CitiManager® — Bulk Online User Guide

Department of Defense

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Treasury and Trade Solutions

citi®

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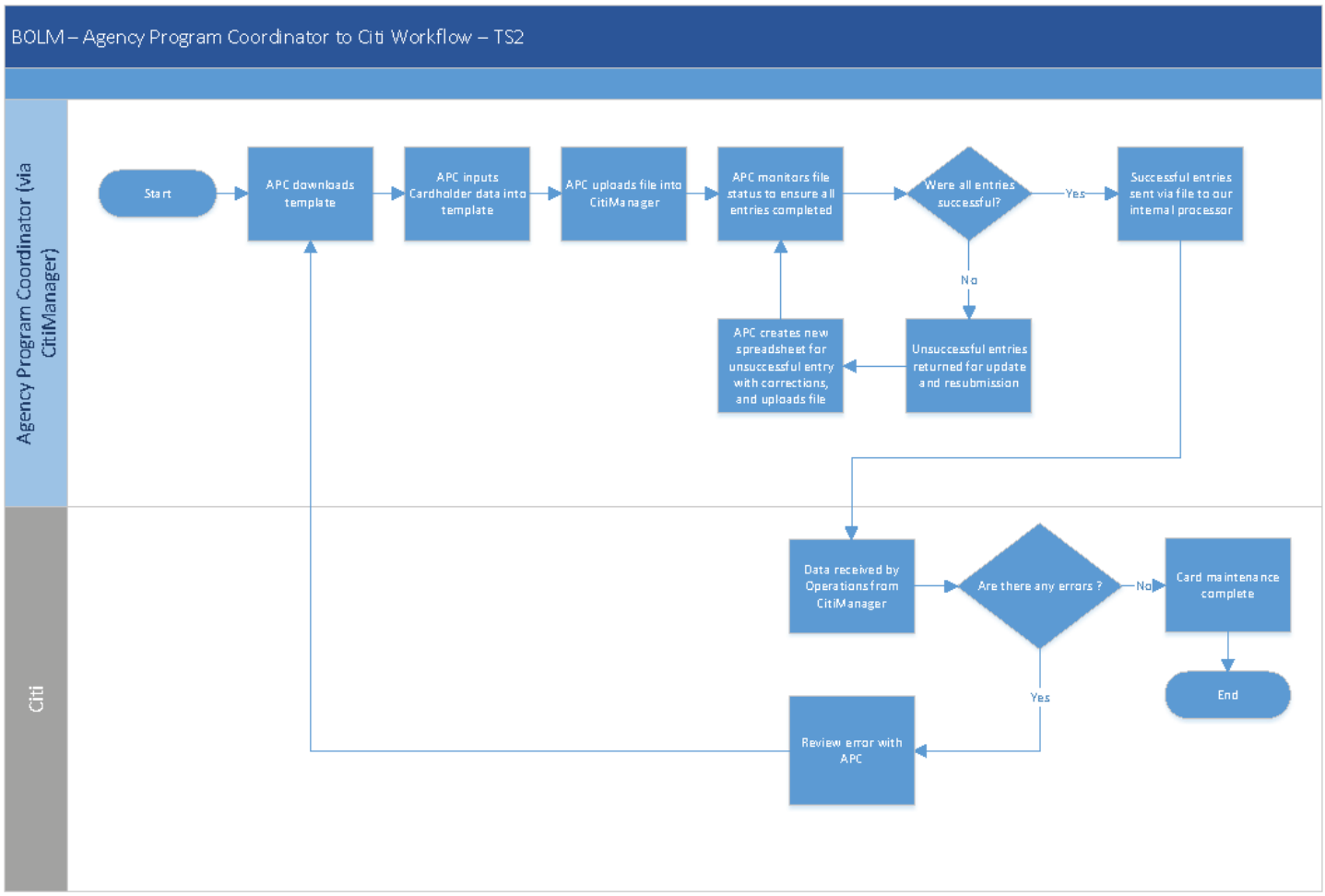
Workflow

BOLM Agency Program Coordinator to Citi Workflow

The following workflow provides an overview of the steps required by you and Citi during the Bulk Online Maintenance (BOLM) process.



