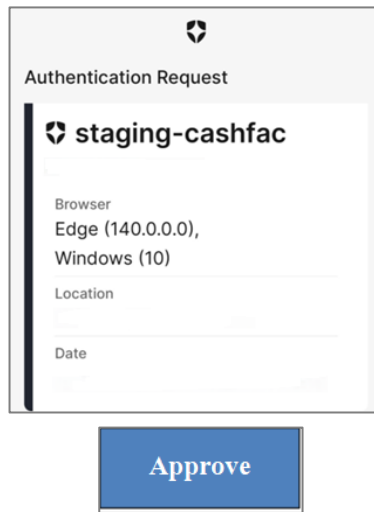
Verify Your Identity

We've sent a notification to the following device via the Auth0 Guardian app:

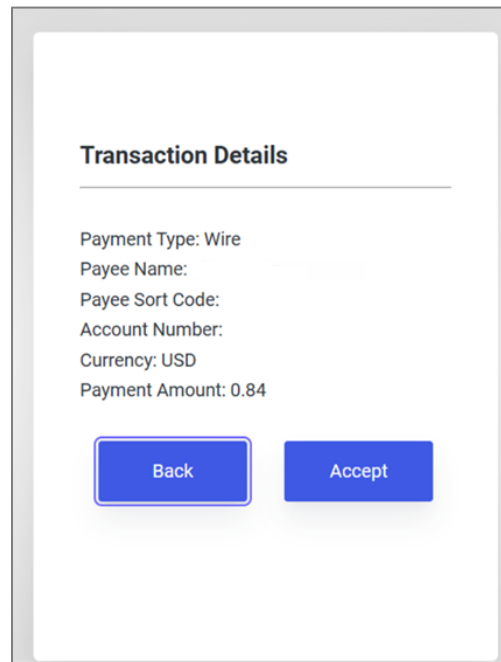
OR

Didn't receive a notification? [Resend](#)

5. You will receive a notification on your device from Guardian authentication app prompting you to select **Approve** to authorize and process the transaction.

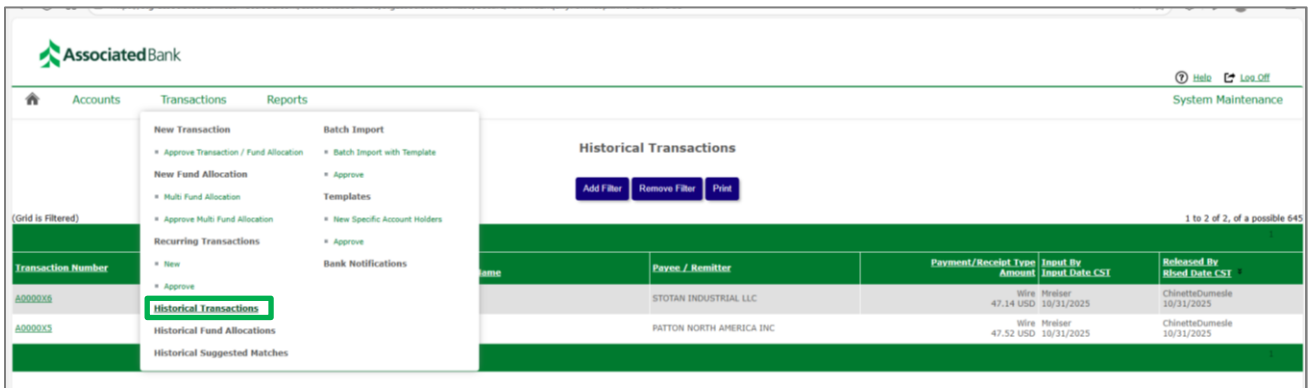


6. Once you have approved the payment in the authentication app, **Transaction Details** will display within the Virtual Account Management platform. Review and click **Accept** to accept the transaction.



