



# Barclays Virtual Accounts

## Virtual Entity and Accounts User Guide



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## 1. Introduction

This guide will assist you on how to create, manage and close **Virtual Entities and Virtual Accounts**.

A Virtual Entity is created for the purpose of grouping any number of virtual accounts together, this can help segregate accounts for activities such as reporting. It allows for details of an entity or department to be captured and associated to the physical bank account of the primary legal entity.

The main Virtual Entity is set up for you, in the name of your company, during the registration stage. It is possible to set up additional Virtual Entities to segregate accounts into further groups, these can be set up by the users who have the appropriate access as a self-service function.

This is detailed in the steps below:

## 2. Creating a Virtual Entity

### 2.1. Navigate

1. Select the menu icon and navigate to Account Management > Virtual Entity > Create Virtual Entity. This will load the Virtual Entity screen

## 2.2. Enter the Virtual Entity details

Below is a description of how to complete each field for a virtual entity.

1. Complete the entity details. Specific field information is as follows:

Field Name	Field Type	Description	Validations
<b>Virtual Entity Details</b>			
Virtual Entity ID*	Input (M)	Specify the unique ID assigned to each virtual entity.	The Virtual Entity ID is a unique 12 alpha character reference. The final 4 characters of the reference must be "xxxx".
Virtual Entity Name*	Input (M)	Specify the name of the virtual entity	Enter up to 105 alphanumeric characters.
Corporate Type*	Drop Down List (M)	Select the option of "Corporation".	
Date of Incorporation*	Date (M)	Specify the incorporation date of the corporate.	Enter a date on or before system date.
Country of Incorporation*	Option List (M)	Specify the country name of the incorporation.	
Landline	Input	Specify the landline number of the virtual entity.	Enter 0 to 6 numeric characters in first field. Enter 0 to 8 numeric characters in second field.
Add Landline	Input		Enter 0 to 6 numeric characters in first field. Enter 0 to 8 numeric characters in second field.
Mobile Number*	Input (M)	Specify the mobile number of the virtual entity.	Enter 0 to 6 numeric characters in first field. Enter 0 to 10 numeric characters in second field.

Field Name	Field Type	Description	Validations
Email	Input	Specify the email address of the virtual entity.	Enter 3 or more characters, up to a maximum of 254.
Preferred Mode*	Radio Button (M)	Select the preferred mode for the virtual entity as Mobile or Email.	
<b>Address</b>			
Department	Input	Specify the department name of the virtual entity.	Enter 0 to 70 characters.
Sub Department	Input	Specify the sub department name of the virtual entity.	Enter 0 to 70 characters.
Street Name	Input	Specify the street name of the virtual entity	Enter 0 to 70 characters.
Building Number	Input	Specify the building number of the virtual entity.	Enter 0 to 16 characters.
Building Name	Input	Specify the building name of the virtual entity.	Enter 0 to 35 characters.
Floor	Input	Specify the floor of the virtual entity.	Enter 0 to 70 characters.
Post Box	Input	Specify the post-box number of the virtual entity.	Enter 0 to 16 characters.
Room	Input	Specify the room number of the virtual entity.	Enter 0 to 70 characters.
Postal Code*	Input (M)	Specify the postal code of the virtual entity.	Enter 2 to 16 numeric characters.

Field Name	Field Type	Description	Validations
Town Name*	Input (M)	Specify the town name of the virtual entity.	Enter 2 to 35 characters.
Town Location Name	Input	Specify the location of the town of the virtual entity.	Enter 0 to 35 characters.
District Name	Input	Specify the name of the district of the virtual entity.	Enter 0 to 35 characters.
Country Subdivision	Input	Specify the country subdivision of the virtual entity.	Enter 0 to 35 characters.
Country*	Option List(M)	Specify the country of residence of the virtual entity.	

Virtual Entity  
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1 ————— 2

Virtual Entity Information      Other Details

Virtual Entity Details

Virtual Entity ID*	Virtual Entity Name*
Corporate Type*	Date of Incorporation*
<i>Please Select</i> <input type="checkbox"/>	<input type="text"/> <input type="button" value="📅"/>
Country of Incorporation*	Landline
<i>Please Select</i> <input type="checkbox"/>	<input type="text"/> <a href="#">Add Landline</a>
Mobile Number*	Email
<input type="text"/>	<input type="text"/>
Preferred Mode*	
<input checked="" type="radio"/> Mobile <input type="radio"/> Email	
Address	
Department	Sub Department
<input type="text"/>	<input type="text"/>

Street Name	Building Number
Building Name	Floor
Post Box	Room
Postal Code*	Town Name*
Town Location Name	District Name
Country Subdivision	Country* <i>Please Select</i>

Next Cancel Back

Click **Next** to go to 'Other Details' section, all fields should be left turned off or left blank.

2. Click **Submit**, a **Review** screen appears. Select **Confirm**
3. The system displays the confirmation message along with the status and reference number. Example below:

### 2.3. Authorise the Creation of a Virtual Entity

1. Ensuring you have the authorisation role selected, navigate to the **Pending for Approvals** widget on the dashboard screen
2. Select **Non-Financial**
3. Click on **VAM Maintenance**. All Virtual Entities pending for authorisation are displayed

Date	Transaction Type	Reference No	Description	Initiated By	Status
12 Jan 4:42 PM	Create Virtual Entity	<a href="#">120198AF021D</a>	Create Virtual Entity	stoubromaker	initiated

4. Select checkbox for the record which you need to authorise
5. You can also view the details of an individual record before authorisation. Click the **Reference Number** hyperlink for the record you wish to view. The system displays the details of the record

To Approve a Pending Request

1. Click **Approve**. Enter an approval comment in the window that appears, then click **Approve**. A success message will then be displayed