Bulk Online Maintenance (BOLM)

Key Concepts

Bulk Online Maintenance (BOLM) allows Agency Program Coordinators (APCs) to initiate a large number of Cardholder Maintenance requests in bulk using a file upload process.

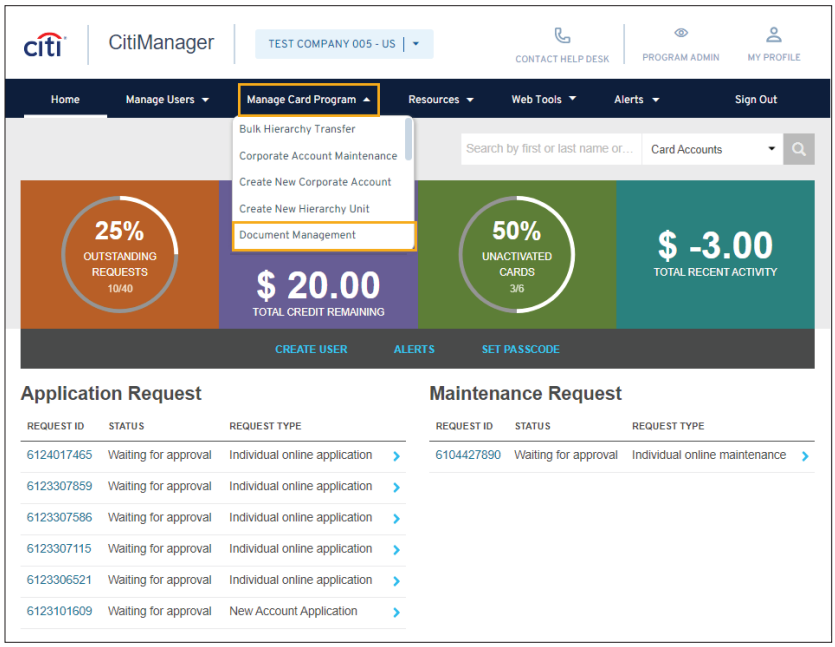
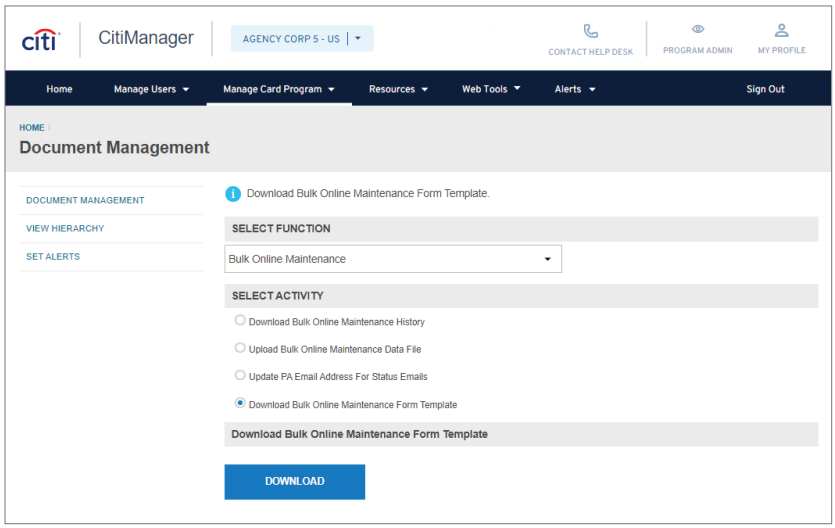
When uploading BOLM requests:

