CitiManager® — Bulk Online Applications/Bulk Online Maintenance User Guide

GSA SmartPay®

February 2024

Treasury and Trade Solutions

Table of Contents

Bulk On-line Application and Maintenance (BOLAM) Overview

Bulk Online Application and Maintenance (BOLAM) allows agencies/organizations to apply for and maintain accounts in bulk. The forms that are utilized are a file version of what is created for the CitiManager® online forms. The process is meant for usage for 10 to 2,000 accounts.

BOLAM stands for Bulk On-line Application and Maintenance. We use the BOLA acronym when we are talking about new applications only and we use the BOLM acronym when we are talking about account maintenance on existing accounts.

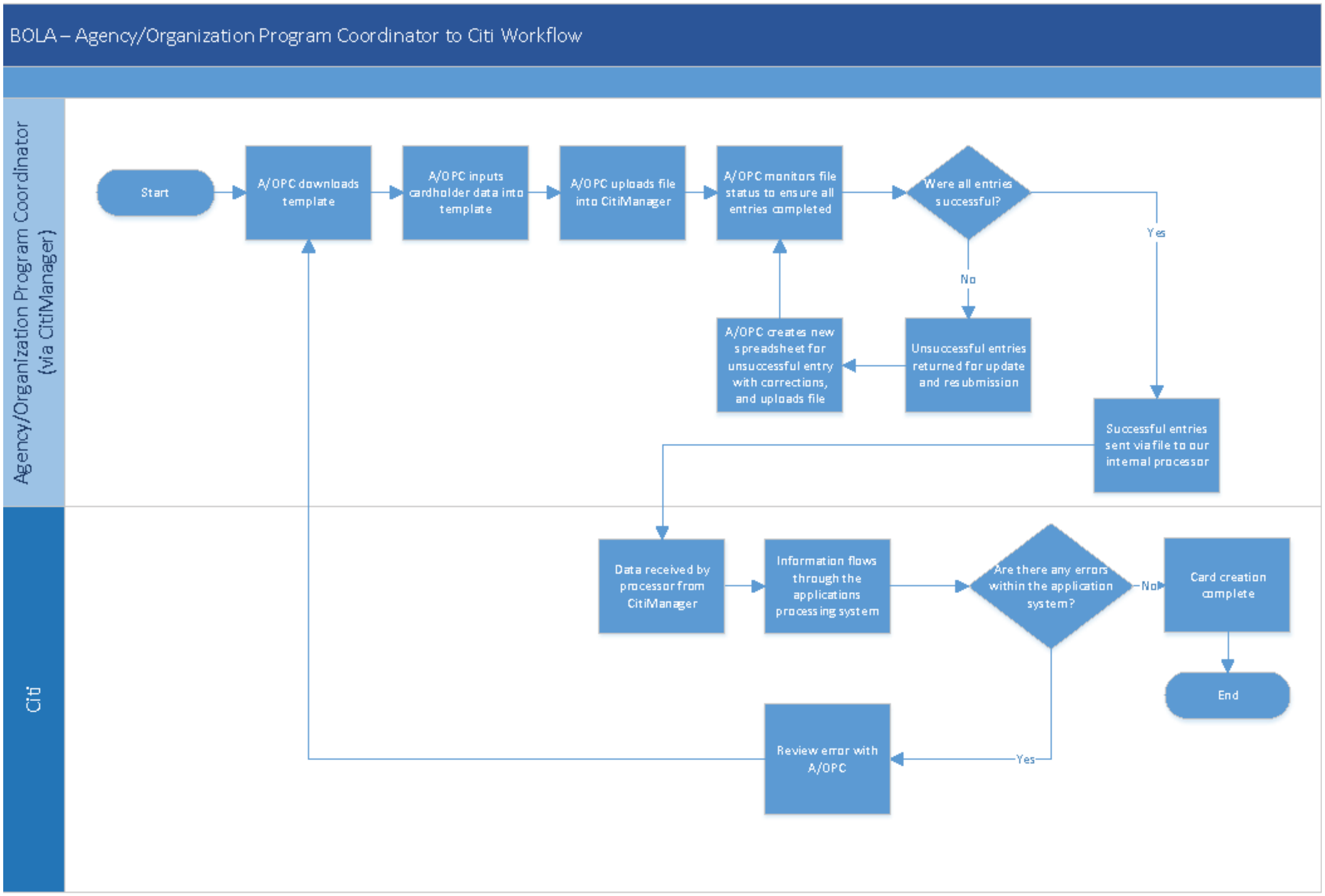
BOLA and BOLM files are spreadsheets that can be used via the CitiManager Site to deliver bulk requests for applications and maintenance without relying on a Client Account Specialist (CAS). The CitiManager Site provides edits that alert the submitter when they need to fix records before sending the file for processing. An e-mail is also sent to the submitter with the file processing results. The e-mail will refer the submitter back to the CitiManager Site so any rejected record can be copied into a new spreadsheet, corrected and then resubmitted.

There is an expedited card capability from BOLA, however, your agency/organization may or may not incur an additional fee according to your contract.