7. Once accepted, the transaction will be sent for processing.

- Once the payment is processed, released transactions can be viewed by navigating to the **Transactions** menu and selecting **Historical Transactions**.



- Use the **Add Filter** option to narrow the search results and locate a specific transaction. To view the complete list of transactions, select **Return to Historical Transactions**.

Historical Transaction Filter

Please enter details into at least one field to filter results

Transaction Number

Batch ID

Account Holder Legal Business Name or Last Name Locate

Account Holder Reference Locate

Payee Name

Interest Rate

Payment/Receipt Type

Transaction Type

Amount From

Amount To

Input By

Input Date CST (mm/dd/yyyy)

Approved By

Apvd Date CST (mm/dd/yyyy) Equal To

Released By

Rlsed Date CST (mm/dd/yyyy) Equal To

Cancelled By

Cancelled Date (mm/dd/yyyy) Equal To

Rejected By

Rej Date CST (mm/dd/yyyy) Equal To

Status

Do not display page when menu item selected

[Return to Historical Transactions](#)
[Apply Filter](#)
[Clear Filter](#)



Best Practice:

- Double click the **Released By Rlsed Date** column and the latest transactions will appear at the top of the list.

The screenshot shows the 'Historical Transactions' page in the Associated Bank system. At the top, there are navigation links for 'Accounts', 'Transactions', and 'Reports', along with 'System Maintenance'. Below the navigation, there are buttons for 'Add Filter', 'Remove Filter', and 'Print'. The main content is a table with the following columns: Transaction Number, Serial Status, Account Holder Reference (Account Holder Legal Business Name or Last Name), Payee / Remitter, Payment/Receipt Type Amount, Input By (Input Date CST), and Released By (Rlsed Date CST). Two transactions are visible in the table:

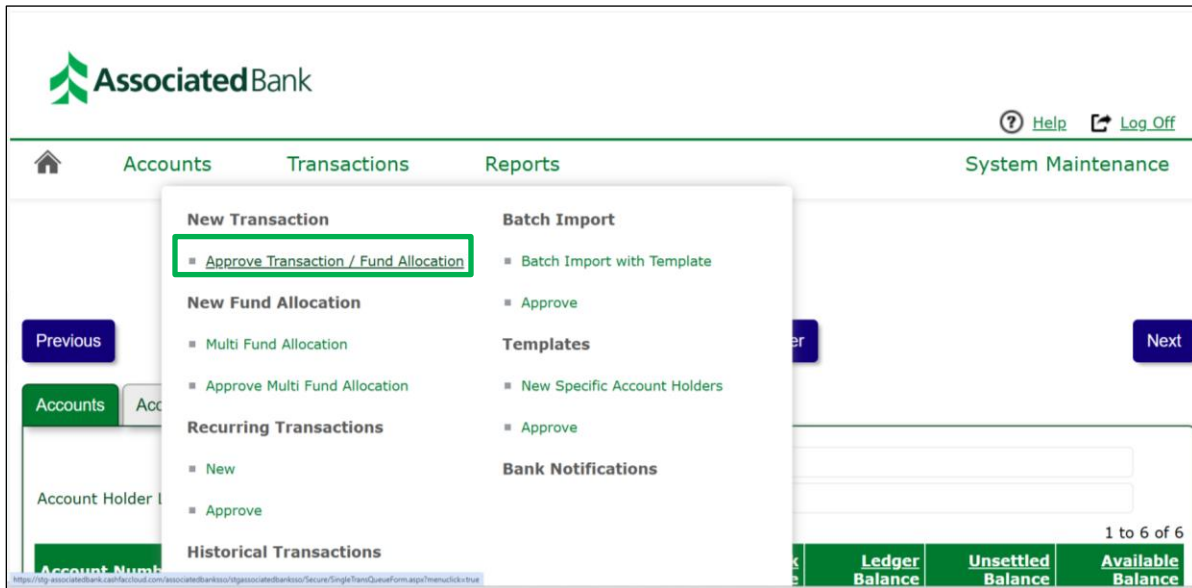
Transaction Number	Serial Status	Account Holder Reference Account Holder Legal Business Name or Last Name	Payee / Remitter	Payment/Receipt Type Amount	Input By Input Date CST	Released By Rlsed Date CST
A0000006	H0A0000YSA Released			Wire 47.14 USD		
A0000003	STAG000YSA Released			Wire 47.52 USD		