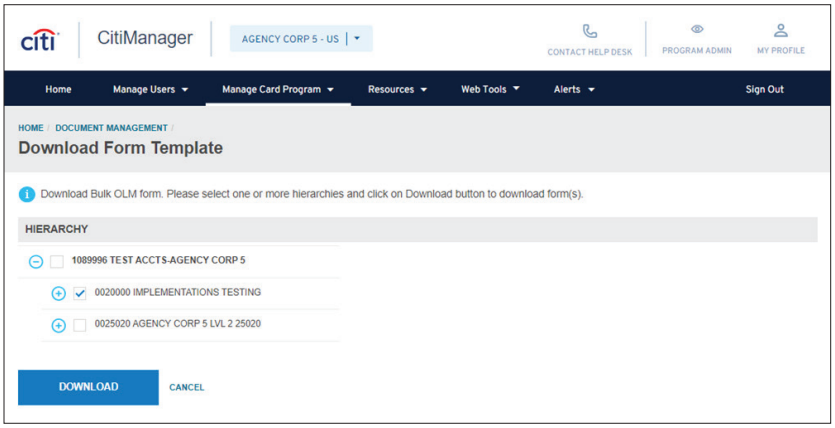
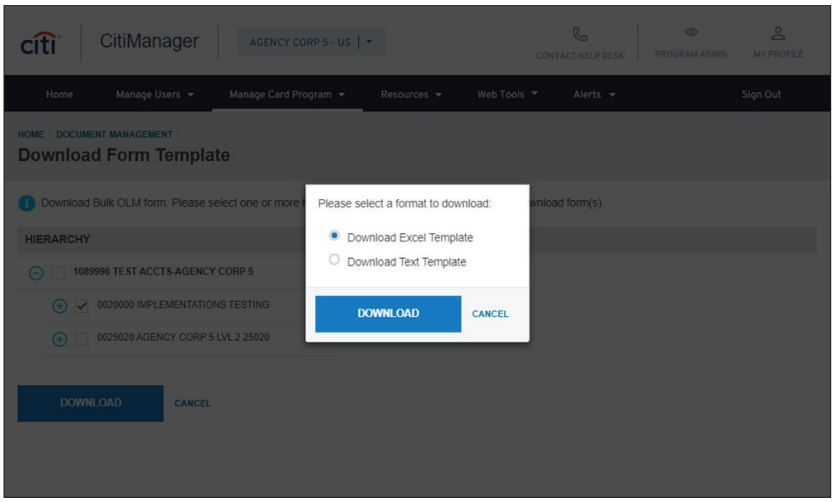
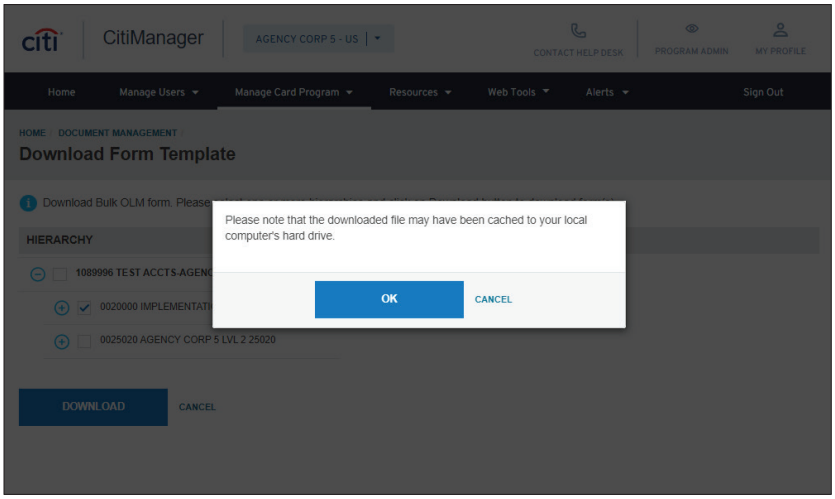
- Copy the Form ID displayed in the downloaded form to all records in the BOLM Form Template.
- Required fields include the Form ID and the account number, social security number, or employee ID, as well as anything that needs to be changed.
- Do not reorder or delete columns because it will cause your entire spreadsheet to fail.
- You can hide columns you do not use or color code (highlight) them to suit your needs to ensure they are completed. You do not have to make the columns visible or remove the highlights for the spreadsheet to process.
- Address fields minimally required are Address Line 1, City, State and Zip Code in the United States and Address Line 1 City, Province and Canadian Postal Code for Canadian accounts.
- Country designations in North America are either USA (United States) or CAN (Canada).
- Use a new BOLM Form Template for each bulk upload; do not create a new tab in the same document.
- No more than 2,000 records can be added to the Excel spreadsheet.
- BOLM files process between 8:00 A.M. and 6:00 P.M. EST, Monday through Friday. Processing time for a file is determined by the file size and is volume dependent.
- Once you have completed the spreadsheet, it must be uploaded to The CitiManager Site. After it is uploaded, monitor the status and verify if any rows were rejected. The larger the file and number of BOLMs in the queue, the longer the processing time will be to complete.