Workflows

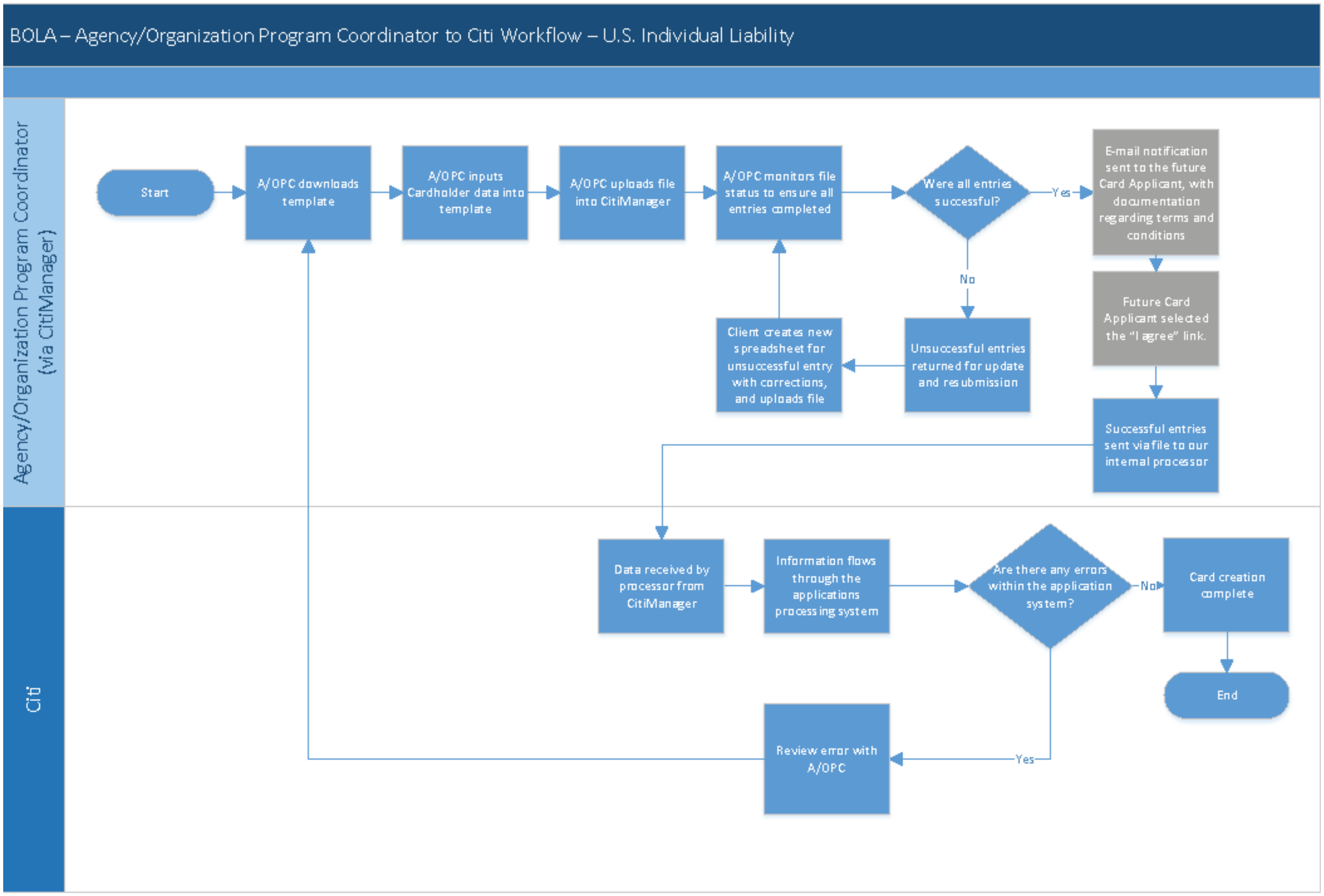
BOLA — Agency/Organization Program Coordinator (Program Administrator) to Citi Workflow

The following workflow provides an overview of the steps required by you and Citi during the Bulk Online Applications process if your company uses the Program Administrator to Citi workflow.



BOLA — Agency/Organization Program Coordinator (Program Administrator) to Citi Workflow for Individual Liability or Agency/Organization Program Coordinator (Program Administrator) initiated BOLA

The following workflow provides an overview of the steps required by you and Citi during the BOLA process for individual liability programs.



Canadian Individual Liability: For our Canadian portfolio, individual liability clients will be utilizing our Individual Online Application (IOLA) process through CitiManager.

For US Federal Government clients, individual liability accounts that requires an opt-out of credit worthiness assessment, agency/organizations will be utilizing our Individual Online Application (IOLA) process through CitiManager. For these programs, BOLA is not a supported option.

Bulk Online Application (BOLA)

Key Concepts

Bulk Online Applications (BOLA) allows Program Administrators or A/OPCs to initiate a large number of cardholder applications in bulk using a file upload process. When initiating applications in bulk, Cardholders do not need to create their application manually through the CitiManager Site.

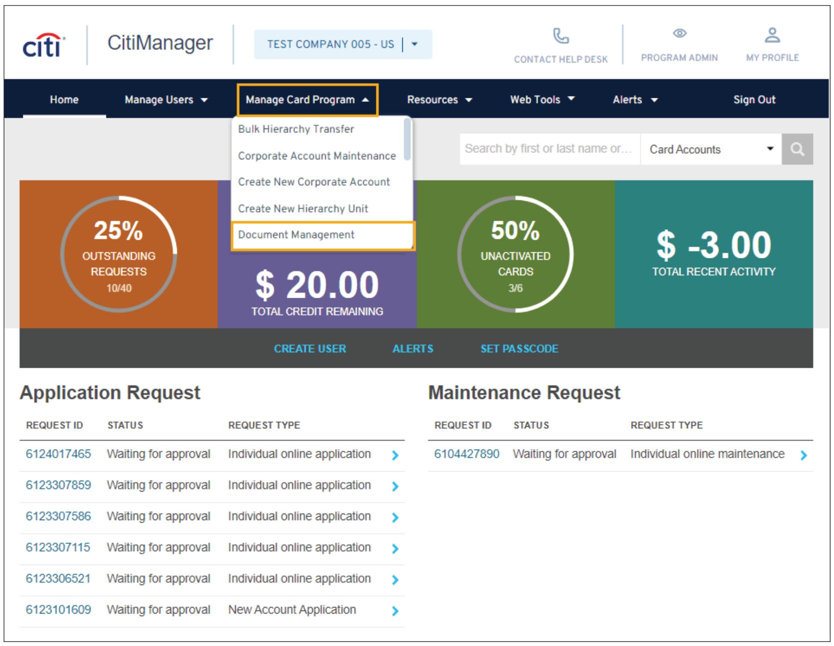
When uploading applications using BOLA:

- Only use the BOLA Form Template downloaded from the correct hierarchy in the CitiManager Site. Copy the hierarchy displayed in the downloaded form to all records in the BOLA Form Template. It's best practice to use one form per one hierarchy.
- Required fields may vary depending on your company setup.
- 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.
- Addresses minimally require 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 BOLA Form Template for each bulk upload; do not create a new tab in the same document.
- For optimal processing and reporting results, it's recommended that you limit the number of records loaded per day to 1,000.
- BOLA files process once submitted in a batch process.
- 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 BOLAs in the queue, the longer the processing time will be to complete.
- For Individual Liability programs, once the BOLA has been successfully uploaded and there are no errors, a consent e-mail is sent to Cardholders and they must agree to the terms and conditions before the application is processed. The status of applications can be viewed on the **View Requests** screen and those that are pending Cardholder consent will have a status of **Waiting for email consent**. The consent e-mail will be re-sent automatically at a frequency based on your company's set-up (e.g. 2, 4, 6, 8, 10 days). The consent e-mail can also be re-sent manually from the **View Request** screen by clicking the **Resend BOLA Email Consent** link on the right-side of the screen. It is not possible to change an incorrect e-mail address for an auto or manual resend of the e-mail consent. It's recommended that a new BOLA be uploaded with the correct e-mail address and the old application be deleted. Applications that are pending Cardholder consent may be automatically deleted based on your company's setup (e.g. After 60, 90 days). Applications can also be deleted manually from the **View Request** screen by clicking the **Delete Application Request** link on the right-side of the screen. Only applications in **Waiting for email consent** can be deleted. Once the application has been approved, it cannot be deleted by you or Citi. Your company may also be set-up to prevent duplicate applications for someone who has the same name and e-mail address.

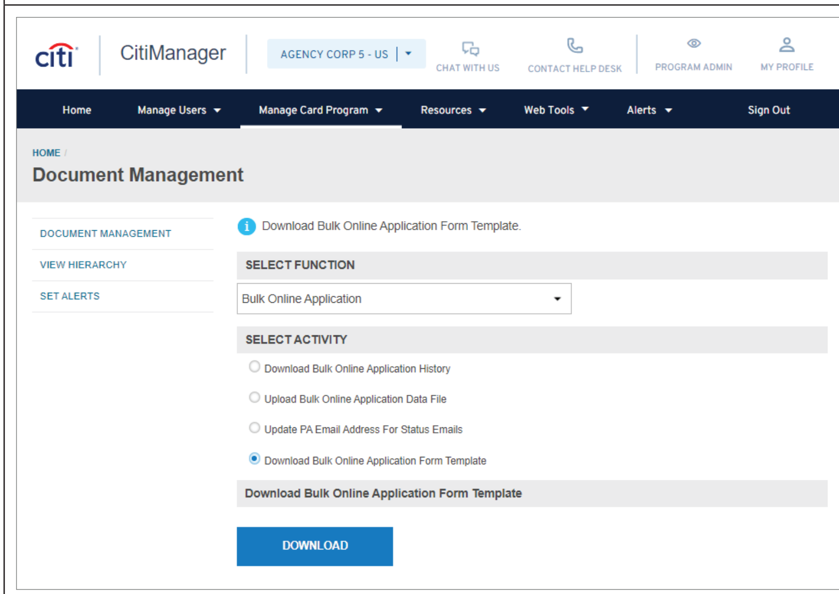
Download the Bulk Online Application Form Template

Note: It is recommended you download the BOLA Form Template each time from the hierarchy you wish to utilize to ensure you use the most current version of the form.

Step-by-Step Instructions

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Manage Card Program — Document Management Menu
</td><td>
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.
</td></tr>
<tr><td>


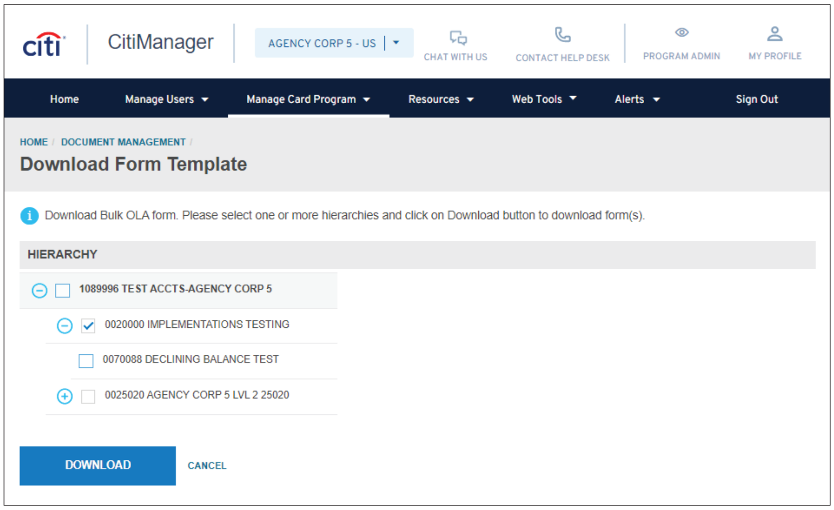
Document Management Screen
</td><td>
2. From the Select Function drop-down list, select Bulk Online Application is selected. If not, select it from the drop-down list.

3. From the Select Activity section, select the Download Bulk Online Application Form Template radio button.

4. Click the Download button.

The Download Form Template screen displays.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>



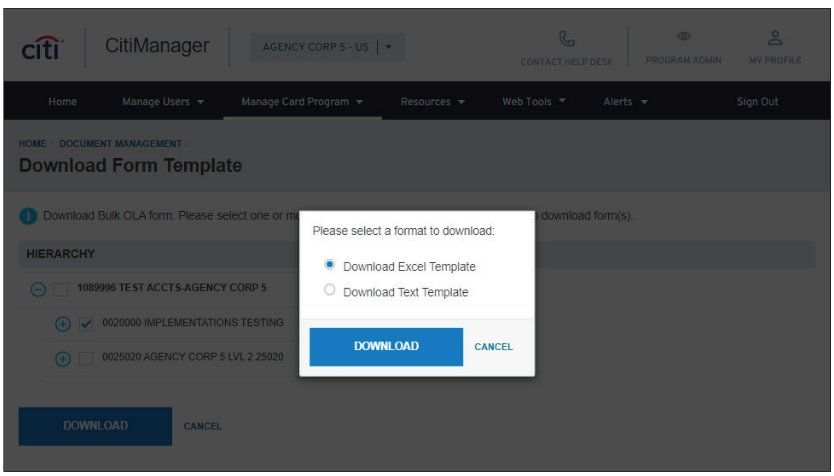
Download Form Template Screen

</td><td>

5. Click the **(+) plus sign** icon to expand the hierarchy tree. Select the hierarchy to which you would like the card accounts to be set up under and click the **Download** button.

