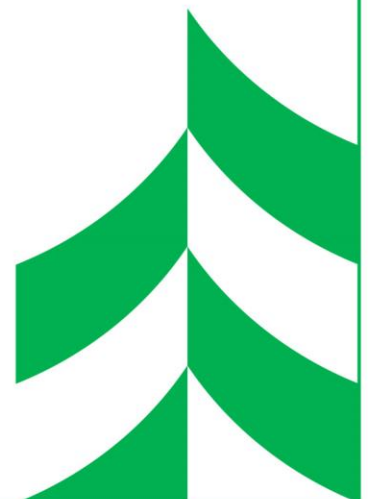


# Virtual Account Management

Administration Guide



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# Virtual Account Management

## Overview

Welcome to Associated Bank's Virtual Account Management solution.

This tool is designed to simplify the financial management of your transactions. Alongside your main Master Bank Account, you'll utilize three key sub control accounts to help manage and track your funds effectively.

### Your three key Sub Control Accounts:

**Sub Control Account:** This is the central hub for managing funds related to your individual sub accounts. It acts as a balancing mechanism, ensuring all transactions within your virtual accounts reconcile accurately with your Master Bank Account. For example, when funds are added to a specific sub account, the Sub Control Account reflects the opposite entry, maintaining a clear ledger for reconciliation. If the Sub Control Account balance perfectly offsets your Master Bank Account balance (e.g., +\$40,000 in Master, -\$40,000 in Sub Control), it indicates all funds are allocated correctly.

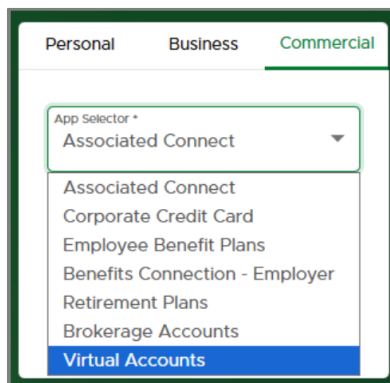
**Sub Interest Account:** This account tracks all interest earned and credited to the sub accounts. It provides a clear summary of interest paid while ultimately cleared into the Sub Control Account for reconciliation with the Master Bank Account, its primary purpose is to give you a running record of interest earned on each of your sub accounts.

**Sub Tax Account:** Should any withholding tax be applied to or debited from your sub accounts (e.g., when interest is capitalized and tax is taken), this account tracks all such tax amounts. It provides a month-end overview of tax withheld from your sub accounts.



## 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.

## Virtual Account Management Client Administrator Registration

The client administrator set up will occur during onboarding. For additional information on user registration, refer to the **User Registration, Administration & Access Control Guide** for step-by-step instructions.