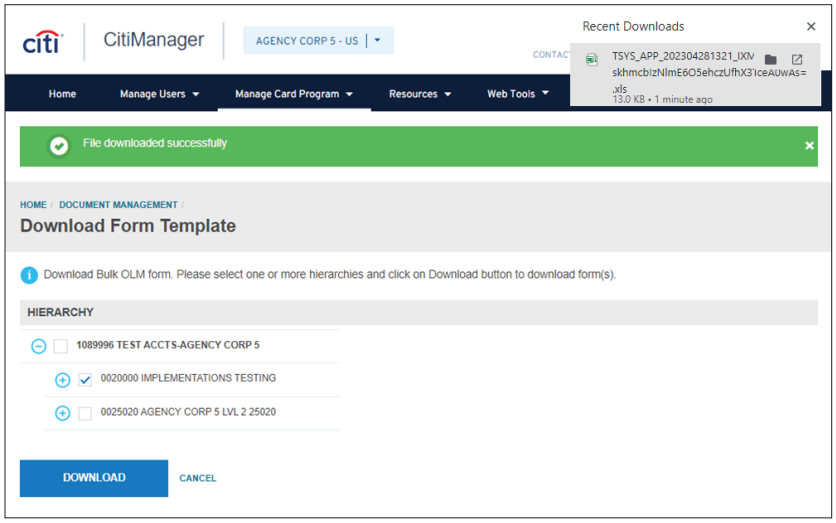
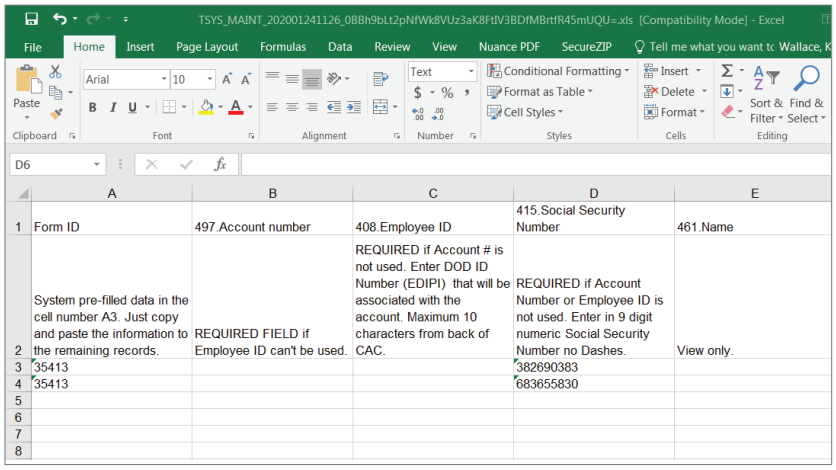
Download the Bulk Online Maintenance Form Template

Note: It is recommended you download the Bulk Online Maintenance Form Template each time to ensure you use the most current version.

Step-by-Step Instructions

Screen	Step/Action
 **CitiManager Home Screen**	1. From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
 **Document Management Screen**	2. From the **Select Function** drop-down list, select **Bulk Online Maintenance**. 3. From the **Select Activity** section, select the **Download Bulk Online Maintenance Form Template** radio button. 4. Click the **Download** button. *The Download Form Template screen displays.*

