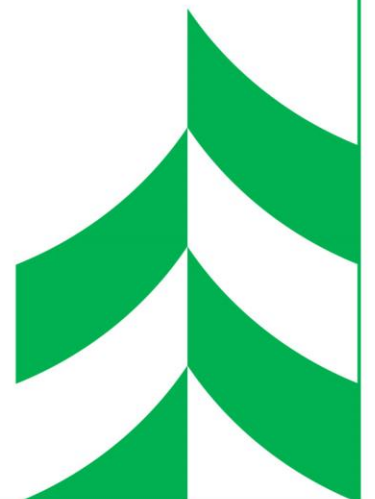


# Virtual Account Management

Reference Guide: Funds Allocation and Reconciliation



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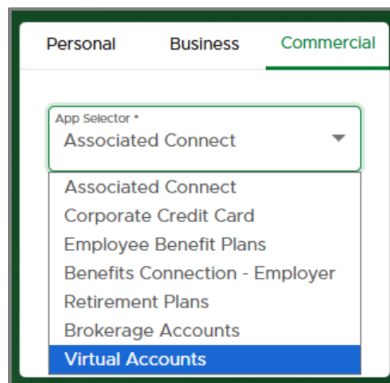
# Funds Allocation and Reconciliation

## Overview

This guide provides detailed instructions for allocating and reconciling funds in the Virtual Account Management platform. It explains how to manage NFC (Not Fully Cleared) credits, perform batch/multiple or individual allocations and handle suspense items.

## Sign in and Security

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

## Understanding NFC Credits

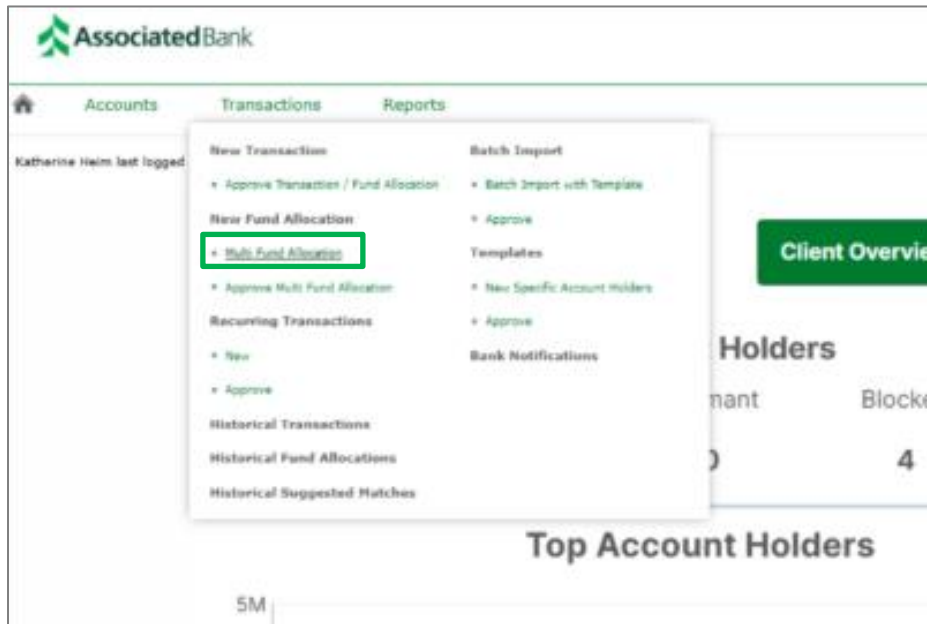
- NFC (Not Fully Cleared) credits are incoming transactions that have not yet been fully reconciled.
- They must be allocated against one or more forward cash transactions, batches or suspense accounts.
- If back-dating or back-valuing is enabled, allocations will follow system rules based on settlement dates.

### ***Back-Dating and Back-Valuing Rules:***

- Back-dated if settlement date is within 1–4 business days.
- Back-valued if NFC is older but within 60 days and linked to a valid account.

## Multiple Allocation of Credits

1. Navigate to the **Transactions** menu and click **Multi Fund Allocation**.



2. Select the **Account Holder** from the **Account Holder Legal Business Name or Last Name** dropdown and click **GO**.

The screenshot shows the 'Transactions for Multi Match' form. It contains several input fields and buttons. The 'Account Holder Legal Business Name or Last Name' dropdown menu is highlighted with a green box, and the 'GO' button next to it is also highlighted. Other fields include 'Account Number', 'Related Account Holder Name', 'Related Account Holder Reference', 'Related Account Number', 'Date From' (10/14/2024), 'Date To' (10/14/2025), 'Bank Narrative', 'Amount From', and 'Amount To'. There are also 'Add', 'Remove', and 'GO' buttons. At the bottom, there is a 'Refresh' button.

3. Scroll down to select the radio button in the **Add to List** column for one or more transactions from the list to allocate.