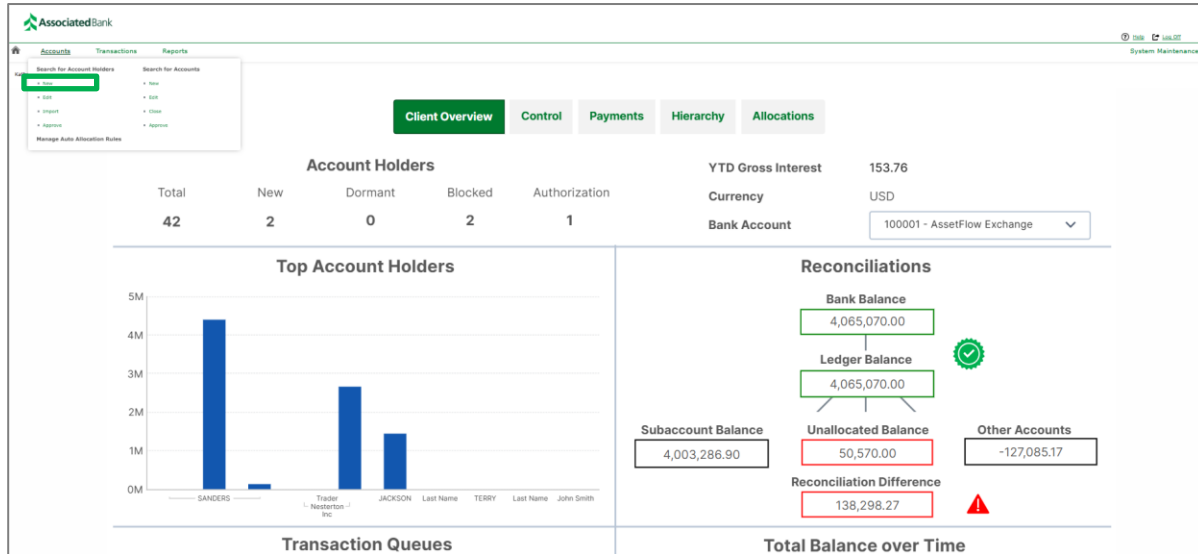
### User Profile

To access your user profile, navigate to the **System Maintenance** menu located in the top right-hand corner. Click the **Username** hyperlink next to your name—or select any other user from the **Users** drop-down—to view profile or additional details on each user. Within the **System Maintenance** menu, the **System Administrator** can view users within your company, as well as manage the accounts your users can access in the Virtual Account Management platform.

*Note: Refer to **User Registration, Administration & Access Control Guide** to learn how to add and edit users.*

## Create New Account Holders

- To set up a new Account Holder in Virtual Account Management, navigate to the **Accounts** menu and under **Search for Account Holders** click **New**.



- Add **Account Holder Reference**, a unique identifier chosen by the client—can be a series of letters and numbers, up to 14 characters in the reference code used by some third-party interfaces.
  - This field may also be used to store other client reference values such as a Tax Identification Number (TIN).
  - This value is not transmitted on any payments.
  - If a field contains less than 14 characters, the platform will add leading zeros.
- Enter **Legal Business Name** (Business) or Individual/Joint account holder **Last Name** (special characters such as – or ‘are not accepted).
- Assign an **Account Holder Type** in the drop-down (e.g. Business, Joint, etc.) for the Sub Account Holder.
- Click **Go** to expand the form to complete the relevant Account Holder information.

### New Account Holder

Please enter the Account Holder details

**\* Mandatory Field(s)**

Account Holder Details

Account Holder Reference  \*  \*

Legal Business Name or Last Name  \*

Account Holder Type  \*

Account Holder First Name

Middle Name or Initial

Telephone - Numbers Only

Date of Birth/Incorporation (mm/dd/yyyy)

Country  \*

Interest Rate  \*

Email

Debtor LEI

Primary Account Details

Currency  \*

Account Template  \*

Additional Details

Status  \*

SSN or TIN  \*

Primary Account Holder Address

Street Address  \*

Street Address 2

City  \*

State  \*

Zip Code  \*

Document

File to upload  No File Chosen

File Type

	File Name	File Type	Actions
<input type="checkbox"/>	Client w9.docx	W9	<a href="#">View</a> <a href="#">Download</a> <a href="#">Delete</a>

2. Complete \* required fields.
  - A. Choose **Interest Rate** and click **Go**.
  - B. Select **Open Sub Acc** under Account Template
  - C. When entering SSN or TIN, include hyphen (“-”) to separate the values according to the required formats.
    - a) **Business Entity (TIN)** xx-xxxxxxx
    - b) **Individual /Joint (SSN):** xxx-xx-xxxx
    - c) **Non-Resident:** 111-22-3333
      - i. *Non-Resident records must be updated immediately once a valid SSN has been issued.*
  - D. Click **Choose File** and select the file you want to upload.
  - E. Select **File type** from the drop-down menu.
  - F. Click **Upload** (W9 or W8 pdf).
3. Click **Add Relationships** if additional account holders are needed.
4. Click **Confirm**.
5. Click **Pass For Approval**.

**Best Practice:**

- *Completing the above steps will also generate a new **virtual account** and **virtual account number**.*
- *Use consistent naming conventions (e.g., Exch123MainStreet) for your recordkeeping and easy lookup.*

6. To approve a new **Account Holder**
  - A. Navigate to the **Accounts** menu and under **Search for Account Holders** click **Approve**.
  - B. Navigate to **Input Queue** to review account related transactions.

Account Holder Reference *	Account Holder Legal Business Name or Last Name	Account Holder Type	Action	Input By Initial Date CST
10000100000123456ABC	Customer Business LLC 2	Exchange Business	Account Holder Input	10/21/2025

- C. Click the hyperlink to open and review details.
- D. To approve, select **Approve**. To decline, enter a **Declined Reason** and select **Decline**.