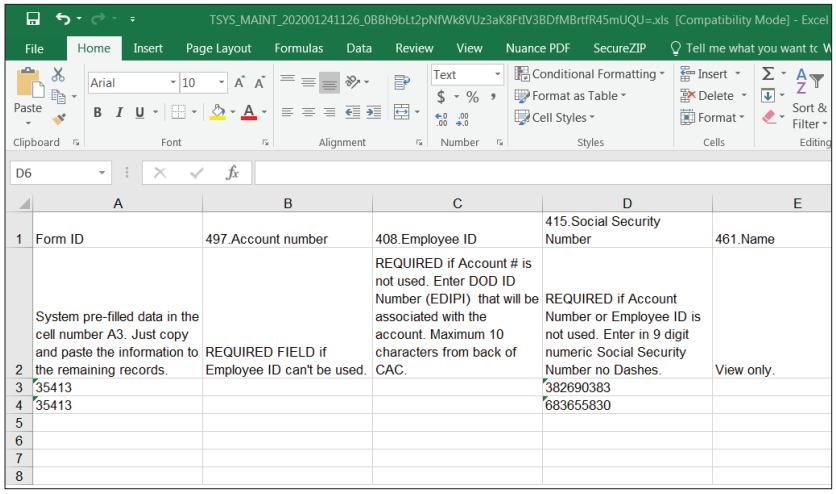
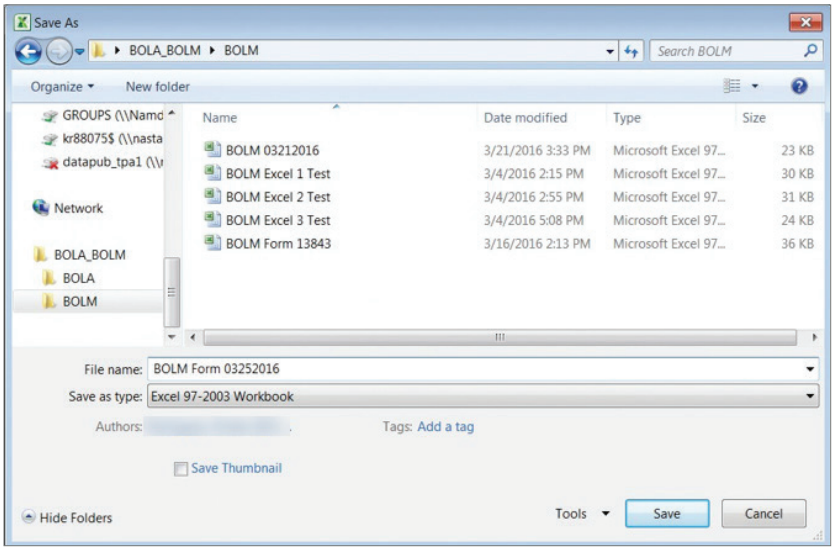
Screen	Step/Action
 **Download Form Template Screen**	5. Select the checkbox for your assigned hierarchy level and click the **Download** button. *The select format window displays.*
 **Select Format Window**	6. Select the **Download Excel Template** radio button and click the **Download** button. *A message displays indicating the file may be cached to your computer's hard drive.*
 **Download Message Window**	7. Click the **OK** button. *A message displays indicating your document is ready for download and the browser document option window displays. The location of the Save or Open options vary based on your browser settings.*

Screen	Step/Action
 **Browser Document Options Window**	8. When the document finishes downloading, navigate you your recent downloads and open the document. *The BOLM Form Template opens in the selected format.*
 **BOLM Form Template**	9. Complete the required fields and save the document to your computer's hard drive. Refer to the **Complete the Bulk Online Maintenance** Form Template topic for additional information about completing and saving the spreadsheet.

Complete Bulk Online Maintenance Form Template

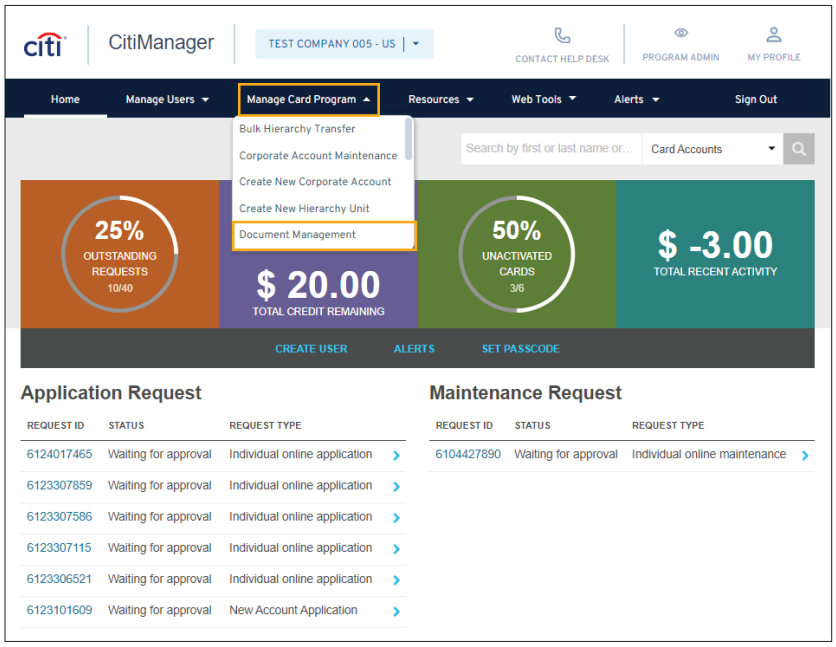
Note: You can make formatting changes, such as hiding unneeded columns or highlighting mandatory fields. Do not change the text in the headers or delete or move any columns. If you downloaded an .xls template, then the file must be uploaded as an .xls. If you downloaded a .txt template, then the file must be uploaded as a .txt.