   The select format window displays.

</td></tr>
<tr><td>



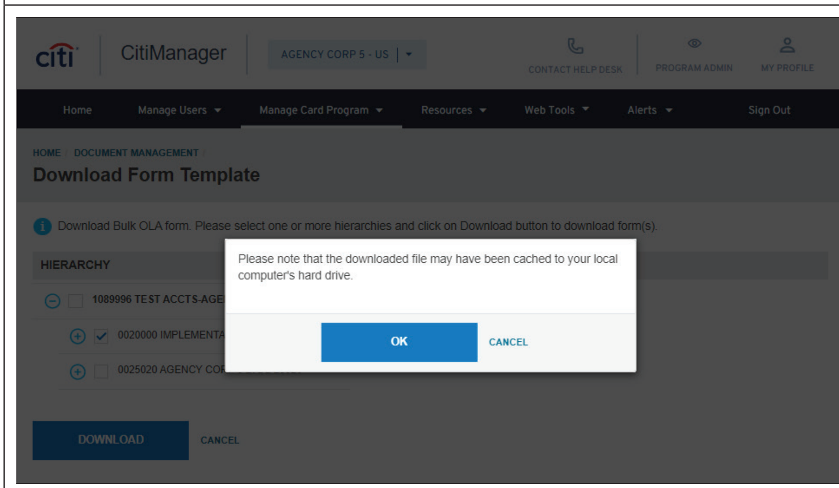
Select Format Window

</td><td>

6. Select the **Download Excel Template** or **Download Text Template** radio button and click the **Download** button.

   A message displays indicating the file may be cached to your computer's hard drive.

</td></tr>
<tr><td>



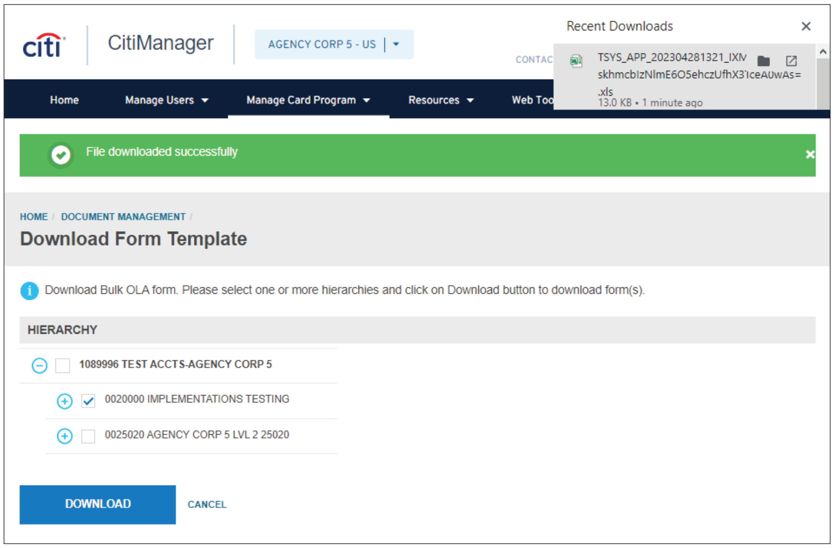
Download Message Window

</td><td>

7. Click the **OK** button.

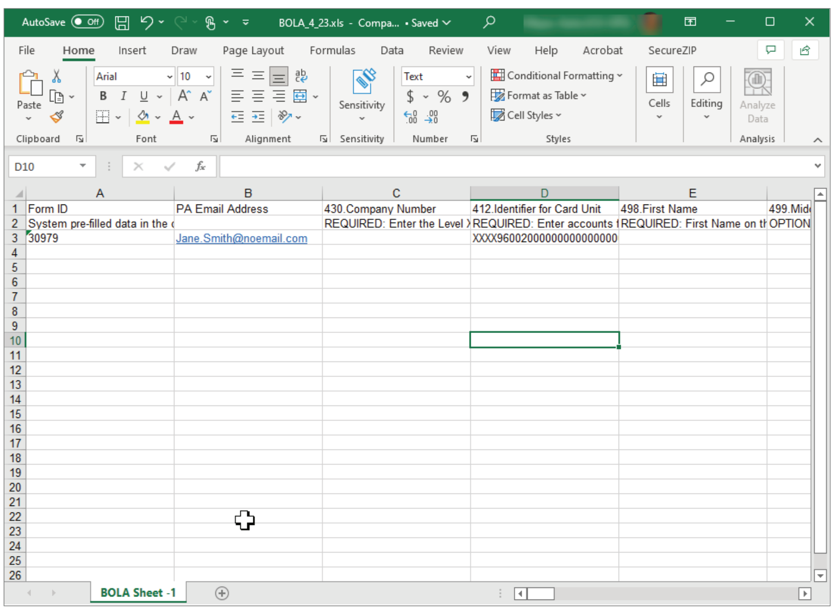
   A message displays indicating the file downloaded successfully.