**Best Practice:**

- *Review all accounts prior to approval to ensure accuracy before taking action.*
- *To approve all pending requests at once, select **Approve All**. To decline all pending requests at once, select **Decline All**.*



# Edit Account Holder

1. Navigate to the **Accounts** menu.
2. Select **Edit** below the **Account Holder Details**.
  - A. Select the **Sub Account Holder Reference**.
  - B. Add an \* (wildcard) to the **Account Holder Reference** field to find related Account Holder information.
  - C. Option to include additional information to perform search.
  - D. Click **Search**.
  - E. Select the hyperlink for the linked Account Holder.
  - F. Choose the account.
  - G. **Account Holder Details** will be displayed, and you may choose various tabs, including **Interest**.

### Edit Account Holder

Please edit the Account Holder details

\* Mandatory Field(s)

Reason for Change  \*

---

**Account Holder Details**

Account Holder Reference

Legal Business Name or Last Name  \*

Account Holder Type  \*

Account Holder First Name

Middle Name or Initial

Telephone - Numbers Only

Date of Birth/Incorporation (mm/dd/yyyy)

Country  \*

Interest Rate  \*

Email

Debtor LEI

---

**Primary Account Details**

Currency  \*

---

**Additional Details**

Status  \*

SSN or TIN  \*

---

**Primary Account Holder Address**

Street Address  \*

Street Address 2

City  \*

State  \*

Zip Code  \*

---

**Document**

File to upload  No File Chosen

File Type

	File Name	File Type
❏		



3. Edit **Account Holder Type** and/or pertinent information.
  - A. If required, edit **Relationship Type**, as applicable.
  - B. Once completed, select **Pass For Approval**.

**Edit Account Holder**  
Please confirm the Account Holder details

Reason for Change: Test Edit Account Holder

**Account Holder Details**

Account Holder Reference: 10000100000123456ABC

Legal Business Name or Last Name: Customer Business LLC 2

Account Holder Type: Exchange Business

Account Holder First Name:

Middle Name or Initial:

Telephone - Numbers Only:

Date of Birth/Incorporation (mm/dd/yyyy):

Country: UNITED STATES

Interest Rate: Standard Interest 2.5 - 100001

Email:

Debtor LEI:

**Primary Account Details**

Currency: US Dollar

**Additional Details**

Status: Active

SSN or TIN: 12-3456798

**Primary Account Holder Address**

Street Address: 123 Main St

Street Address 2:

City: Milwaukee

State: WI

Zip Code: 53201

Parent Account Holder Reference	Parent Account Holder Name	Relationship Type
100001EXCHANGECLIENT	Asset Flow Exchange - Lead Client	Relationship

**Document**

There are no documents to display.

Previous
Search
Pass For Approval

## User Approve Account Holder Edits

1. From the dashboard on the left, select the **Accounts** menu and under **Search Account Holders** click **Approve**.
2. Navigate to **Edited Queue** tab to review Account Holder related transactions.

Associated Bank

Home Accounts Transactions Reports System Maintenance

### Account Holder Queues

All Records Declined Input Queue Edited Queue 1 to 4 of 4

Account Holder Reference	Account Holder Legal Business Name or Last Name	Account Holder Type	Action	Edited By / Edited Date CST
#100001000000000000SAN	STEIGER	Exchange Business	Account Holder Edit	admin4 10/13/2025
100001000000TESTQFAC	FOSSIL CONTRACTING	Exchange Business	Account Holder Edit	stgsdipgle 10/21/2025
10000100000123456ABC	Customer Business LLC 2	Exchange Business	Account Holder Edit	ABCTest1 10/21/2025
100001EXCHANGECLIENT	Asset Flow Exchange - Lead Client	Exchange Business	Account Holder Edit	ABCTest1 10/21/2025

Approve All Decline All

- A. Click the hyperlink under **Account Holder Reference** to open and review details.
- B. # symbol indicates field(s) that have been edited or modified.
- C. To approve, select **Approve**. To decline, enter a **Declined Reason** and select **Decline**.

### Edited Account Holder Details

# Edited Field(s)

Reason for Change

---

#### Account Holder Details

Account Holder Reference

Legal Business Name or Last Name

Account Holder Type

Account Holder First Name

Middle Name or Initial

Telephone - Numbers Only

Date of Birth/Incorporation (mm/dd/yyyy)

Country

Interest Rate

Email

Debtor LEI

---

#### Primary Account Details

Currency

---

#### Additional Details

Status

SSN or TIN

---

#### Primary Account Holder Address

Street Address

Street Address 2  #

City

State

Zip Code

---

Parent Account Holder Reference	Parent Account Holder Name	Relationship Type
100001EXCHANGECLIENT	Asset Flow Exchange - Lead Client	Relationship

---

#### Document

There are no documents to display.