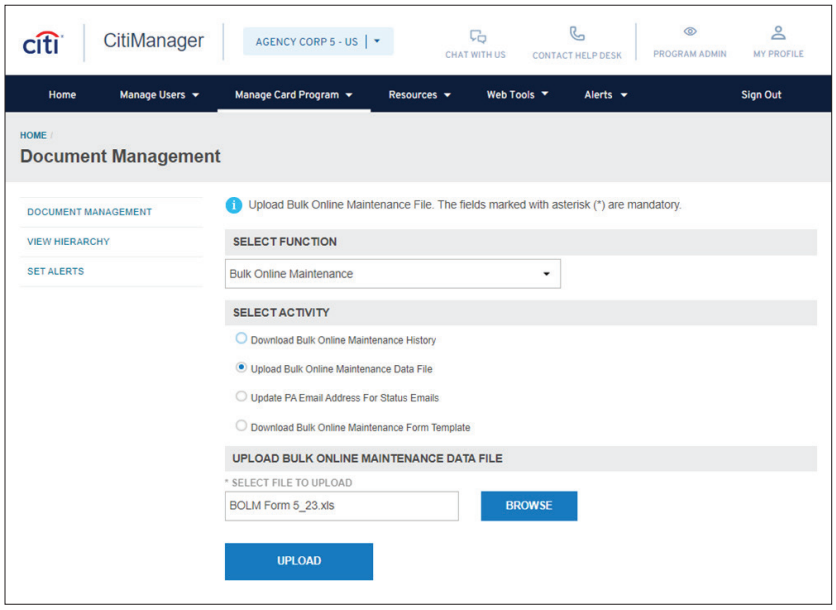
Step-by-Step Instructions

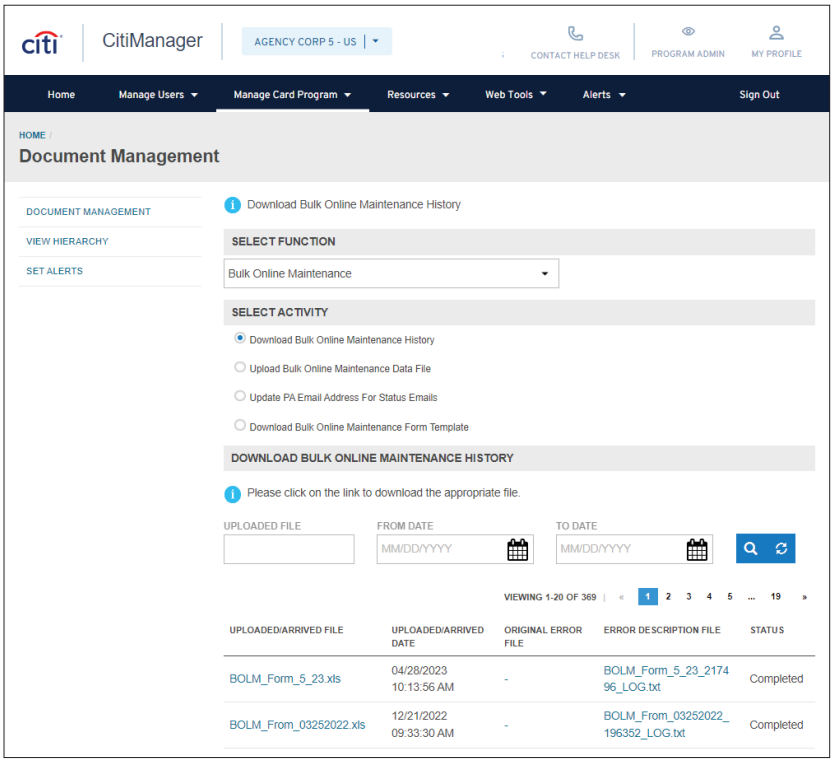
Screen	Step/Action
 **BOLM Form Template**	1. Populate the **BOLM Form Template** with all of the required information. **Note:** Refer to row two of the form for field formatting requirements. In each row of the spreadsheet, the **Form ID** field and at least one of the **Account Number**, **Employee ID** or **SSN** fields are required in addition to the fields being maintained. Be careful not to insert any spaces or extra characters into any unused fields as this will cause errors when the files are processed. **Note:** By wrapping the text in row #2, you will be able to view all description information for a specific column without the need to scroll to the right. 