To Reject a Pending Request

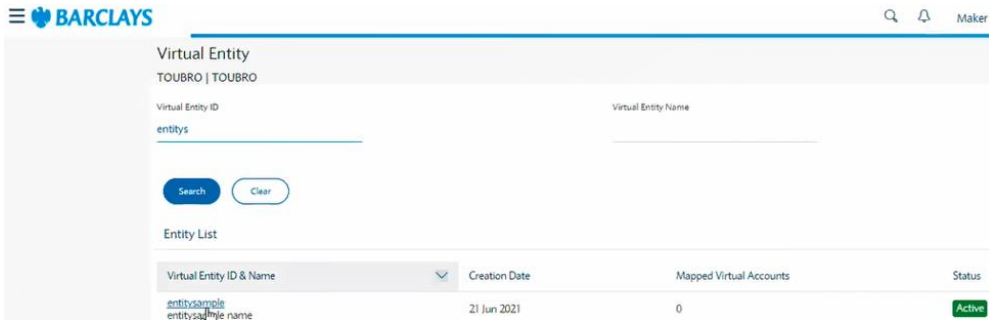
1. Click **Reject**. Enter a comment in the window that appears, then click **Reject**. A success message will be displayed

### 3. View, Amend or Delete a Virtual Entity

#### 3.1. Search and View Virtual Entity

1. Select the menu icon and navigate to **Account Management > Virtual Entity > View/Edit Virtual Entity**. This loads the Virtual Entity screen

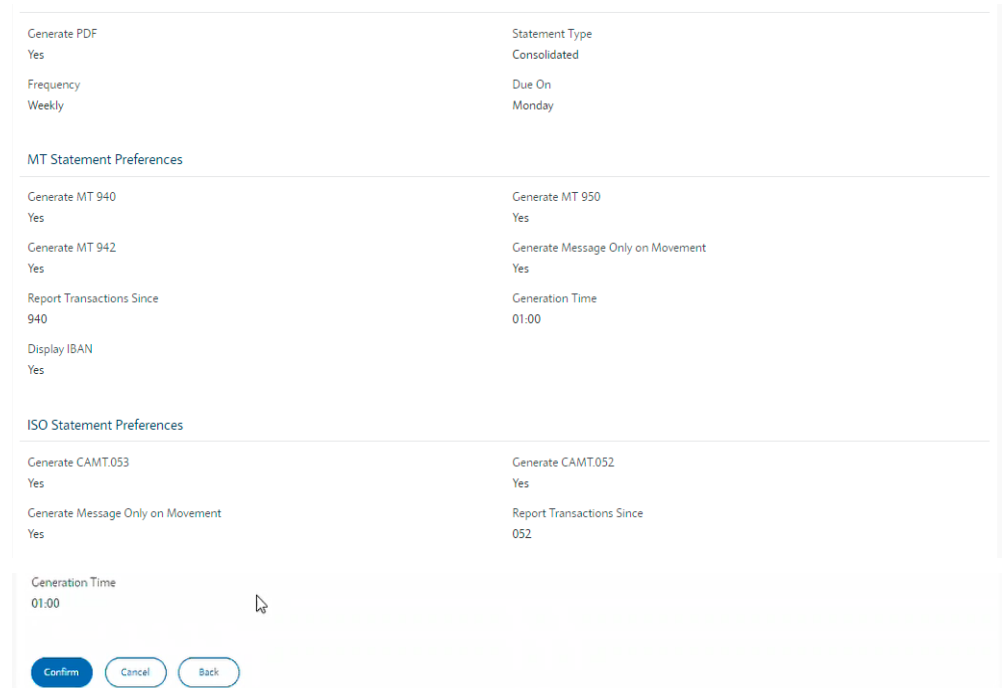
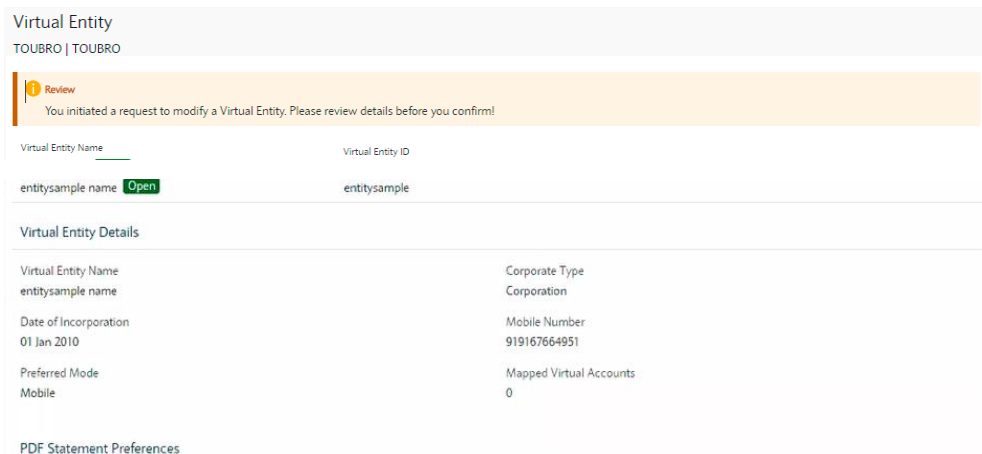
1. In the **Virtual Entity ID** field, enter the ID of the virtual entity or in the **Virtual Entity Name** field, enter the name of the virtual entity. Click **Search**, the **Virtual Entity** screen will update and display the entities based on the search criteria. If you do not enter details and click **Search**, all the entities are displayed



2. Click the **Virtual Entity ID & Name** link to view the details of the virtual entity. The **Virtual Entity** screen will then be displayed

### 3.2. Amend a Virtual Entity

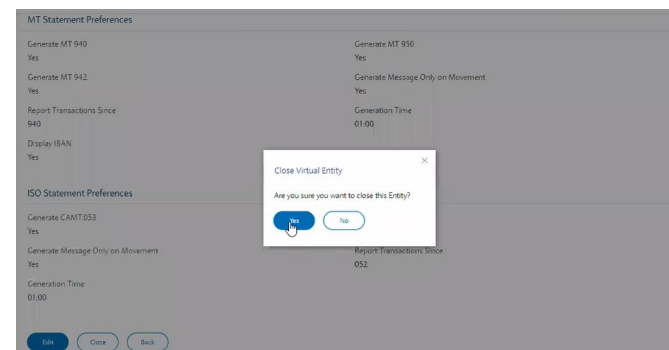
1. Following the search entity steps, navigate to the **Virtual Entity** screen. Click **Edit**, the **Virtual Entity** screen is now editable
2. For details on how to update a virtual entity, please refer to the field details in the create virtual entity section. Having completed the updates to the virtual entity, click **Submit**