</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Browser Document Options Window
</td><td>

8. To open the form, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link.

   The BOLA Form Template opens in the selected format.
</td></tr>
<tr><td>


BOLA Form Template
</td><td>

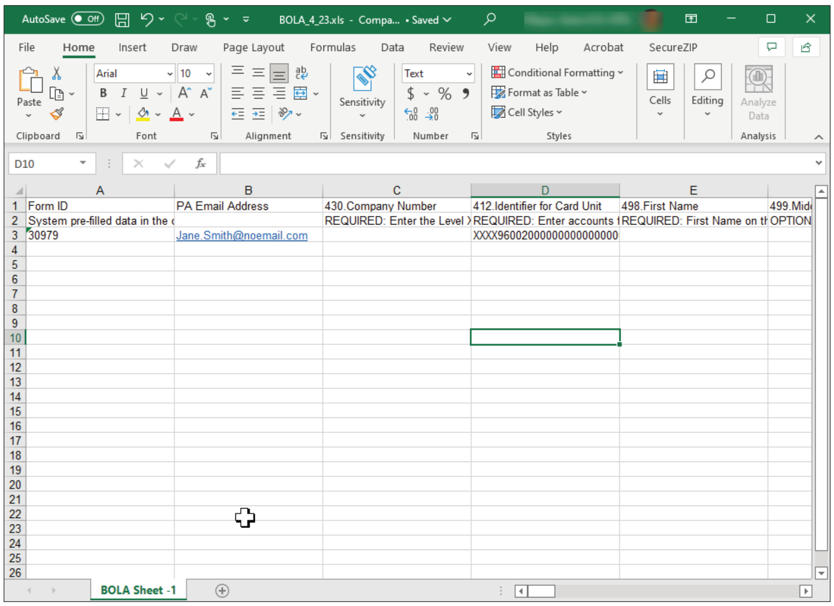
9. Complete the required fields and save the document to your computer's hard drive. Refer to the **Complete the BOLA Form Template** topic for additional information about completing and saving the spreadsheet.
</td></tr>
</table>

Complete Bulk Online Application 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.

Step-by-Step Instructions

Screen



BOLA Form Template (Excel Spreadsheet)

Step/Action

1. Populate the **BOLA Form Template** with all of the required information.

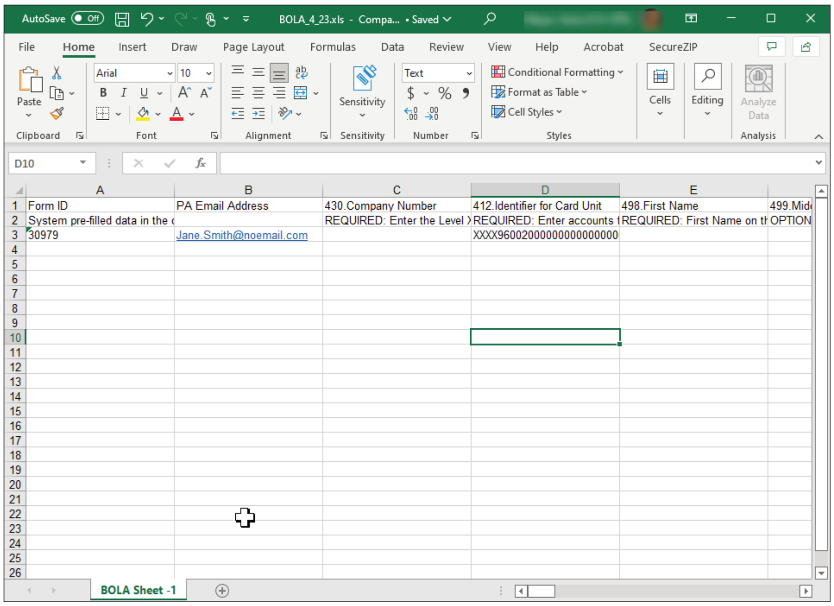
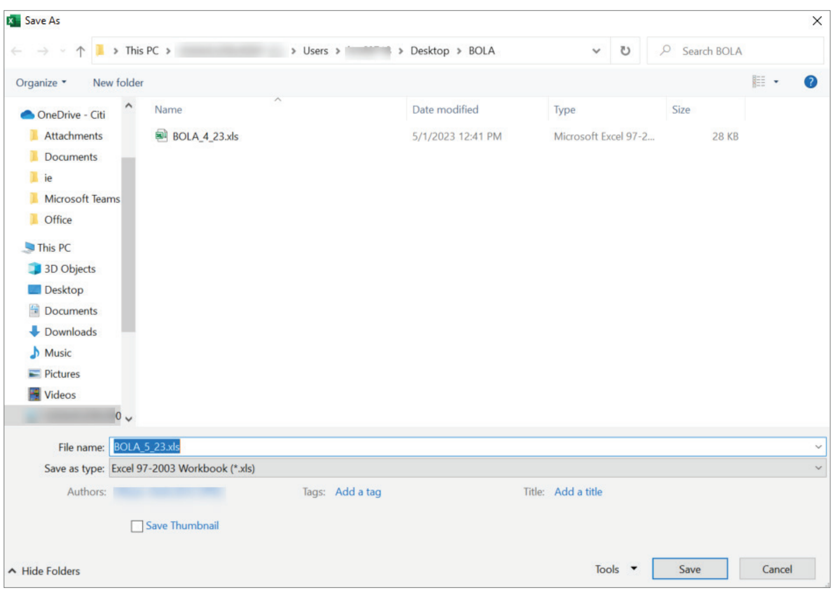
   Notes: The PA E-mail Address is populated based on the profile of the user who downloaded the form. **The Form ID, PA E-mail and the Identifier for Card Unit/Hierarchy** are pre-filled and are mandatory for each record in the spreadsheet. Please copy this information down to each record.

   If your organization manages MCCGs at a Cardholder level, they should be added to the BOLA Form Template.