- Always follow dual control (one user inputs, another authorizes).
- Review transaction details carefully before authorizing.
- If transactions do not appear in the **Release Queue**, verify user permissions. Transactions initiated by a user will not appear in that user's **Release Queue**.
- If a transaction is stuck in **Release Queue**, confirm all required authorizations are complete.

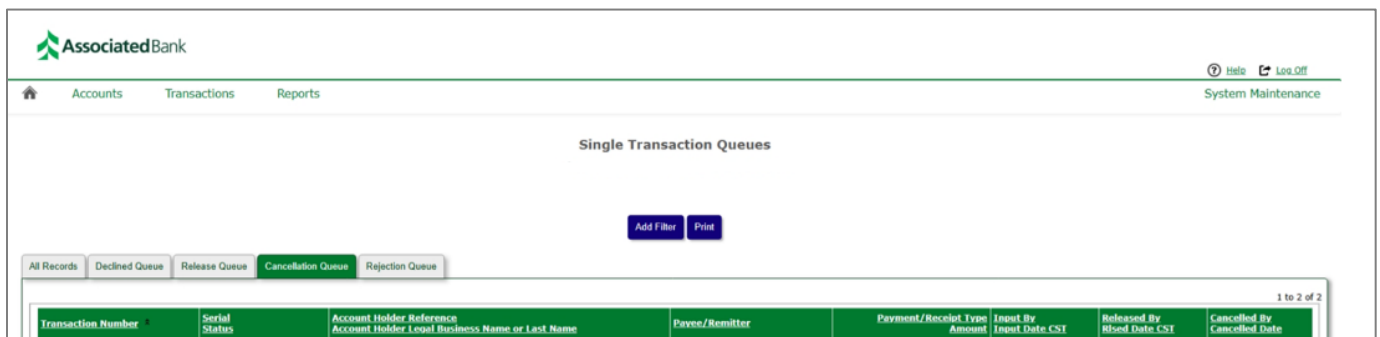
Cancellation Queue

The Cancellation Queue displays all transactions requested for cancellation. Users can **Approve** or **Decline** cancellation requests in this tab.

1. Navigate to the Transactions menu and select **Approve Transaction/Fund Allocation**.



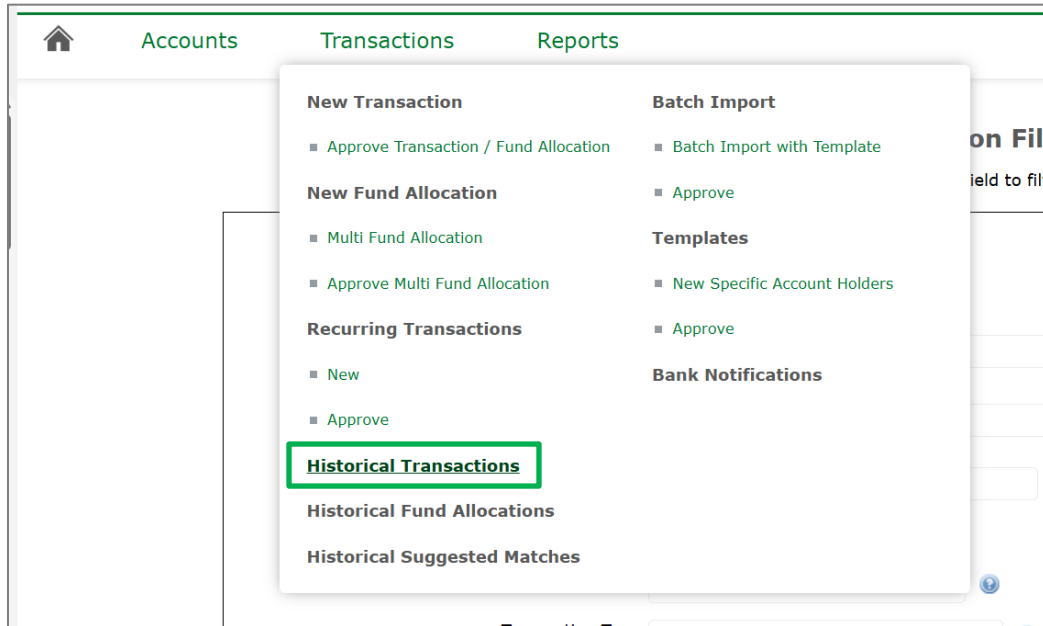
2. Click the **Cancellation Queue** tab.