3. After selecting **Submit**, the **Review** screen will be displayed. Select **Confirm** to pass the amendment for authorisation. A success message appears detailing the reference number

### 3.3. Close a Virtual Entity

1. Following the search entity steps, navigate to the **Virtual Entity** screen. Click **Close**. **Note:** You can close an entity only if all virtual accounts under the entity have a zero balance, no interest accrual and have been closed



2. Click **Yes** on the closure warning message. A success message is displayed with the reference number

**Virtual Entity**

**Confirmation**  
Virtual Entity submitted successfully.


Reference Number  
120168B471D4

Status  
Pending for Approval

Virtual Entity ID  
entitysample

Virtual Entity Name  
entitysample name

What would you like to do next?

 [Go To Dashboard](#)

### 3.4. Authorise Virtual Entity Amendment or Closure

To authorise a virtual entity amendment or closure, follow the same steps used for authorising a virtual account creation.

## 4. Creating Virtual Accounts

The following section demonstrates how to create and maintain virtual accounts.

Once a new virtual account has been authorised it **cannot** be amended within two hours after authorisation. Amending a new virtual account within two hours will cause the account to fail registration.

### 4.1. Navigate

1. Select the menu icon and navigate to Account Management > Virtual Account > Create Virtual account. This will load the Virtual accounts screen

Virtual Account

- Create Virtual Account
- View/Edit Virtual Account
- Close Virtual Account >

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Virtual Account  
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**Virtual Account Creation**

You can create single or multiple Virtual Account(s) online by selecting Single Virtual Account Creation option. To create Virtual Accounts in bulk, select Bulk File Upload.

Single Virtual Account Creation  
Create one Virtual Account at a time.

Bulk File Upload  
Create multiple Virtual Accounts via Bulk File Upload facility.

[Create Single Virtual Account](#) [Bulk File Upload](#)

2. Click on **Create Single Virtual Account** to create one **Virtual Account**. The Virtual account creation screen will be displayed

Virtual Account  
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**Account Details**

Virtual Entity ID & Name\*  
Search...

Virtual Account Name\*

Purpose

Structure Name  
Please Select

Branch Name\*  
Please Select

Product\*  
Search...

Linkage  
 Structure  Real Account

Interest Calculation Required

**Address**

Copy from Virtual Entity

Department

Street Name

Building Name

Post Box

Sub Department

Building Number

Floor

Room



#### 4.2. Enter the Virtual Account Details

Please note: When opening virtual accounts within the system you can name these accounts according to your needs. To name the virtual accounts appropriately when holding segregated funds or client monies, please name the virtual accounts in line with the regulations that apply to your business. If setting up virtual accounts to administer payments on behalf of (POBO) other entities within your group structure, the virtual account name is to include the underlying entity on whose behalf a payment is being made.

Confirmation of Payee (CoP) checks:

To ensure the name of the virtual account is captured to effectively match Confirmation of Payee checks when receiving a payment, the name used, whether a company, small business or individual must be entered accurately. That is, the name given is the registered account holding company name or trading name for SME, Corporate or Government Entity. For simple partnerships or sole traders, the name of the account must include the name of the simple partnership or sole trader (whichever relevant) to ensure a 'match.' Acronyms can be used if it matches the trading name of the company and used in place of the full name. The virtual account will be categorised as a business account and the payer should flag the payment to a virtual account as such.

Below is a description of how to complete each field when opening a virtual account.

1. Capture/View the following details:

Field Name	Field Type	Description	Validations
<b>Account Details</b>			
Virtual Entity ID & Name*	Drop Down (M)	Select the virtual entity ID and name.	
Branch Name*	Drop Down (M)	Select the Branch Name.	
Virtual Account Name*	Input	Enter the name of the virtual account.	Enter 0 to 105 characters.
Product*	Drop Down (M)	Select the product for the virtual account.	
Purpose	Input	Enter the purpose of the virtual account.	Enter 0 to 105 characters.
Linkage	Radio Button	Select the linkage type of either <b>Structure</b> or <b>Real Account</b> .	
Structure Name	Drop Down	Select the structure name to which the virtual account must be added. This field is displayed if Structure is selected as linkage preference.	
Real Account Number	Drop Down	If linkage type is real account, select the real account number the virtual account will link to.	
Interest Calculation Required	Toggle Button	Move the slider to display the applicable interest rates for the selected virtual account. Note: Interest calculation required gets automatically enabled if it is supported for the selected product. It can be disabled if you do not require it. If the interest calculation is not supported for the selected product and it will be in	

Field Name	Field Type	Description	Validations
		disabled mode, then you cannot change it.	
Interest Rates	Toggle Button	Interest rates link is displayed for only those products where the interest calculation required is supported and toggle is enabled. Note: Interest rates popup will appear only if you select product, currency and branch name.	
<b>Address</b>			
Copy from Virtual Entity	Check box	Select this checkbox if you wish to copy address details from the virtual entity.	
Department	Input	Specify the department name of the virtual entity.	Enter 0 to 70 characters.
Sub Department	Input	Specify the sub department name of the virtual entity.	Enter 0 to 70 characters.
Street Name	Input	Specify the street name of the virtual entity.	Enter 0 to 70 characters.
Building Number	Input	Specify the building number of the virtual entity.	Enter 0 to 16 characters.
Building Name	Input	Specify the building name of the virtual entity.	Enter 0 to 35 characters.
Floor	Input	Specify the floor of the virtual entity.	Enter 0 to 70 characters.
Post Box	Input	Specify the post-box number of the virtual entity.	Enter 0 to 16 characters.
Room	Input	Specify the room number of the virtual entity.	Enter 0 to 70 characters.
Postal Code*	Input(M)	Specify the postal code of the virtual entity.	Enter 2 to 16 numeric characters.
Town Name*	Input(M)	Specify the town name of the virtual entity.	Enter 2 to 35 characters.