Bank Narrative	Payer's Account	Settled Date	Amount	Not to be Allocated	Add To List
USO CORP - EDDPAYMENT		10/2/2025	268.83	<input type="radio"/>	<input type="radio"/>
CERELLA BAKERY C PAYMENT		10/2/2025	992.13	<input type="radio"/>	<input type="radio"/>
BERRY GLOBAL INC PAYMENTS		10/2/2025	1,314.99	<input type="radio"/>	<input type="radio"/>
HUNTARAK - PAYMENTS		10/2/2025	1,364.27	<input type="radio"/>	<input type="radio"/>
SDI INC AP - PAYMENT VO		10/2/2025	1,706.80	<input type="radio"/>	<input type="radio"/>

4. Once you have selected all transactions you want to allocate, click **Allocate Transactions**.

Selected Forward Cash Transaction Details

Number of Transactions Selected

Total Value of Selections

The selection criteria you have selected has returned 324 record(s) out of a possible 324 records.

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Bank Narrative	Payer's Account	Settled Date	Amount	Not to be Allocated	Add To List	Remove From List
USO CORP - EDDPAYMENT		10/2/2025	268.83	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
CERELLA BAKERY C PAYMENT		10/2/2025	992.13	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
BERRY GLOBAL INC PAYMENTS		10/2/2025	1,314.99	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
HUNTARAK - PAYMENTS		10/2/2025	1,364.27	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
SDI INC AP - PAYMENT VO		10/2/2025	1,706.80	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

**Note:** You may click **Batch Allocation** to allocate an expected deposit. Input the BTA Reference associated with the expected deposit. This reference will be used to match the Expected Debit or Credit to records in forward cash.

### Multi Match - Batch Allocation

Selection Criteria

BTA Reference

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Amount Range Matching

Amount From

Amount To

(For DR amounts enter a negative sign)

Exact Matching

Exact Match



5. Search for the **Account Holder** and select the sub account hyperlink you are allocating funds to.

**Multiple Transaction Allocation**

Please enter details into at least one field to search for the Account Holder for whom you wish to allocate multiple transactions.

Account Holder Reference

Account Holder Legal Business Name or Last Name

Account Holder First Name

Routing ID  Account Number

Previously Selected Account Holders

Account Holder Reference	Account Holder Legal Business Name or Last Name

1 to 2 of 2

6. Select the applicable **Credit Transaction Type** from the dropdown.

**Multiple Transaction Allocation**

Please select a Transaction Type

**Originating Account Details**

Account Holder Reference

Account Holder Legal Business Name or Last Name

Account Number

Amount to be allocated(2)

Bank Narrative	Settled Date	Amount
363971 ANDREW	9/11/2025	1,000.00
CLIENT ACCOUNT JT280850C	9/11/2025	2,000.00

**Allocation Details**

Account Holder Reference

Account Holder Legal Business Name or Last Name

Currency

★ Mandatory Field(s)

Credit Transaction Type

- Please Select Item
- Exchange Account Tax Reversal
- Exchange Interest Credit Adj
- Master to Exchange Account
- Master to Other Account
- Other Acc Interest Credit Adjst
- Other Account Tax Reversal