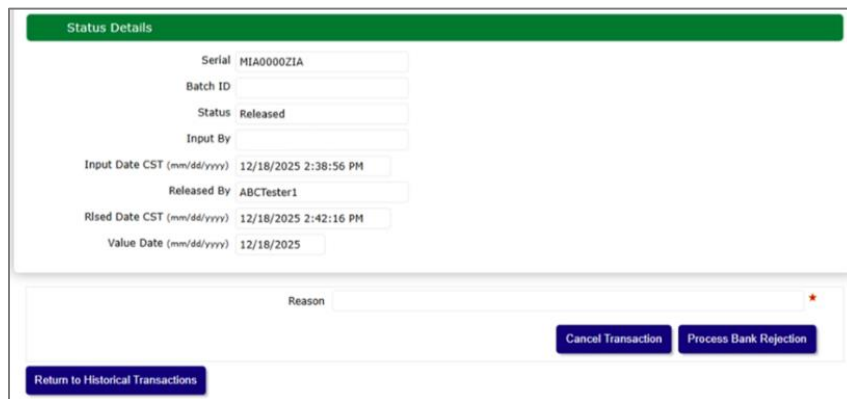
- An initiator can cancel a payment transaction before it is transmitted to the bank for processing.
- If dual approval is required, the transaction can only be canceled after it has been approved.

Cancel Transaction

1. Navigate to the **Transactions** menu and select **Historical Transactions**.



2. From the list of transactions, click on the **Transaction Number**.
3. Use the **Add Filter** option to narrow results, if needed.
4. Select the payment, enter a **Reason** for cancellation (if applicable) and click **Cancel Transaction**. The transaction will be routed to the **Cancellation Queue** for approval.



Approve Cancellation

1. To approve a cancellation, navigate to the **Cancellation Queue** tab.
2. Click the **Transaction Number** of the requested transaction.

Single Transaction Queues

1 to 2 of 2

Transaction Number	Serial Status	Account Holder Reference Account Holder Legal Business Name or Last Name	Payee/Remitter	Payment/Receipt Type Amount	Input By Input Date
A0000ZI	MIA0000ZIX Pending Cancellation			Wire 0.11 USD	12/18/20

3. Locate the transaction awaiting cancellation, and select **Approve** to complete the cancellation.

Status Details

Serial: MIA0000ZIX

Batch ID:

Status: Pending Cancellation

Input By:

Input Date CST (mm/dd/yyyy): 12/18/2025 2:38:56 PM

Released By: ABCTester1

Rised Date CST (mm/dd/yyyy): 12/18/2025 2:42:16 PM

Cancelled By: ABCTester1

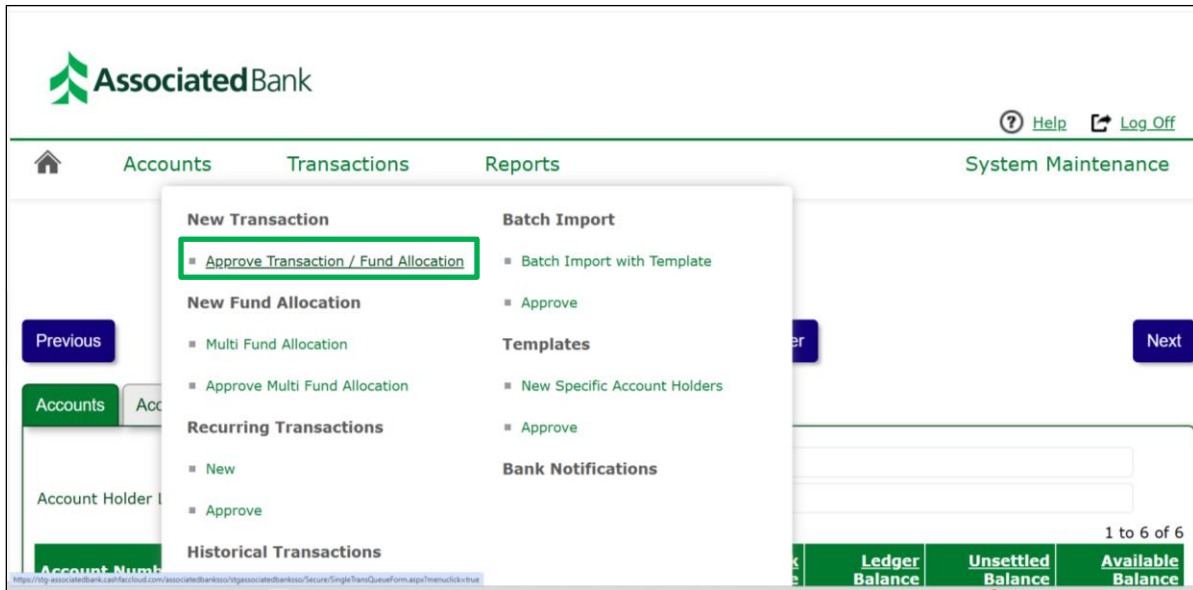
Cancelled Date (mm/dd/yyyy): 12/18/2025 2:45:00 PM

Reason for Cancellation:

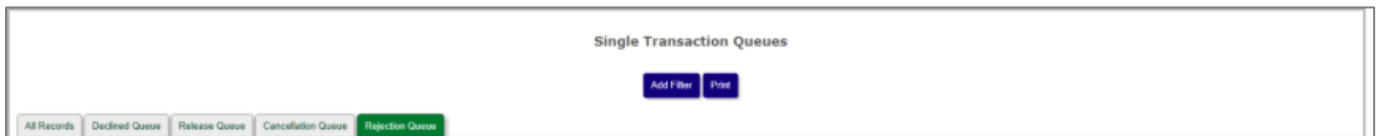
Rejection Queue

The Rejection Queue displays transactions that were rejected in external payment processing.