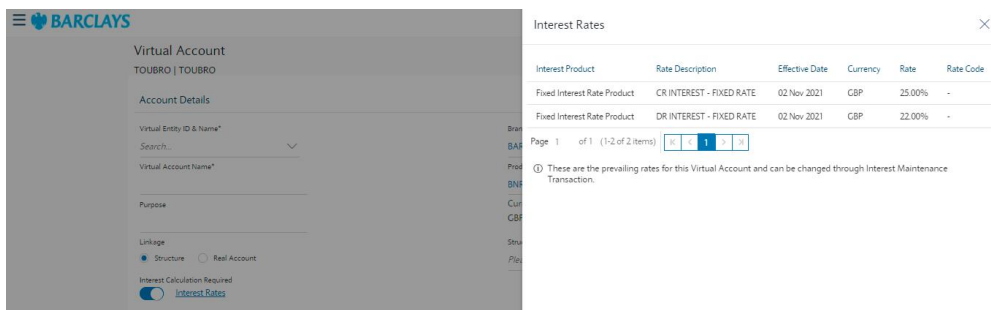
Field Name	Field Type	Description	Validations
Town Location Name	Input	Specify the location of the town of the virtual entity.	Enter 0 to 35 characters.
District Name	Input	Specify the name of the district of the virtual entity.	Enter 0 to 35 characters.
Country Subdivision	Input	Specify the country subdivision of the virtual entity.	Enter 0 to 35 characters.
Country*	Drop Down(M)	Specify the country of residence of the virtual entity.	
<b>Preferences</b>			
Balance Check for Debits	Toggle Button	Move the slider to avail balance check while debiting the account.	
Balance Availability Option*	Drop Down(M)	Select the balance availability preference in the virtual account. The options are: Own Balance.	
Debit Transaction Allowed	Toggle Button	Move the slider to select debit transaction preference on the virtual account.	
Credit Transaction Allowed	Toggle Button	Move the slider to select credit transaction preference on the virtual account.	
Overdraft Allowed	Toggle Button	Move the slider to select overdraft preference on the virtual account.	
Overdraft Amount	Toggle Button	Specify the fixed amount as overdraft on the virtual account. This field is displayed if you select overdraft allowed preference.	

(M) means Mandatory

Note:

- Preferences will be defaulted as per product selected. If preferences are defaulted as 'No' in the product they can't be turned on

- The system displays the Interest Rates in a pop-up window when you click on **Interest Rates** link:



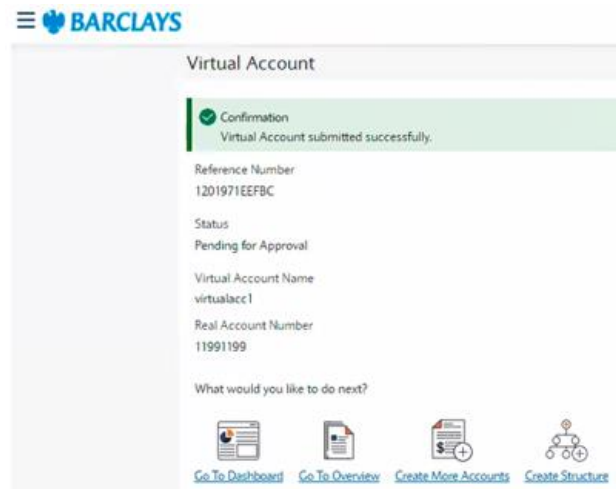
#### 4.2.1. Aggregation Virtual Account:

The purpose of an Aggregation Virtual Account is to show the accumulative balance of multiple virtual accounts. To create an Aggregation Virtual Account, you will need to select the Aggregate Product Type. When creating an aggregation account, you will need to select the following options:

- Interest Calculation Required:** Select toggle Button to **Off**
- Linkage:** Select **Structure**

**Note:** Transactions cannot be made on this account.

- Once complete, click **Submit** to save the virtual account details
- After selecting **Submit**, the **Review** screen appears. Select **Confirm** to confirm the virtual account details. A message is displayed confirming the record has been passed for authorisation and displays the reference number



#### 4.3. Authorise the Creation of a Virtual Account

- Ensuring you have the authorisation role selected, navigate to the **Pending for Approvals** widget on the dashboard screen
- Select **Non Financial**
- Click on **VAM Maintenance**. All 'Create Virtual Account' records available for authorisation will be displayed



- Select checkbox for the record which you need to authorise
- You can also view a record before authorisation. Clicking the **Reference Number** hyperlink for the record will display the details of the record

To Approve a Pending Request

- Click **Approve** to approve the operation. The **Approval Comment** window is displayed. Enter a comment and click **Approve**. A success message for approval is displayed

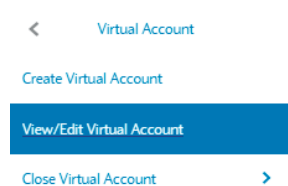
To Reject a Pending Request

- Click **Reject** to approve the operation. The **Rejection Comment** window is displayed. Enter a comment and click **Reject**. A success message for rejection is displayed

## 5. View, Amend and Close a Virtual Account

### 5.1. Navigate

1. Select the menu icon and navigate to Account Management > Virtual Account > View/Edit Virtual account. This will load the Virtual Accounts screen