2. When you are finished, save the file as an Excel spreadsheet to your computer's hard drive. From the **File** menu, select **Save As.** *The Save As window displays.*
 **Excel Save As Window**	3. Navigate to the desired folder location on your computer's hard drive. 4. In the **File name** field, type the new name of the spreadsheet. **Note:** The file can be saved using any standard file naming convention, however each file that is uploaded must have a unique file name to avoid uploading the same file multiple times and to assist with troubleshooting. The file must be saved in .xls format, not .xlsx or an error will occur. If using a .txt, then save the file as a .txt. 5. Click the **Save** button. *The file is saved to your computer's hard drive and is ready to be uploaded.*

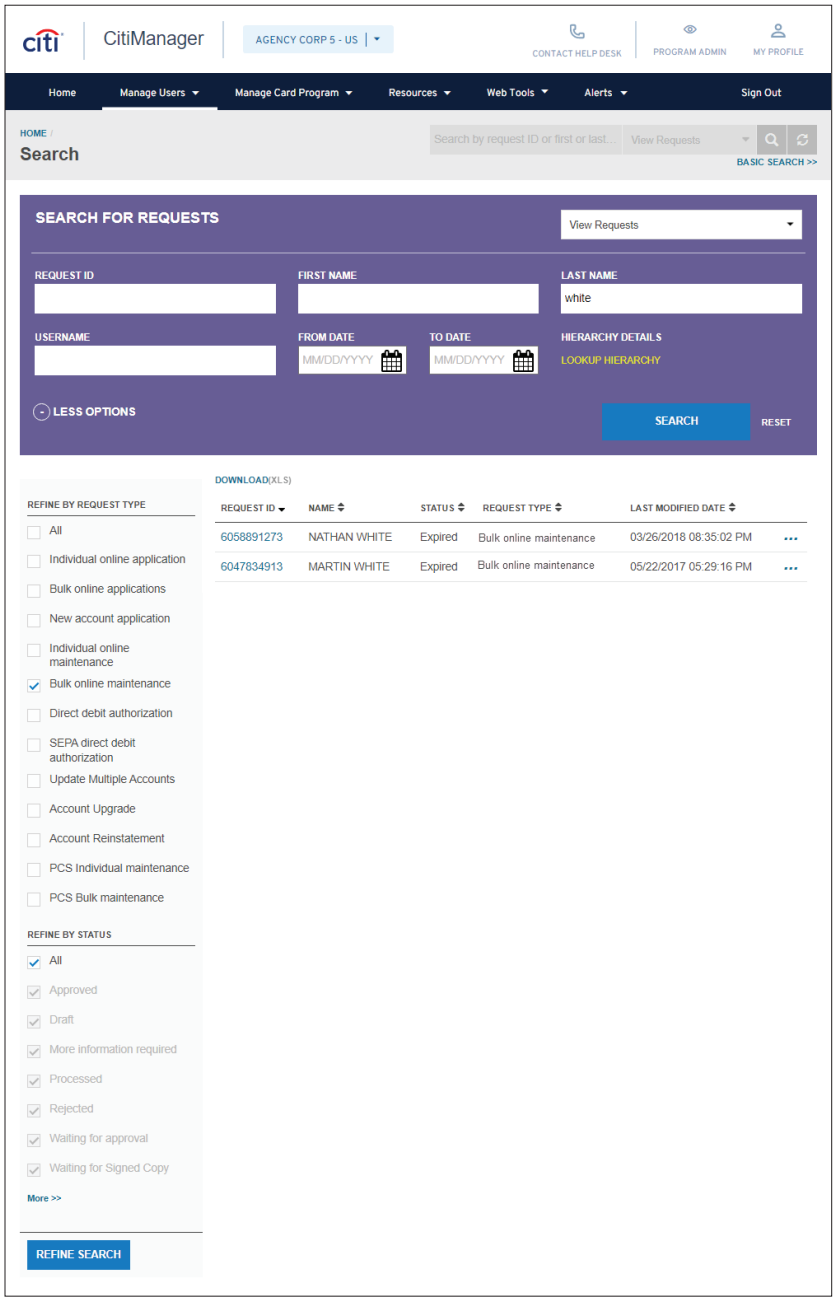
Upload Completed Bulk Online Maintenance Form Template