1. Navigate to the **Transactions** menu, and select **Approve Transaction/Fund Allocation**.



2. Click the **Rejection Queue** tab.



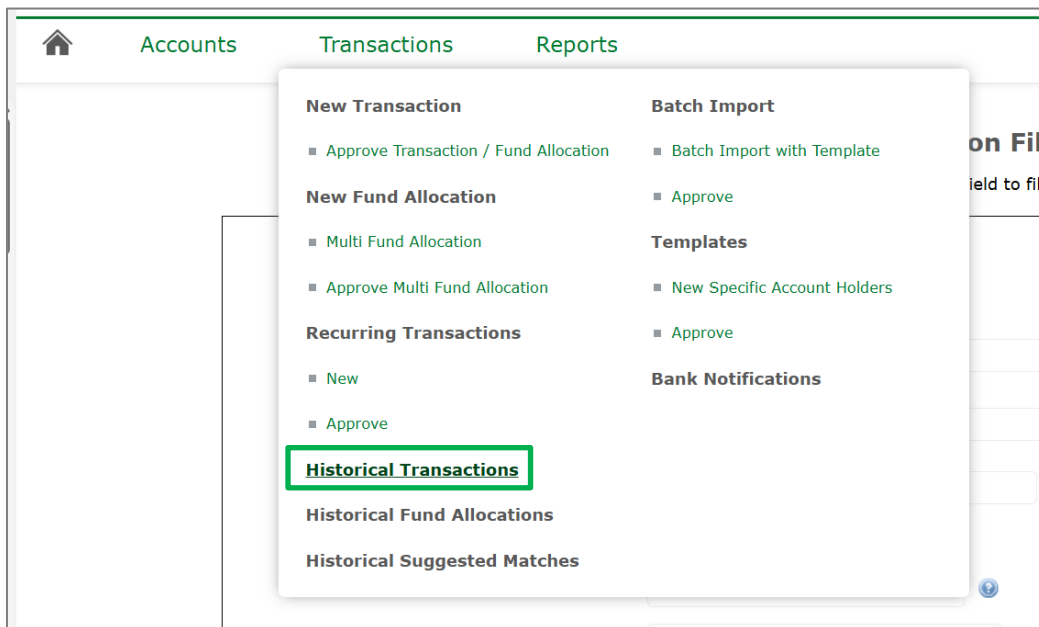
Process a Bank Rejection

When a transaction is rejected, it must be processed as a bank rejection in the platform to update its status of **Bank Received – Pending to Bank Rejected**. For assistance with payments that were not processed, contact Treasury Management Customer Care at 800-270-2707, option 2.

Rejected transactions are visible on the **Payments** dashboard. Transactions will display the status **Bank Review-Pending**. To remove a transaction from the rejection queue, a user must first process the **Bank Rejection**. This can be done in two ways:

Option 1: Historical Transactions

1. Navigate to the **Transactions** menu and select **Historical Transactions**.



2. Click on the **Transaction Number** from the list of transactions. Narrow results by selecting **Add Filter**.

The screenshot shows the 'Historical Transactions' page in the Associated Bank system. The page includes a header with the Associated Bank logo and navigation tabs for 'Accounts', 'Transactions', and 'Reports'. Below the header, there are buttons for 'Add Filter', 'Remove Filter', and 'Print'. A table displays transaction details, with the first row highlighted in green. The table has columns for Transaction Number, Serial Status, Account Holder Reference, Payer / Remitter, Payment/Receipt Type, Amount, Input By, Input Date CST, and Released By / Released Date CST.

Transaction Number	Serial Status	Account Holder Reference Account Holder, Lead Business Name or Last Name	Payer / Remitter	Payment/Receipt Type	Amount	Input By	Input Date CST	Released By	Released Date CST
800000E	00A00000EA Released		Associated Bank	Wire	0.20 USD		11/24/2025	TheAccount	11/24/2025



3. Enter a **Reason** for the rejection and click **Process Bank Rejection**. Once confirmation is received, the bank rejection will require approval

Status Details

Serial	10A0000WSA
Batch ID	
Status	Released
Input By	
Input Date CST (mm/dd/yyyy)	10/29/2025 6:56:05 AM
Released By	admin4
Rised Date CST (mm/dd/yyyy)	10/29/2025 6:57:03 AM
Value Date (mm/dd/yyyy)	10/29/2025

Reason

Cancel Transaction
Process Bank Rejection

Historical Transactions

Bank Rejection for transaction A0000W5 has been passed for Approval.