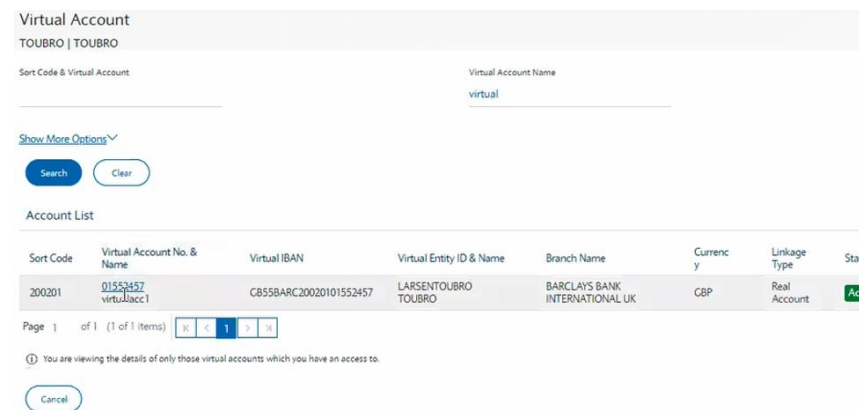
### 5.2. Search and View Virtual Account

Below is a description of the search options available to filter the existing accounts and additional information available for a virtual account.

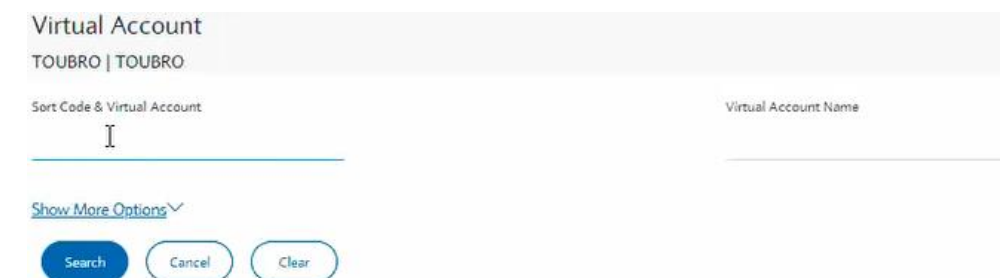
1. Complete the search criteria and click **Search**. The **Virtual Accounts** screen will update and display the virtual account(s) based on your search criteria. If you do not enter details and click on **Search**, all the virtual accounts are displayed. Search field options are as follows:

Field Name	Field Type	Field Description
Sort Code & Virtual Account	Input	Specify the virtual account number assigned to virtual entity.
Virtual Account Name	Drop Down	Specify the name of the virtual account.
Show More Options	Link	More options to select search criteria. Below fields appear if you expand link 'Show More Options'. Below fields disappear if you click on link 'Hide More Options'.
Virtual Entity	Option List	Select the virtual entity to which the virtual account belongs. You can search by either Virtual Entity ID or name.
Branch Name	Input	Specify the branch name of the virtual account.
Linkage Type	Input	Specify the Linkage Type of the virtual account. You can select search parameter from the drop down - if linked to a real account or linked to a structure.

Virtual IBAN	Drop Down	Specify the IBAN Number of the virtual account.
Currency	Drop Down	Specify the Currency of the virtual account.
Status	Drop Down	Specify the Status, if active or closed, of the virtual account.



1. Click the **Virtual Account No. & Name** link to view the virtual account details. The **Virtual Account** screen will then be displayed



Virtual Account  
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Virtual Account Name virtualacc1 <span>Active</span>	Virtual Account Number 01552457	Available Balance <a href="#">£1,000,000.00</a>
---	------------------------------------	--

Account Details [Transaction Search](#)

Sort Code 200201	Virtual Account Number 01552457
Virtual Account Name virtualacc1	Virtual Entity ID & Name LARSENTOUBRO - TOUBRO
Branch Name BARCLAYS BANK INTERNATIONAL UK	Product CSRT - Customer Specific Rate
Purpose Purpose of virtual acc	Currency GREAT BRITAIN POUND
Linkage Real Account	Real Account Number 11991199
Interest Calculation Required Yes	Creation Date 21 Jun 2021

Address

Department Department	Sub Department Sub Department
Street Name	Building Number
Street Name	Building Number
Building Name Building Name	Floor Floor
Post Box Post Box	Room Room
Postal Code POST CODE	Town Name Town Name
Town Location Name Town Location Name	District Name District Name
Country Subdivision Country Sub Division	Country United Kingdom

Preferences

Virtual IBAN GB55BARC20020101552457	Balance Check For Debits Yes
Balance Availability Option Own Balance	Debit Transaction Allowed Yes
Credit Transaction Allowed Yes	Account Frozen No
Overdraft Allowed Yes	Overdraft Amount £1,000,000.00

[Edit](#) [Back](#)

### 5.3. Amend a Virtual Account

- Following the steps to view a virtual account, navigate to the account you wish to edit

Click **Edit**. The **Virtual Account** screen will update and the fields will be editable. Field details and restrictions mirror those used for creating a virtual account. Having completed the updates to the virtual account, click **Submit** to update the changes.

Virtual Account  
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**Review**  
You initiated a request to modify a Virtual Account. Please review details before you confirm!

Virtual Account Name virtualacc1 <span>Active</span>	Sort Code 200201	Virtual Account Number 01552457	Available Balance <a href="#">£1,000,000.00</a>
---	---------------------	------------------------------------	--

Account Details

Virtual Account Name virtualacc1	Virtual Entity ID & Name LARSENTOUBRO - TOUBRO
Branch Name BARCLAYS BANK INTERNATIONAL UK	Product CSRT - Customer Specific Rate
Purpose Purpose of virtual acc	Currency GBP
Linkage Real Account	Real Account Number 11991199
Interest Calculation Required Yes	Creation Date 21 Jun 2021

Address

Department Department	Sub Department Sub Department
Street Name	Building Number
Street Name	Building Number
Building Name Building Name	Floor Floor
Post Box Post Box	Room Room
Postal Code POST CODE	Town Name Town Name
Town Location Name Town Location Name	District Name District Name
Country Subdivision Country Sub Division	Country United Kingdom

Preferences

Balance Check For Debits Yes	Balance Availability Option Own Balance
Debit Transaction Allowed Yes	Credit Transaction Allowed Yes
Account Frozen No	Overdraft Option Yes
Overdraft Amount £1,000,000.00	

[Confirm](#) [Cancel](#) [Back](#)

After selecting **Submit**, a **Review** screen will be displayed. Select **Confirm** to confirm the virtual entity details and pass the amendment for authorisation. A success message will be displayed detailing the operational reference number.