   The required fields for completing bulk online applications include:

   - Card Type is the CMID provided for you program during implementation
   - Company Number
   - Legal name (e.g. The name on birth certificate or as subsequently changed by legal acts, such as marriage). The first name and last name are entered in separate fields. Both the First Name and Last Name field are required.
   - Name to Appear on Card must contain the full last name as entered in the legal name field.
   - Address Line 1 (or an Army Post Office or Fleet Post Office box number if applicant is in the military). U.S. Only: This cannot be a P.O. Box address if you are requesting the card to be expedited.
   - City
   - State
   - Postal Code
   - Social Security Number (U.S. Only) Full 9-digit SSN required for Individual Liability Accounts and last 4-digits of SSN required for Centrally/Corporate Billed Accounts

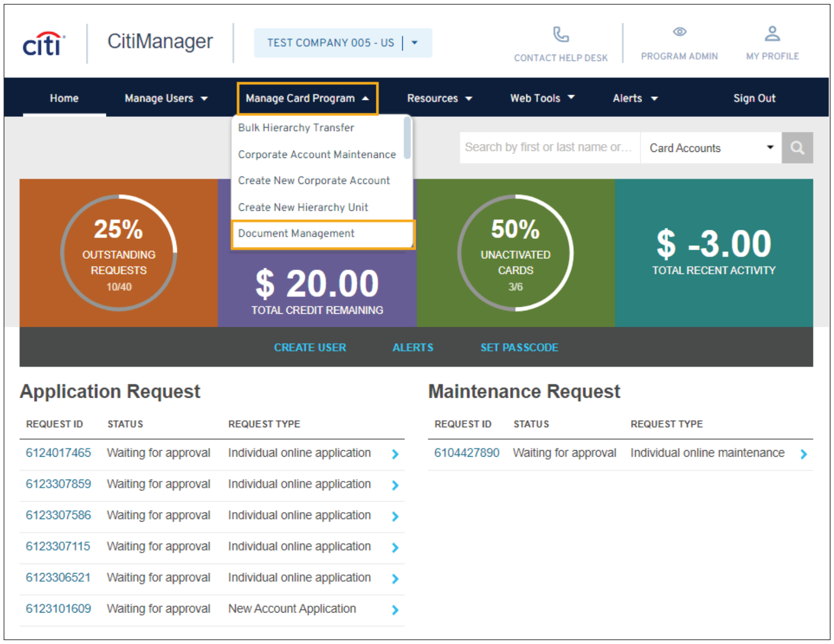
(continued)

Screen	Step/Action
 **BOLA Form Template (Excel Spreadsheet)**	• Identification number (Canada Only) such as an Alien Identification Number or Passport Number • Home and business telephone numbers • Other fields may be required for a particular program or company Refer to row two of the form for field formatting requirements.
 **Excel Save As Window**	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.* 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. 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 Application Form Template