---

#### Status

Status

Edited By

Edited Date CST

Return to Account Holder Queues

Approve

Decline



## Closing Accounts

1. It is not required, however, if you prefer to do a principal and interest balance inquiry on the sub account prior to closing:
  - A. Navigate to the **Accounts** menu and select **Search for Account Holders**.
  - B. Select the **Sub Account Holder Reference** hyperlink.
  - C. Option to include additional information to perform search.
  - D. Next to **Account Holder Reference** field insert \* (wildcard) in the right-hand box to find related Account Holder information. Click **Search**.
  - E. Select the hyperlink for the linked Account (Account should start with prefix “VIR”).
  - F. **Account Holder Details** will be displayed, and you may choose various tabs, including **Interest**.

Associated Bank

Accounts Transactions Reports

Account Holder Details

Previous Locate Next

Accounts Account Holder Details Related

Account Holder Reference: 10000100000123456ABC  
 Account Holder Legal Business Name or Last Name: Customer Business LLC 2  
 Account Number: VIR11223310000125  
 Account Type: EXC - Exchange Account  
 External Account  
 Account Currency: USD - US Dollar

Bank Balance: 0.00  
 Ledger Balance: 0.00  
 Unsettled Balance: 0.00  
 Available Balance: 0.00

Transactions Unsettled Statements Interest

Capitalize CR Print

Interest Type	Gross Credit Interest	Withholding Tax	Net Credit Interest	Debit Interest	Start	End	Capitalized	Accrued	Description
STD	0.00	0.00	0.00	0.00	10/20/2025				
STD	0.00	0.00	0.00	0.00	10/20/2025				

1 to 2 of 2

2. Once you are prepared to close an account, navigate to the **Accounts** menu and under **Search for Accounts** select **Close**.
  - A. Choose the **Account Holder** in the drop-down and insert \* (wildcard) in the right-hand box to search.
  - B. Select the **Account Number** hyperlink that you want to close to proceed with transaction.
3. If the balance is zero, an option to **Pass For Approval** should appear.

### Close Account

Please confirm the Account details.

Reason for Change

---

Account Holder Details

Account Holder Reference

Account Holder Legal Business Name or Last Name

---

Account Details

Account Number

Currency

Account Type

Account Level

BIC

Account Status

Blocked Date (mm/dd/yyyy)

Closed Date (mm/dd/yyyy)

Account Description

Regulatory Title

Withholding Tax

Statement Frequency

New Account Number

Old Account Number

- A. If the balance is not zero, transfer the remaining funds. For negative balances, only credits are available.
- 4. For positive balances, users should click **Next**. Any accrued interest in the account will be capitalized and cannot be un-done. The Virtual Account Management platform will calculate the closing balance, including ledger, interest, tax and outstanding transactions.

You have selected Account VIR11223310000071

If you click Next, any accrued interest on the account will be capitalized and cannot be undone.

- 5. To proceed with the transaction, select **Next**.
- 6. Choose **Account Transfer From** as the **Payment/Receipt Type**.
- 7. Choose **Closing Exchange/Title/Escrow Account** as the **Transaction Type**.
- 8. Click **Next**.



**Close Account**  
Please select a Transaction Type

\* Mandatory Field(s)

**Close Account Details**

Account Holder Reference MID001

Account Holder Legal Business Name or Last Name Test

Account Number VIR11223310000071

BIC

IBAN

Currency USD - US Dollar

Amount To Be Transferred 253.10 (Includes accrued interest less any withholding tax)

**Transaction Details**

Payment/Receipt Type Acct Transfer From

Transaction Type Closing Exchange Account \*

Previous
Next

9. Input **Amount** and **Statement Description**, which will be reflected on the account statement.
10. Click **Pass For Approval** for funds to transfer to the Master Bank Account.

**Close Account**  
Please confirm the Transaction details

\* Mandatory Field(s)

**Close Account Details**

Account Holder Reference

Account Holder Legal Business Name or Last Name Test

Account Number VIR11223310000071

BIC

IBAN

Currency USD - US Dollar

Amount To Be Transferred 253.10 (Includes accrued interest less any withholding tax)