Add Filter
Print

Option 2: Payments dashboard

1. Navigate to the **Payments** tab on the dashboard.

Help Log Off

Accounts Transactions Reports
System Maintenance

Client Overview
Control
Payments
Hierarchy
Allocations

Input Date: From	Transaction Status	Batch File Name	Transaction Type	Payee Sort Code	Payee Account Number	Payee Name	Manage Transaction
<input type="text" value="2024/12/15"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>	<input type="text" value="All"/>
Input Date: To							
<input type="text" value="2025/12/15"/>							

Transaction Status	Duplicate	Input Date	Account Holder Reference	Payer No.	Batch File	P. Am.	Trans.	Payer Account	Payee Sort Code	Payee Account Number	Payee Name	Rejected Reason	Manage Transaction
Bank Rejected - Pending	0	11/21/2025			pan.001.00103	-05			01900097			Test - ACTC	A000005

101.89 ▲

2. Locate the payment and double click on the **Managed Transactions** header for the selected transaction.

The screenshot shows the AssociatedBank Payments interface. At the top, there are navigation tabs: Accounts, Transactions, and Reports. Below these are sub-tabs: Client Overview, Control, Payments (highlighted), Hierarchy, and Allocations. A search and filter section includes dropdowns for Input Date (From: 2024/12/15, To: 2025/12/15), Transaction Status (All), Batch File Name (All), Transaction Type (All), Payee Sort Code (All), Payee Account Number (All), Payee Name (All), Manage Transaction (All), and Rejected Reason (All). Below this is a table with columns: Transaction Status, Quantity, Input Date, Account Header Reference, Paper No., Batch File, Amt., Trans., Paper Account, Paper Sort Code, Payee Account Number, Payee Name, Rejected Reason, and Manage Transaction. One row is highlighted in orange, showing a 'Bank Rejected - Pending' status with a quantity of 0 and a value of 101.89. A red box highlights the value '101.89' and a red triangle icon next to it.

3. Enter a **Reason** for the rejection and click **Process Bank Rejection**.

The screenshot shows the 'Status Details' form for a transaction. The form contains the following fields: Serial (10A0000W5A), Batch ID, Status (Released), Input By, Input Date CST (mm/dd/yyyy) (10/29/2025 6:56:05 AM), Released By (admin4), Rised Date CST (mm/dd/yyyy) (10/29/2025 6:57:03 AM), and Value Date (mm/dd/yyyy) (10/29/2025). At the bottom, there is a 'Reason' field containing the text 'Bank Rejected Payment' and a red asterisk icon. Below the Reason field are two buttons: 'Cancel Transaction' and 'Process Bank Rejection'.

4. Once confirmation is received, the bank rejection will require approval.

The screenshot shows the 'Historical Transactions' page. The main heading is 'Historical Transactions'. Below the heading, a message states: 'Bank Rejection for transaction A0000W5 has been passed for Approval.' At the bottom of the message area, there are two buttons: 'Add Filter' and 'Print'.

Approve a Rejection:

1. Navigate to the **Rejection Queue** tab.
2. Click the **Transaction Number** of the requested transaction.

Single Transaction Queues

Transaction Number	Serial Status	Account Holder Reference Account Holder Legal Business Name or Last Name	Payee/Remitter	Payment/Receipt Type Amount	Input By Input Date CST	Released By Rlised Date CST	Rejected By Rej Date CST
A00005Z	00A00006ZX Pending Rejection	PAT8820000000GOOF123 Goofy Puppy	Minnie Mouse	ACH - Automated Clearing House 2.03 USD	8/28/2025	8/28/2025	12/1/2025
A00008B	00A00008BX Pending Rejection	JUN11400000000036987 Elmer Fuds Hunting Inc	Cinderella	Wire 0.04 USD	8/29/2025	8/29/2025	3/6/2026

1 to 3 of 3

3. Once payment transactions (ACH and/or wire) are selected, click **Approve**.

Status Details

Serial

Batch ID

Status

Input By

Input Date CST (mm/dd/yyyy)

Released By

Rlised Date CST (mm/dd/yyyy)

Rejected By

Rej Date CST (mm/dd/yyyy)

Reason for Rejection

Best Practice:

- Regularly monitor the Rejection Queue to identify recurring issues.
- Common reasons include invalid account details or exceeded cut-off times.
- For recurring rejections, review templates or file formats for errors.

