Inactivate Bank Account in Florida PALM

User Role(s): *DFS Bank Account Maintainer*
Last Updated: *03/03/2025*

Overview

A Banking Services Request form is required for a bank account to be inactivated. The Banking Services Request form will appear in the Worklist. The Financial Administrator or the Financial Specialist will request from the Division of Treasury and complete the Treasury Management Service Request form to have the bank account closed at the financial institution.

The financial institution will send the Division of Treasury a confirmation that the bank account is in the process of being inactivated. Once all transactions for the bank account have been settled and there are no outstanding items, you will be able to begin the bank account inactivation process in Florida PALM.

Inactivate External Account

1. Navigate to the **External Accounts** page
   a. Navigation: NavBar > Menu > Banking > Bank Accounts > External Accounts
2. End user will be directed to the **Find an Existing Value** page
3. Enter **Bank Code**: Select the bank you are inactivating (e.g., BOA, WELLS)
4. Enter **Bank Account**: Last 4 digits of the bank account number, or
5. Enter **Bank Account #**: Bank account number will include the Agency Location number or the last 4 digits of the bank account number and the bank account name
6. Click **Search**

Figure 1: External Account Navigation

7. Under the **External Accounts** tab, change the **Status** to **Inactive**
8. Click **Save**

Figure 2: External Account Page Navigation

9. Send an email to the Division of Accounting and Auditing (A&A) and request the GL Cash account to be inactivated. Make sure that you provide the "as of" date of when this account should be inactivated. The GL Cash account is located under the Bank Account Ledger Types.

Figure 3: Selecting GL Cash Account

Remove the account from the BAI2 Code Mapping

1. Return to the **Code Mappings** page

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a. Navigation: NavBar > Menu > Banking > Administer Bank Integration > Bank Integration Code Map > Code Mappings
2. Florida PALM will direct you to the **Find an Existing Value** tab
3. Enter BAI2 in the **Code Map Group** field
4. Click **Search**
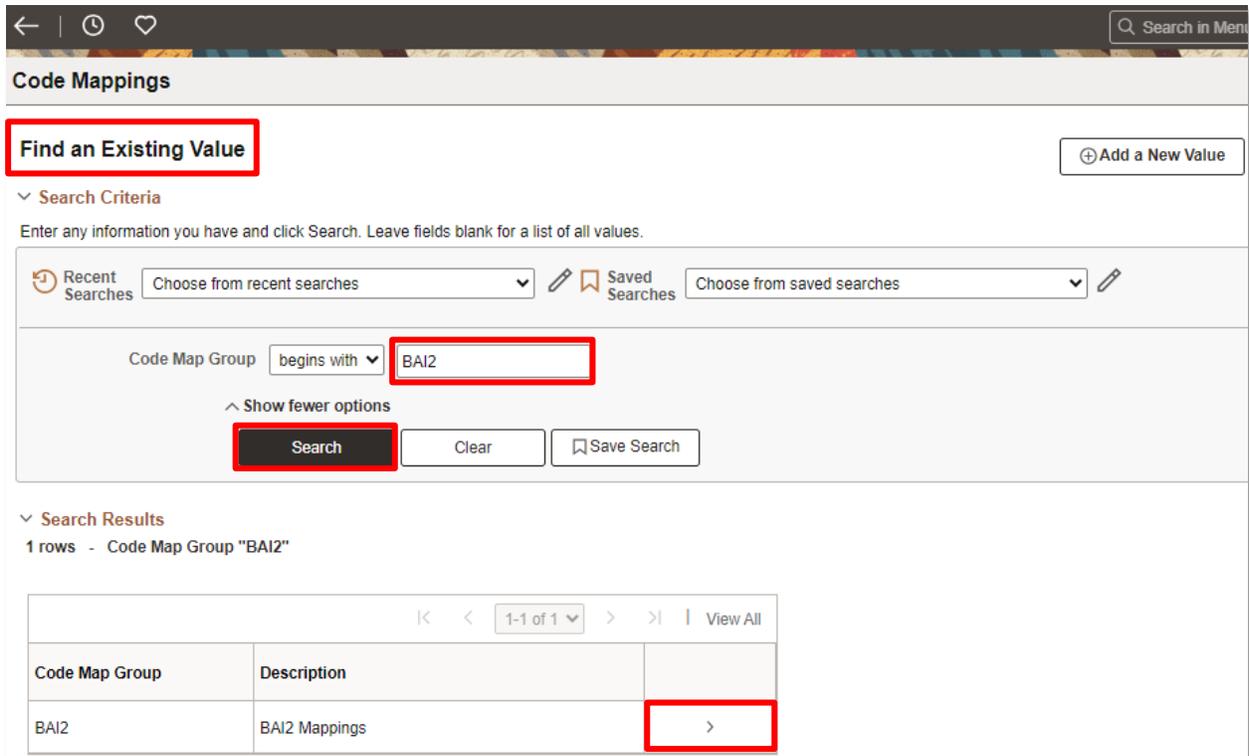5. Select Code Map Group in the **Search Results** (BAI2 Mappings)