Step-by-Step Instructions

Screen

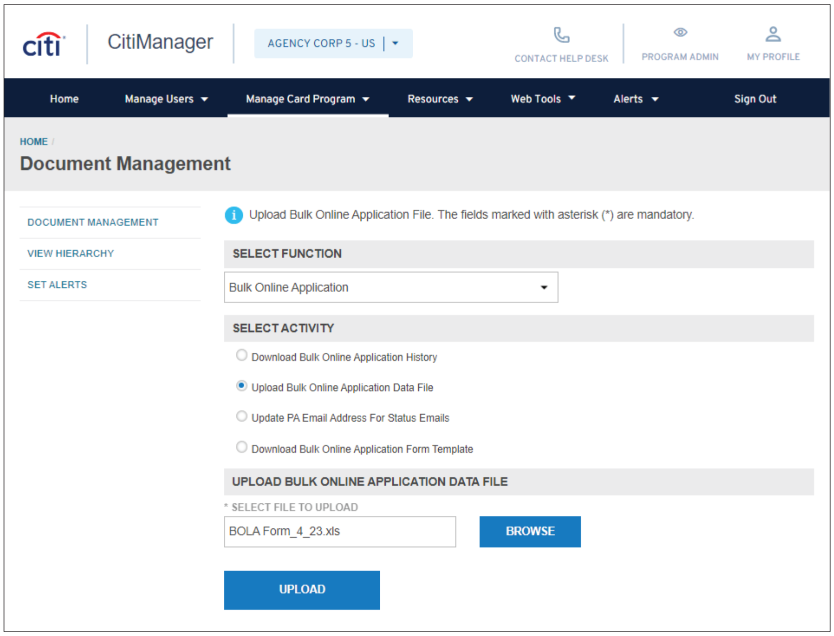


Manage Card Program — Document Management Menu

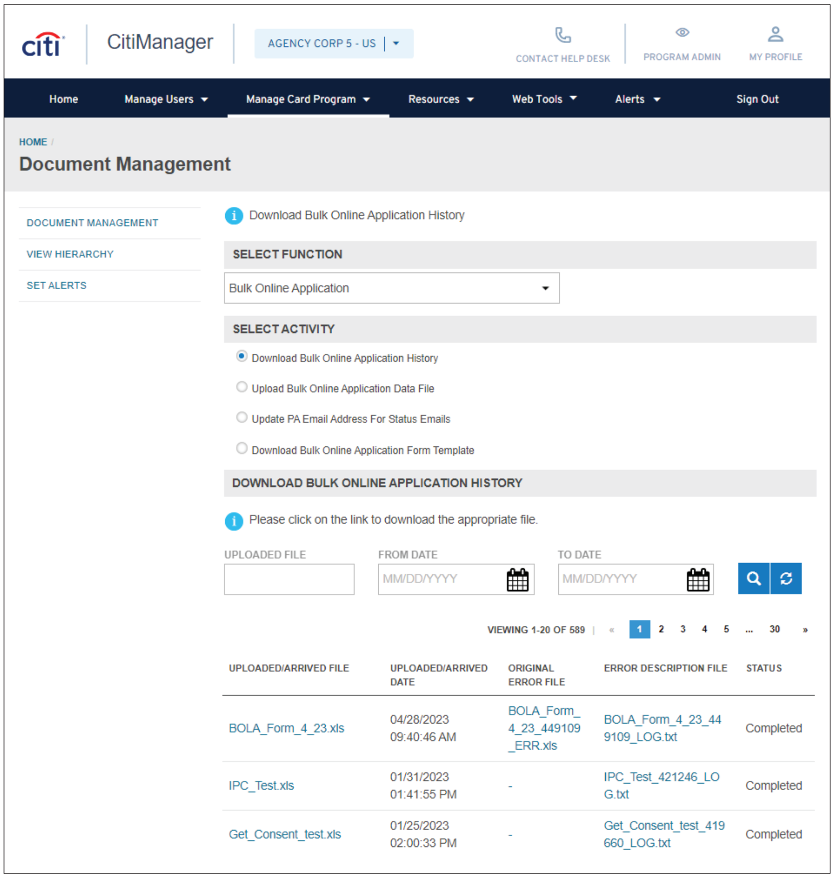
Step/Action

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 Application** is selected. If not, select it from the drop-down list. 3. From the **Select Activity** section, select the **Upload Bulk Online Application Data File** radio button. *The Upload Bulk Online Application Data File section displays.* 4. From the **Upload Bulk Online Application 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 at the top of the screen.* **Note:** Exceptions may occur during processing due to incorrect formatting of fields or omission of mandatory fields. Exceptions that occur should be reviewed in the **Error Description** file. Applications will not be processed until errors are resolved. Additionally, for Individual Liability programs, the e-mail consent will not be sent to Cardholders.

Screen	Step/Action



Document Management Screen — Download Bulk Online Application History

6. To review the status of the records submitted in the BOLA file, from the **Select Activity** section, select the **Download Bulk Online Application History** radio button.

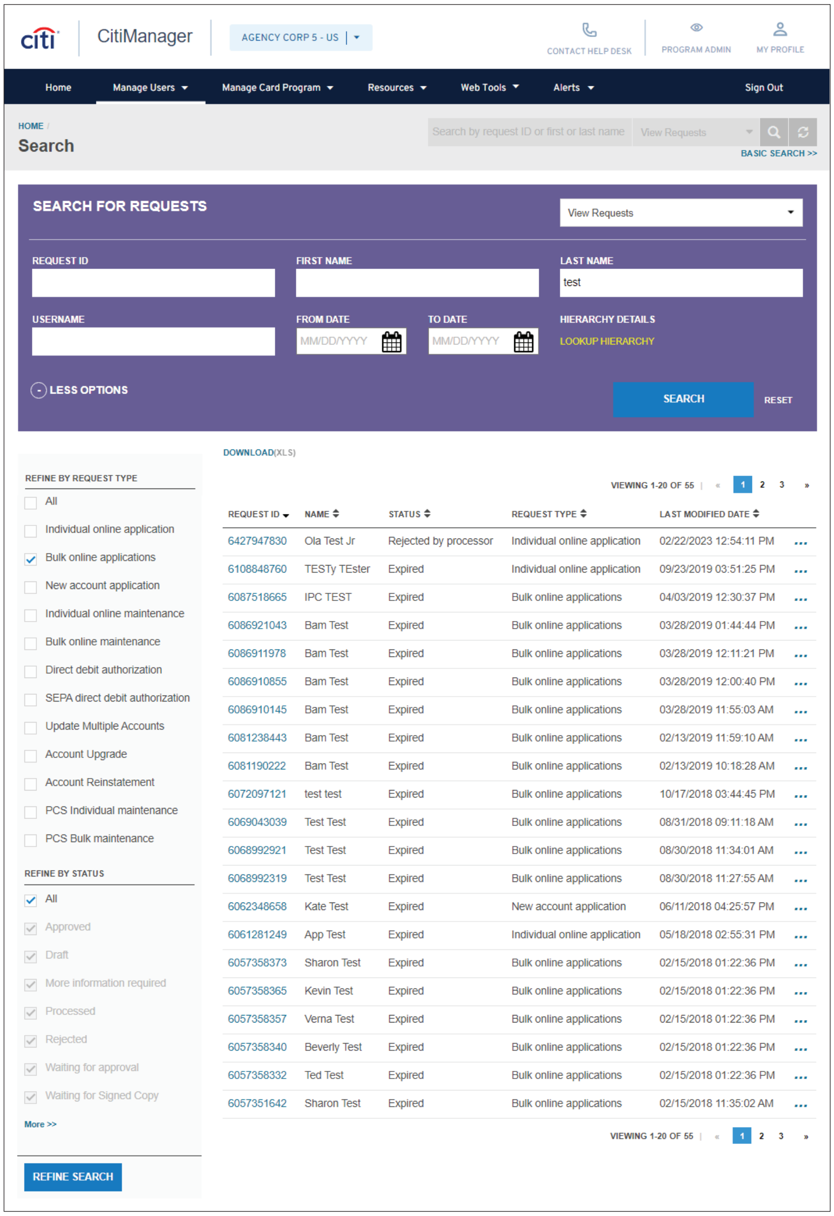
   The Download Bulk Online Application History section displays the list of files uploaded and their status.

7. From this screen, you can choose one of the following options:

   - To view a copy of the completed BOLA file that was uploaded, from the **Uploaded/ Arrived File** column, click the link from the corresponding 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: Only the failed files 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. The successful files will process without further action and no link will display.

     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 applications. 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
 View Requests	8. To view the status of the BOLA 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 applications** checkbox. Click the **Search** button.

The bulk online application requests display.

d. To view a request, click the **Request ID** link.

The View Request screen displays.

Note: A unique **Request ID** will generate for each record that was successfully uploaded.