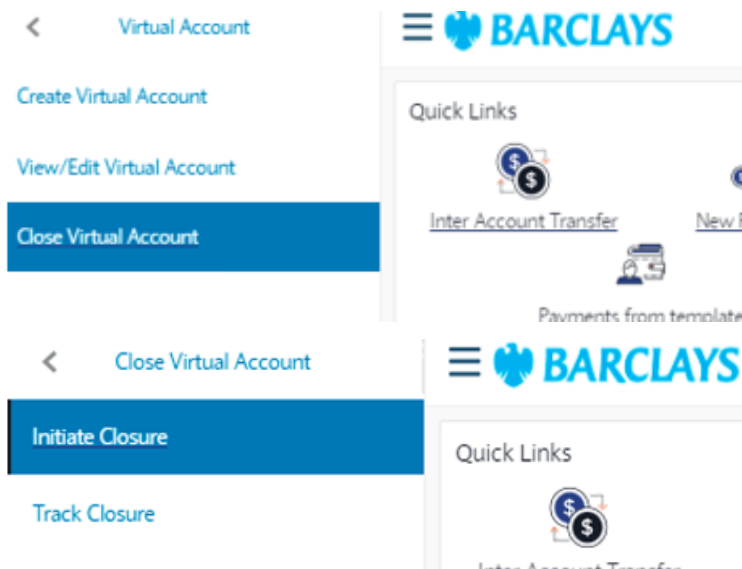
#### 5.4. Authorise a Virtual Account Amendment

To authorise a virtual account amendment, follow the same authorisation steps used when authorising a virtual account creation

### 6. Closing a Virtual Account

#### 6.1. Navigate

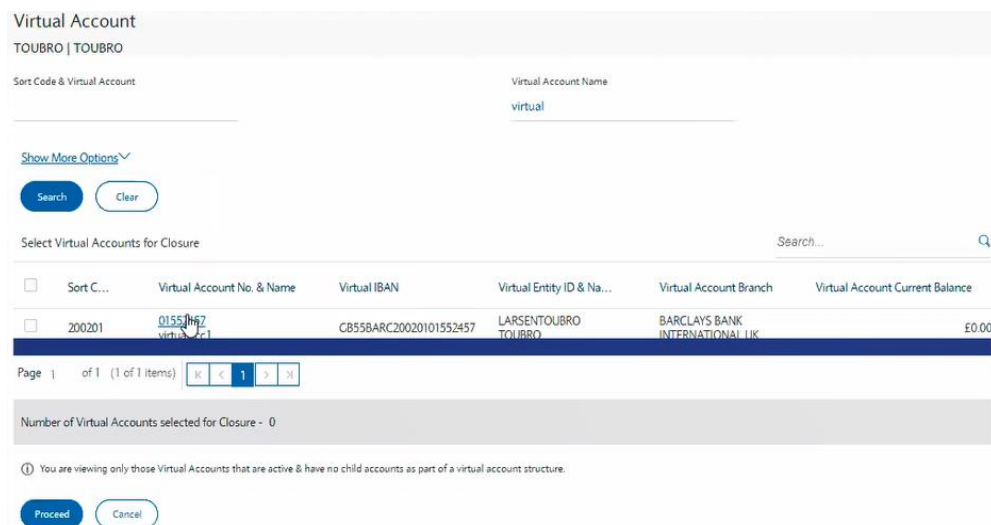
1. Select the menu icon and navigate to Account Management > Virtual Account > Close Virtual Account



2. Click Initiate Closure

#### 6.2. Close a Virtual Account

1. Navigate to the **Initiate Closure** screen via the menu.
2. Once you have completed your search criteria, click **Search**. The **Virtual Accounts** screen will update to display only accounts based on the entered search criteria as when viewing a virtual account.
3. Click the hyperlink in the **Virtual Account No. & Name** column to view the details of the account you wish to close.



4. Select the checkbox against the virtual account(s) that you wish to close and click **Proceed**. The **Virtual Accounts Selected for Closure** page appears. Please be aware, once user selects the virtual account(s) for closure, checks will be completed to see whether the account has accrued interest that needs to be capitalised or whether any residual balances need to be transferred.

#### Closure of a virtual account with accrued interest

When closing a virtual account, any accrued interest will need to be capitalised prior to closure. If this is outside of the interest capitalisation dates the Interest Settlement Account will need to have funds available to ensure the interest is added to the balance and can be paid away. This will allow the account balance to be brought to zero so the virtual account can be closed.

To identify the accrued interest to date, this can be located on the interest history screen: **Accounts management > Virtual Account > View/Edit Virtual Account > Search for and select virtual account > Interest History**. The system will display the Net Credit Interest amount.

Alternatively, this information will be displayed on the Interest Report **Accounts Management > Reports > Generate Reports > Interest Report**

or during the Account Closure process: **Accounts Management > Virtual Account > Close Virtual Account > Initiate Closure**.

Please ensure funds are available in the Interest Settlement Account to allow the account closure to complete.

**Note:**

- If the Net Balance of an account is zero, user can proceed and close the virtual account(s).
- If the Net Balance of an account is positive, the user will need to choose another virtual account or external account where the net balance can be transferred.
- If the Net Balance is negative, the user will need to choose another virtual account from where funds can be moved to make negative balance zero.

Virtual Account  
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Virtual Accounts Selected for Closure

① Net Balance should be zero to close the Virtual Account(s). Select a Virtual Account to which Net Balance can be transferred in case of positive balance or can be recovered in case of negative balance.