**Payment/Receipt Details**

Payment/Receipt Type Acct Transfer From

Transaction Type Closing Exchange Account

Transaction Date (mm/dd/yyyy) 10/21/2025 \*

Currency USD - US Dollar

Amount 253.10 \*

**Transaction Breakdown**

Close Exchange Acc 253.10 \*

Total 253.10

**Comments**

Statement Description Account Closing Test - Transfer to Master

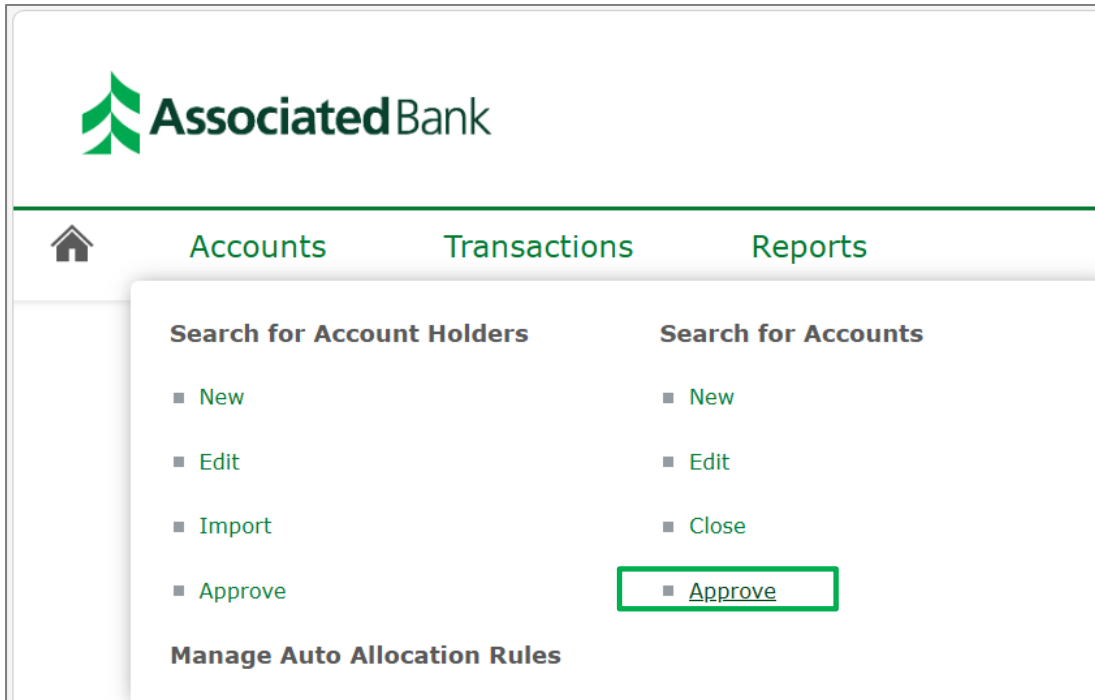
Previous
Pass For Approval

11. Once the account closure and funds transfer is complete and approved, users may Wire from the Master Bank Account.

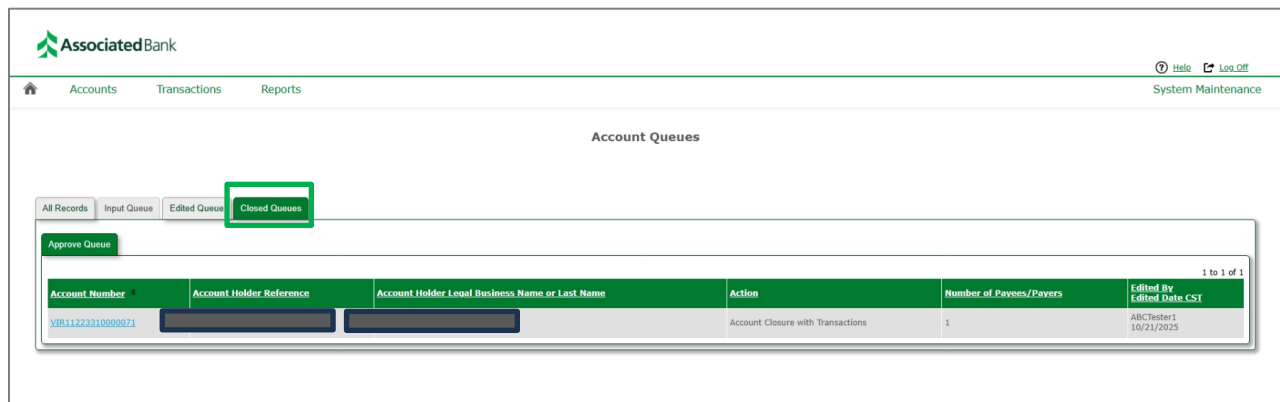


## Approve Account Closure and Funds Transfer

1. Navigate to the **Accounts** menu and under **Search for Accounts** click **Approve**.



2. Navigate to **Closed Queues**.



3. Click on the hyperlink to open and review details.
4. To approve, select **Approve**. To decline, enter a **Declined Reason** and select **Decline**.