Figure 4: Code Map Group Search Results Navigation

6. From the **Code Mappings** page, click the magnifying glass in the **Field Values** section
7. A pop-up box will appear. Input the Business Unit Code Mapping string for the account to be inactivated. (See the example in Figure 5.)
8. Click Ok
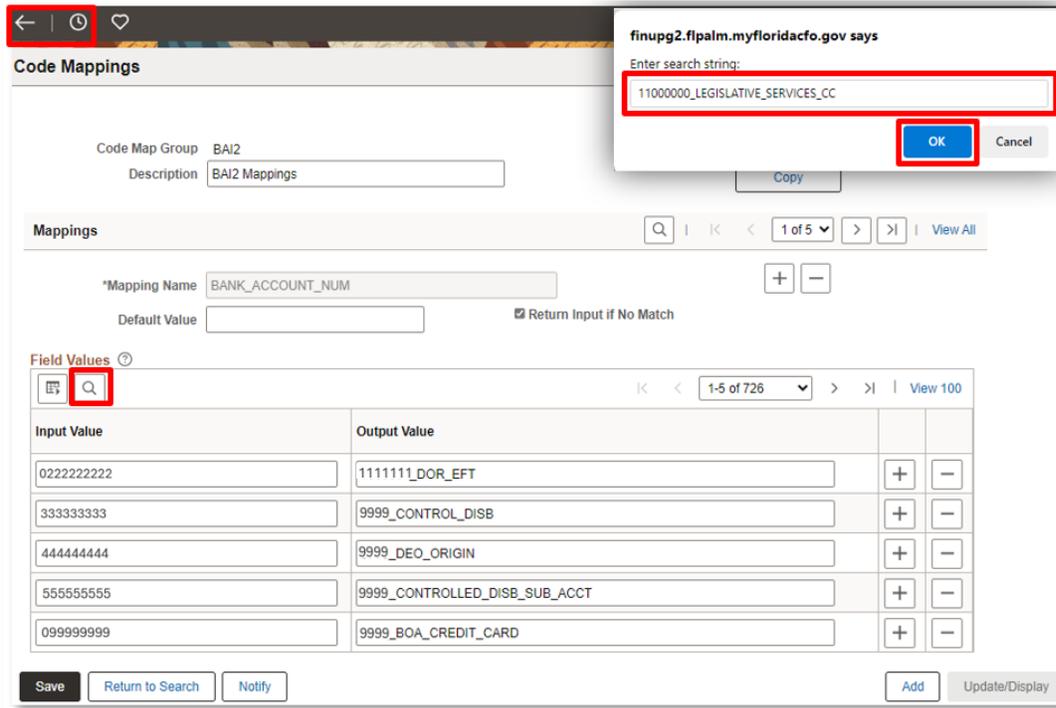
Figure 5: Code Mappings Value Navigation

9. In the **Field Values** table, click **Minus (-)** to delete the bank account
10. Click **Save**
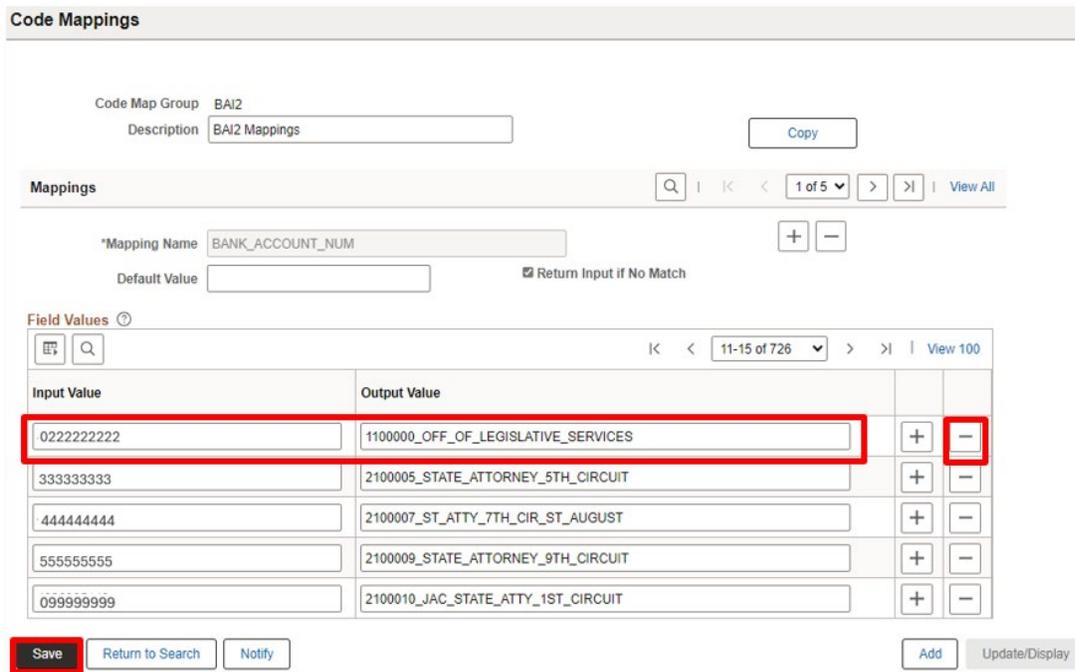
Figure 6: Code Mappings Input/Output Value Navigation Figure 7: Code Mappings Navigation