7. Review details: Account Holder, Account Reference, Amount Matched.
8. Click **Continue**, then **Pass for Approval**.

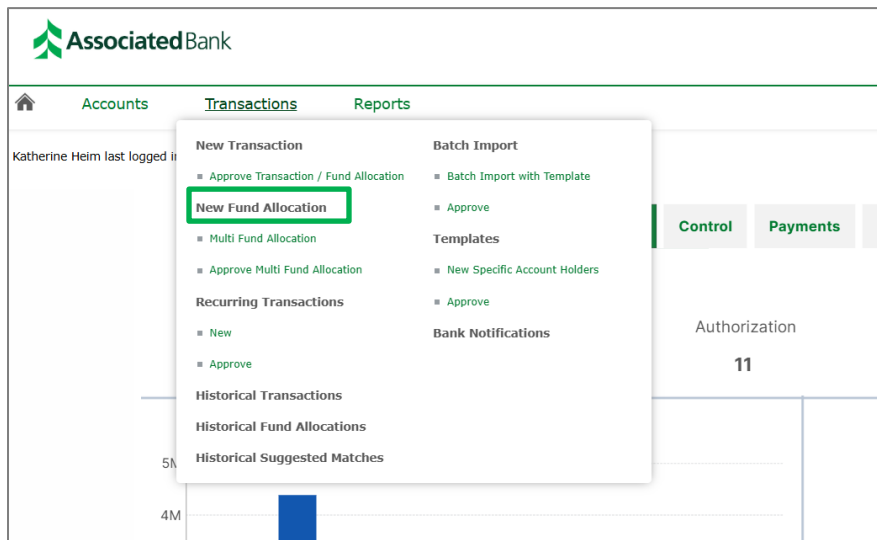


**Best Practice:**

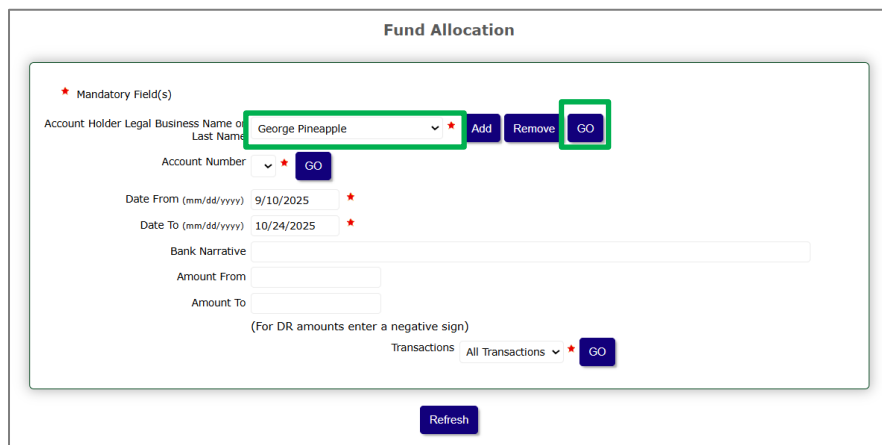
- Allocations require dual control so the designated approver will need to approve the fund allocation.
- If you need to remove a transaction from the **Add to List** column, you can select the radio button in the **Remove from List** column.
- Use batch allocation for high-volume items such as payroll credits.
- Always verify matched totals before passing for approval.

## Individual Allocation of Credits

1. Navigate to the **Transactions** menu.
2. Select **New Fund Allocation**.



3. Select the **Account Holder** from the **Account Holder Legal Business Name or Last Name** dropdown and click **GO**.



4. Scroll down, and a list of unallocated funds will appear.
5. Click the **Manually Allocate** radio button next to the transaction you would like to allocate.

Bank Narrative	Payer's Account	Settled Date	Amount	Not to be Allocated	Manually Allocate
PPP CLIENT ACCOUNT JT280850C BGCFr01		9/11/2025	2,000.00	<input type="radio"/>	<input type="radio"/>
CLIENT ACCOUNT JT280850C		9/11/2025	2,000.00	<input type="radio"/>	<input type="radio"/>
363971 ANDREW		9/11/2025	1,000.00	<input type="radio"/>	<input type="radio"/>
363971 ANDREWS ref 38943		9/11/2025	1,000.00	<input type="radio"/>	<input type="radio"/>
TVO payment made in error incorrect bank details		9/11/2025	1,000.00	<input type="radio"/>	<input type="radio"/>
Transfer In Ref 340350		9/11/2025	1,000.00	<input type="radio"/>	<input type="radio"/>
LEGAL GEN FPF MO LG CPAY 052720730		9/11/2025	-100.00	<input type="radio"/>	<input type="radio"/>

6. Search for the Account Holder and select the sub account hyperlink you are allocating funds to.

### Manual Allocation

Please enter details into at least one field to search for the Account Holder

Account Holder Reference

Account Holder Legal Business Name or Last Name

Account Holder First Name

Routing ID  Account Number

(Previously Selected Account Holders)

Account Holder Reference	Account Holder Legal Business Name or Last Name

1 to 2 of 2

7. Select the applicable **Transaction Type** in the dropdown.

### Manual Allocation

Please select a Transaction Type

**Originating Account Details**

Account Holder Reference

Account Holder Legal Business Name or Last Name

Account Number

Amount to be allocated(1)

Bank Narrative	Settled Date	Amount
PPP CLIENT ACCOUNT JT280850C BGCFr01	9/11/2025	2,000.00

**★ Mandatory Field(s)**

Account Holder Reference

Account Holder Legal Business Name or Last Name

Transaction Type

8. Click **Continue**, then click **Pass for Approval**.



**Best Practice:**

- *Allocations require dual control so the designated approver will need to approve the fund allocation.*
- *Use individual allocation for exceptions or low-volume reconciliation.*
- *Ensure client identifiers align with sub account references for easier tracking.*

## Suspense Account Handling

If a credit cannot be fully matched, the unmatched portion is placed in the Suspense Account. Suspense Accounts act as a temporary holding area until the correct allocation is identified. Items in the Suspense Account must be reviewed regularly to ensure reconciliation is completed.

**Best Practice:**

- *Monitor Suspense Accounts daily; unresolved items may indicate reconciliation issues.*
- *Allocate suspense items as soon as supporting documentation is available.*

## Troubleshooting

- If allocations fail, confirm the NFC credit settlement date is valid for back-dating or back-valuing.
- If a batch total does not match, re-check uploaded transaction amounts.
- Always verify suspense items to ensure funds are not left unallocated.
- Use the **Historical Details** page to review past allocations or corrections.