**Best Practice:**

- Confirm all credits and debits are allocated before attempting account closure.
- Closed accounts stop accruing interest (set to NUL within Virtual Account Management).

**Initiate a Wire Transfer Following Account Closure and Funds Transfer**

1. Navigate to the **Transactions** menu, select **New Transaction**.
  - A. Next to **Account Holder Reference** insert \* (wildcard) in the right-hand box. Click **Search**.
  - B. Select the **Account Number** hyperlink to initiate a wire.
2. Choose **Wire** as Payment/Receipt Type.

3. Click **Next**.



4. 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.

5. Once all required fields are completed, select **Confirm**.

**New Transaction**  
Please enter the Transaction details

\* Mandatory Field(s)

**Payment/Receipt Details**

Payment/Receipt Type Wire  
Transaction Type Direct Payment from Master Account  
Account Holder Reference MID00  
Account Holder Name  
Payee Name XYZ Company  
Payee Routing ID 000067894  
Payee Account Number 1234567890  
Payment Description Account Closure Wire  
Receiving Bank Name YOUR FINANCIAL INSTITUTION  
Beneficiary Street 1234 YOUR STREET  
Beneficiary Town/City YOUR CITY  
Beneficiary Region  
Beneficiary Country UNITED STATES  
Purpose of Payment HLPF - Property Loan Repayme  
Beneficiary LEI  
Transaction Date (mm/dd/yyyy) 10/22/2025  
Postdate Date (mm/dd/yyyy)  
Currency US Dollar  
Generate External Payment Yes  
Amount 253.10

**Transaction Breakdown**

Direct Payment	253.10
Total	253.10

**Comments**  
Statement Description Wire Transfer from Account Closure Test

Previous Confirm

6. A new window will appear, scroll down to confirm details and select **Pass For Approval**.

**New Transaction**  
Please confirm the Transaction details

**Payment/Receipt Details**

Payment/Receipt Type: Visa  
Transaction Type: Direct Payment from Master Account  
Account Holder Reference: MID00  
Account Holder Name:   
Payee Name: XYZ Company  
Payee Routing ID: 000067894  
Payee Account Number: 1234567890  
Payment Description: Account Closure Wire  
Receiving Bank Name: YOUR FINANCIAL INSTITUTION  
Beneficiary Street: 1234 YOUR STREET  
Beneficiary Town/City: YOUR CITY  
Beneficiary Region:   
Beneficiary Country: UNITED STATES  
Purpose of Payment: HLRP - Property Loan Repayment  
Beneficiary LEI:   
Transaction Date (mm/dd/yyyy): 10/22/2025  
Postdate Date (mm/dd/yyyy):   
Currency: US Dollar  
Generate External Payment: Yes  
Amount: 253.10

**Transaction Breakdown**

Direct Payment	253.10
<b>Total</b>	<b>253.10</b>

**Comments**

Statement Description: Wire Transfer from Account Closure Test

7. Transaction will then be passed for Approval in the Transactions>Approve Transaction Queue.

## Troubleshooting

1. If account closure fails, check that outstanding transactions are cleared.
  - A. Ensure all funds are allocated before closure.
2. If balances remain, transfer funds.
3. If sub accounts appear missing, verify the parent **Account Holder** setup.
  - A. Select **Accounts**.
  - B. Under **Account Holder** select **Approve**.
  - C. Choose the **Account Holder Reference** hyperlink under **Input Queue**.

### Input Account Holder Details

**Account Holder Details**

Account Holder Reference

Legal Business Name or Last Name

Account Holder Type

Account Holder First Name

Middle Name or Initial

Telephone - Numbers Only

Date of Birth/Incorporation (mm/dd/yyyy)

Country

Interest Rate

Email

Debtor LEI

**Primary Account Details**

Currency

Account Template

**Additional Details**

Status

SSN or TIN

**Primary Account Holder Address**

Street Address 1

Street Address 2

City

State

Zip Code

Parent Account Holder Reference	Parent Account Holder Name	Relationship Type
There are no Account Holder Relationships to display.		

**Document**

There are no documents to display.

**Status**

Status

Input By

Input Date CST

Declined Reason:

Return to Account Holder Queues

Approve

Decline

4. Review and select **Approve**.