Inactivate Bank Account Recon Rules

1. Navigate to the **Bank Account Recon Rules** page
   a. Navigation: NavBar > Menu > Banking > Administer Reconciliation > Bank Account Recon Rules
2. Florida PALM will direct you to the **Find an Existing Value** page
3. Enter **Bank Code**: The bank account you are inactivating
4. Enter **Bank Account**: Last 4 digits of the bank account number, or
5. Enter **Bank Account #**: Bank account number includes the Agency Location number
6. Click **Search**

Figure 8: Bank Account Recon Rules Navigation

7. From the **Search Results** section, select the row containing the **Bank Code** for inactivation

Bank Account Recon Rules Navigation

Figure 9: Bank Account Recon Rules Search Results Navigation

8. Uncheck the boxes for each recon rule in the **Active** column
9. Click **Save**

Figure 10: Bank Account Reconciliation Rules Source Navigation

1. Navigate to the **Bank Statement Accounting** page
   a. Navigation: NavBar > Menu > Banking > Administer Reconciliation > Bank Statement Accounting
2. Florida PALM will display the **Find an Existing Value** page

3. Enter **External Bank ID:** Select the ID that is linked to the bank account you are inactivating
4. Enter **Bank Account #**: Select the bank account you are inactivating
5. Click **Search**

Figure 11: Bank Statement Accounting Navigation

6. Select the first **Statement Activity Type** in the **Search Results** list

Figure 12: Bank Statement Accounting Statement Search Results Navigation

7. Change the **Active Status** to **Inactive** in the header
8. Change the **Active Status** to **Inactive** in the Rule ID Definition Section

9. Click **Save**
10. Click **Next in List** to view the next Statement Activity Type

Figure 13: Bank Statement Accounting Activation/Inactivation Navigation

11. Repeat **Steps 7-10** to inactivate the remaining Statement Activity Types

Inactivate Distribution Code for Debit Memo Process on Depository Sub Accounts

Validation Required: The State has scenarios where a bank account is closed but the distribution code should not be inactivated. For example, BOA bank accounts are currently being inactivated because of a contract transition but the same location (4300360) is used on a WELLS bank account. Treasury would not want to inactivate the Distribution Code 4300360 because the location is also being used for an active WELLS bank account for debit memo processing.

1. Validate the location being inactivated is not used on a different active bank account.
   a. Run the BANK_ACCOUNTS_1 Query to view all processing bank accounts and filter by bank account description, the location is the first 7 digits.

Bank Code	Bank Name	Account Description	Status
BOA	Bank of America	4300360_FUNERAL_CEMETERY_SERV_CC	I
WELLS	Wells Fargo Bank	4300360_DFS_FUNERAL_CEMETERY_CC	A

Figure 14: Bank_ACCOUNTS_1 Query Results

    b. If the location is inactive for all bank accounts, the distribution code may be inactivated.

Bank Code	Bank Name	Account Description	Status
BOA	Bank of America	4000041_DEO_RETURNS	I
BOA	Bank of America	4000041_DEO_SDIP_CC	I
WELLS	Wells Fargo Bank	4000042_DEO_SDIP_CC	A

Figure 15: Bank_ACCOUNTS_1 Query Results

2. If it is appropriate to inactivate a distribution code, navigate to the **Distribution** page
    a. Navigation: NavBar > Menu > Set Up Financials/Supply Chain > Common Definitions > Distribution Accounting > Distribution Code
3. End user will be directed to the **Find an Existing Value** page
4. Enter **SetID** = STATE
5. Enter **Distribution Code** = *******
6. Click **Search**
7. Select Distribution Code in the **Search Results**

Figure 16: Distribution Code Navigation

8. Update Status to Inactive
9. Save

Figure 17: Distribution Code Page Navigation

Still have questions?
Please contact the Florida PALM Solution Center via the Customer Portal.