Sort Code	Virtual Account No. & Name	Current Balance	Accrued Interest	Net Balance	Transfer Virtual Account
200201	01552457 virtualacc1	£0.00	£0.00	£0.00	Not Required

Page 1 of 1 (1 of 1 items)

Number of Virtual Accounts selected for Closure - 1

[Submit](#) [Cancel](#) [Back](#)

5. Click **Submit** to save the details. After selecting submit the **Review** screen appears, select **Confirm** to close the selected account(s) and pass the closure for authorisation. A success message appears detailing the reference number.

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Virtual Account

Confirmation  
Virtual Accounts Closure Request submitted successfully

Reference Number  
170150AFF83D

Status  
Pending for Approval

[View Closure Details](#)

What would you like to do next?

[Go To Dashboard](#) [Go To Overview](#)

### 6.3. Track a Virtual Account Closure

The following section demonstrates how to track a virtual account closure request and view the status of the closure.

1. Select the menu icon and navigate to Account Management > Virtual Account > Close Virtual Account > Track Closure. This loads the **Virtual Accounts** screen.

Close Virtual Account

Initiate Closure

Track Closure

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Virtual Account  
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Sort Code & Virtual Account

Virtual Account Name

Virtual IBAN

Status  
Select

From Date To Date

[Search](#) [Cancel](#) [Clear](#)

2. Once you have completed your search criteria, click **Search** and the **Virtual Accounts** screen will update. If you do not enter details and click on **Search**, all the virtual accounts are displayed.

Sort Code	Virtual Account No. & Name	Virtual IBAN	Closure Initiated Date	Closure Request Status
200201	91135023 Retest 002	GB14BARC20020191135023	21 Jun 2021	<a href="#">Terminated</a>
200201	01552465 MOTOROLA	GB33BARC20020101552465	21 Jun 2021	<a href="#">Closure Initiated</a>

3. The account details and status of each closure based on the search criteria are displayed. Details available are:

Field Name	Field Description
Sort Code	The sort code of the virtual account is displayed.
Virtual Account No. & Name	The name of the virtual account is displayed.
Virtual IBAN	The IBAN number of the virtual account is displayed.
Closure Initiated Date	The date on which the account closure request was submitted in the system is displayed.
Closure Request Status	<p>Displays the status of the closure request. The possible statuses of a virtual account closure request are:</p> <ul style="list-style-type: none"> <li>• <b>Closure Initiated</b> – Once user initiates virtual account closure, the status of the request would be “Closure Initiated”.</li> <li>• <b>Completed</b> - On successful closure of the virtual account, the status will be marked as "Completed".</li> <li>• <b>Terminated</b> - The status of the closure request will be marked as “Terminated”, whenever you terminate a closure request before the account is closed. User can terminate a closure request by clicking on the “Terminate” button.</li> </ul>

- **Failed** - The status of the closure request will be marked as “Failed” if any of the above listed stages fail. User can also retry the closure request by clicking on “Retry” button.

4. Click the **Closure Request Status** link to view the virtual account closure status details. The virtual account closure status screen will be displayed. Dependent on the status you may see two buttons, **Terminate** and **Retry**.

- **Retry** - If the closure process fails at any stage, you will be able to select retry to start the closure process again from the step it failed at.
- **Terminate** – You will be able to stop and terminate an account closure if the closure status is **Closure Initiated** or **Failed**.

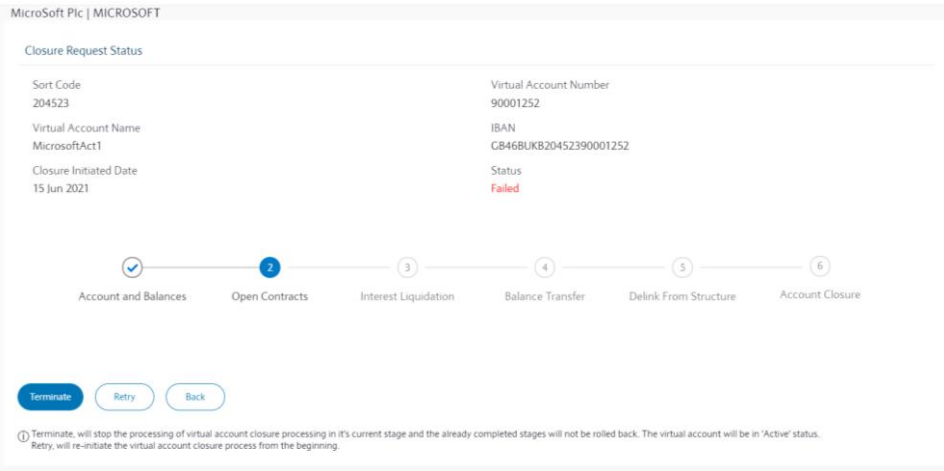
### 6.3.1. Terminate Closure of a Virtual Account

1. Having navigated to the virtual account's **Closure Request Status** screen following the above, click **Terminate** to terminate the request and pass the record for authorisation. A warning message is displayed. Click **Yes** to proceed with termination.
2. Once you confirm termination, the system displays the confirmation message with the reference number.
3. Note: When you **Terminate** an account closure, the virtual account closure process stops at its current stage, it does not roll back the already completed stages. The virtual account will be in **Active** status.