Step-by-Step Instructions

Screen	Step/Action
 **CitiManager Site Home Screen**	1. From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*

Screen	Step/Action
 **Document Management Screen**	2. From the **Select Function** drop-down list, verify **Bulk Online Maintenance** is selected. If not, select it from the drop-down list. 3. From the **Select Activity** section, select the **Upload Bulk Online Maintenance Data File** radio button. *The Upload Bulk Online Maintenance Data File screen displays.* 4. From the **Upload Bulk Online Maintenance Data File** section, click the **Browse** button to navigate to the updated Excel file (.xls not .xlsx format) saved locally to your computer's hard drive. Select the file and click the **Open** button. *The file name displays in the field to the left of the Browse button.* 5. Click the **Upload** button. *CitiManager processes the file and confirmation message displays.* **Note:** Exceptions may occur during processing due to incorrect formatting of fields or omission of mandatory fields. Exceptions that occur during this part of the process will not generate an email and must be reviewed in the **Error Description** file.

Screen	Step/Action
 **Document Management Screen — Download Bulk Online Maintenance History**	6. To review the status of the records submitted in the BOLM file, from the **Select Activity** section, select the **Download Bulk Online Maintenance History** radio button. *The Download Bulk Online Maintenance History section displays the list of files uploaded and their status.* • To view a copy of the completed BOLM file that was uploaded, from the **Uploaded/ Arrived File** column, click the link from the date you wish to view. • To view the Excel file that contains errors, from the **Original error file** column, click the file name link. **Note:** The successful Excel records will process without further action. Only the failed records will display. If there is no file listed, then there were no errors associated with that Excel file. However, in cases where the CitiManager Site cannot process the uploaded file (e.g. BOLA uploaded under the BOLM flow or a column was deleted or changed), the entire file will fail and this will be reflected in the Error Description file but an Original Error file will not be generated because that template cannot be used. Any record found in the error file has not been transmitted to Citi for processing. You must use the error file to make any corrections so you don't duplicate any maintenance requests. When you are finished, rename the file and upload it. • To view the error log file and details for the file you uploaded, from the **Error Description File** column, click the link name of the file you uploaded.

Screen	Step/Action
 Search Screen	7. To view the status of the BOLM requests that were successfully uploaded: a. From the navigation bar, position your mouse over the **Manage Users** drop-down menu and click the **View Requests** link. *The Search for Requests screen displays.* b. Enter the desired search criteria and click the **Search** button. *The search results display at the bottom of the screen.* c. From the **Refine By Request Type** section, de-select the **All** checkbox and only select the **Bulk online maintenance** checkbox. Click the **Refine Search** button. *The bulk online maintenance requests display.* d. To view the request, click the **Request ID** link. *The request selected displays.* **Note:** A unique **Request ID** will generate for each record that was successfully uploaded. The **Request ID** is used for reference when contacting Citi for assistance, for example if there is an issue with the maintenance request.

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