### 6.3.2. Retry Virtual Account Closure

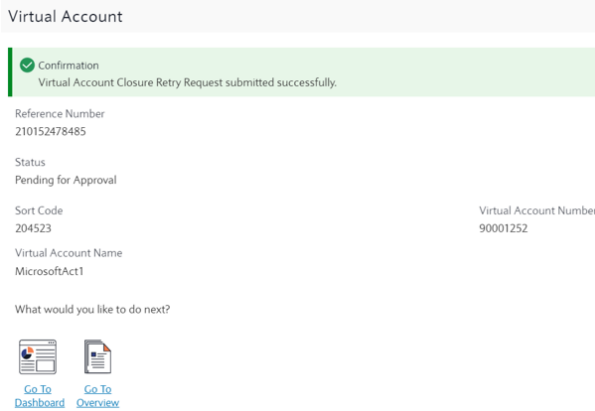
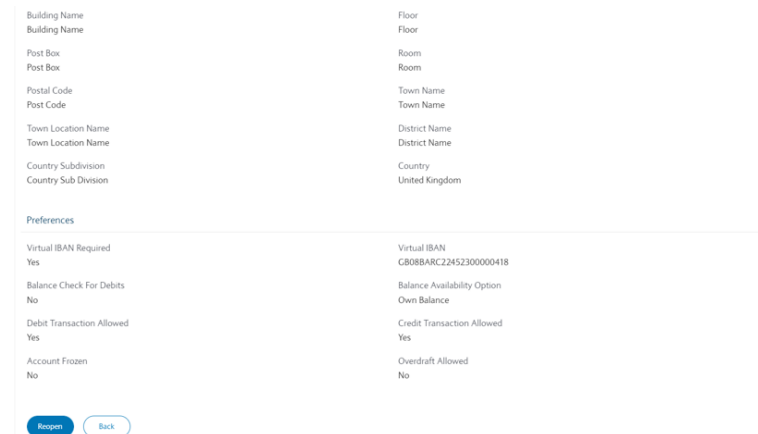
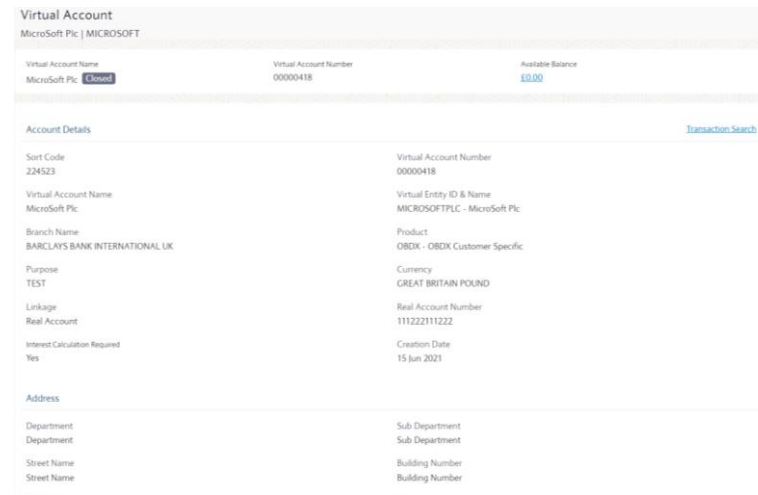
1. Navigate to the **Closure Request Status** screen for the virtual account that has the **Closure Status of Failed**.



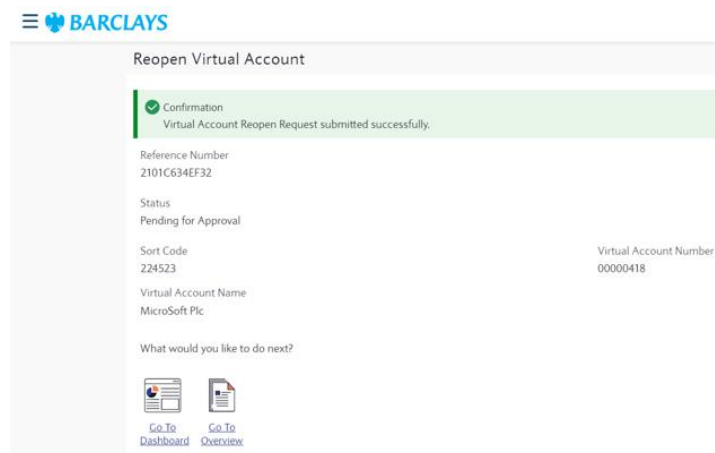
2. Click **Retry** to retry the virtual account closure and pass the record for authorisation. A message prompting you to confirm if you want to retry the request for virtual account closure is displayed. Click **Yes** Once you confirm to retry the virtual account closure, the system displays the confirmation message with the reference number.

### 6.3.3. Reopen a Virtual Account

1. Following the track account closure navigation steps, navigate to the **Virtual Accounts** screen and complete the search criteria.
2. Click the link under **Virtual Account Number & Name** column for the account that needs to be opened. The account must have a **Status of Closed**. The **Reopen Virtual Account** screen is displayed.

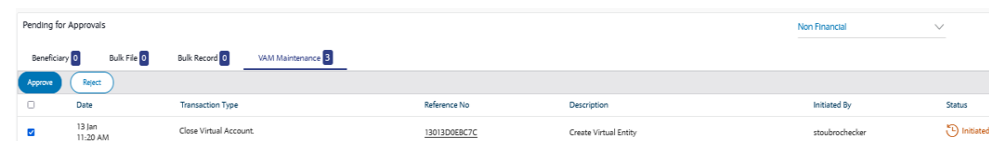


3. Click **Reopen** to reopen the virtual account and pass the record for authorisation. A message asking you to confirm the reopening of the virtual account is displayed. Click **Yes** to reopen the virtual account. A message confirming the virtual account reopen request has been passed for authorisation is displayed along with the reference number. Any virtual accounts which are reopened will need to be remapped to a structure again.



#### 6.4. Authorise Virtual Account Closure, Termination, Retry and Reopen operations

1. Ensuring you have the authorisation role selected, navigate to the **Pending for Approvals** widget on the dashboard screen.
2. Select **Non Financial**.
3. Click on **VAM Maintenance**. Any virtual account closure, termination, retry or reopen operations pending for authorisation are displayed.



4. Select checkbox of the record you wish to authorise
5. You can also view a record before authorisation. Click the **Reference Number** hyperlink for the record you wish to view. The system displays the details of the record.

To approve a pending request

1. Click **Approve**. Enter a comment in the window that appears and click **Approve** again. A success message for approval of the record will be displayed.

To Reject a pending request

2. Click **Reject**. Enter a comment in the window that appears and click **Reject** again. A success message for rejection of the record will be displayed.

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