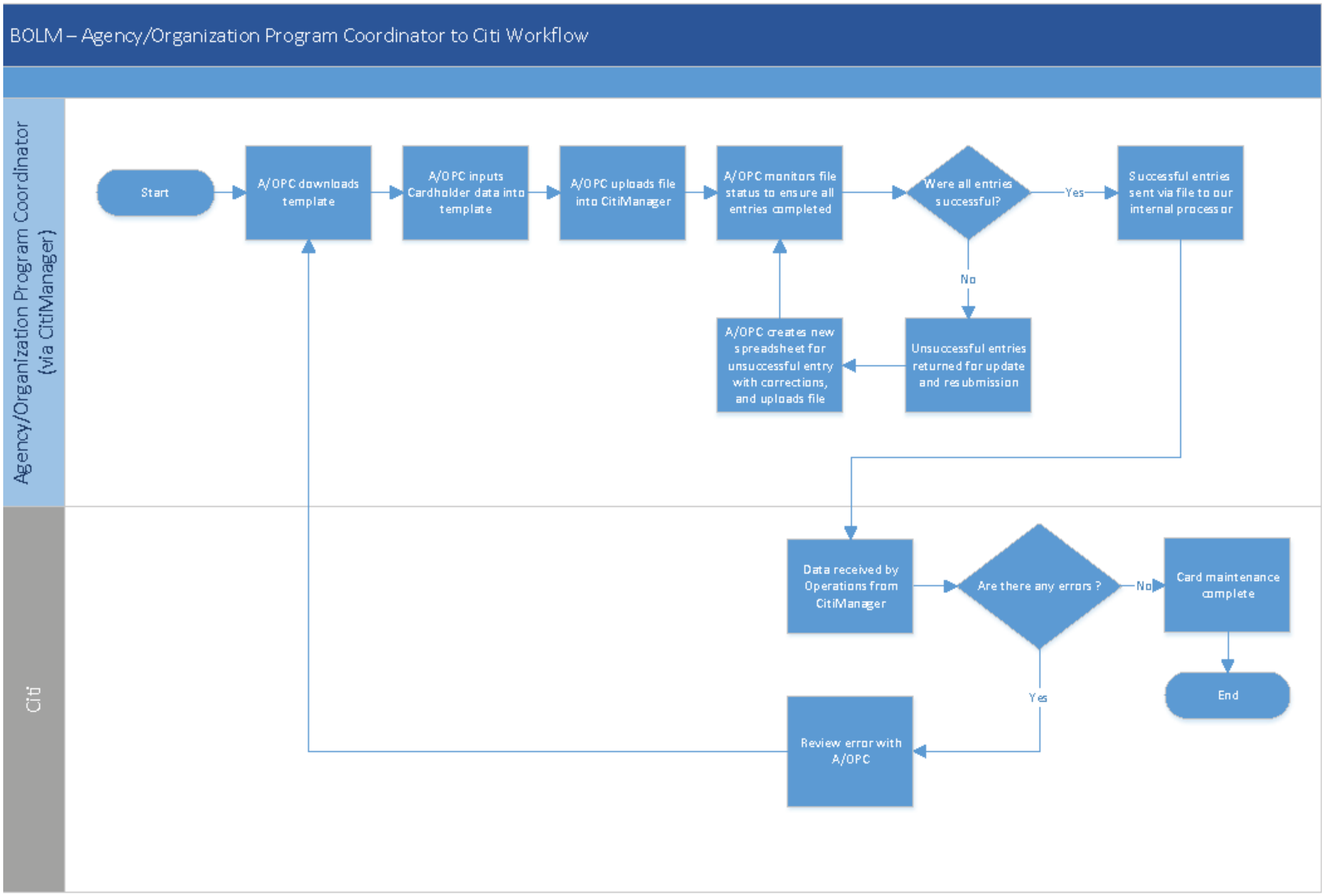
The **Request ID** is used for reference when contacting Citi for assistance, for example if the Cardholder does not receive their card.

For Individual Liability programs and for International Payment Cards, the status will remain as **Waiting for email consent** until the Cardholder agrees to the terms and conditions. Once the consent is received, the status will change to **Approved**. To sort by **Waiting for email consent** status, from the **Refine by Request type** options, select **All** and then sort the results using the **Status** column header arrows. A maximum of 1,200 records can be returned.

Workflow

BOLM Agency/Organization Program Coordinator (Program Administrator) 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 Program Administrators or A/OPCs to initiate a large number of Cardholder Maintenance requests in bulk using a file upload process.

When uploading BOLM requests:

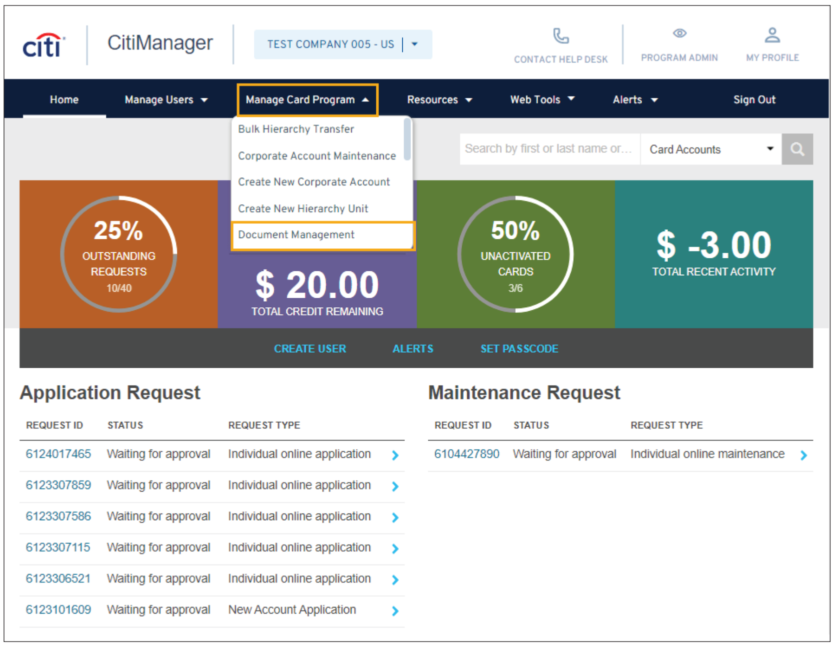
- Only use the BOLM Form Template downloaded from the correct hierarchy in the CitiManager Site. Copy the Form ID displayed in the downloaded form to all records in the BOLM Form Template.
- Required fields may vary depending on your company setup.
- Do not reorder or delete columns because it will cause 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 once submitted using a batch process.
- 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 BOLAs in the queue, the longer the processing time will be to complete.

Download the Bulk Online Maintenance Form Template

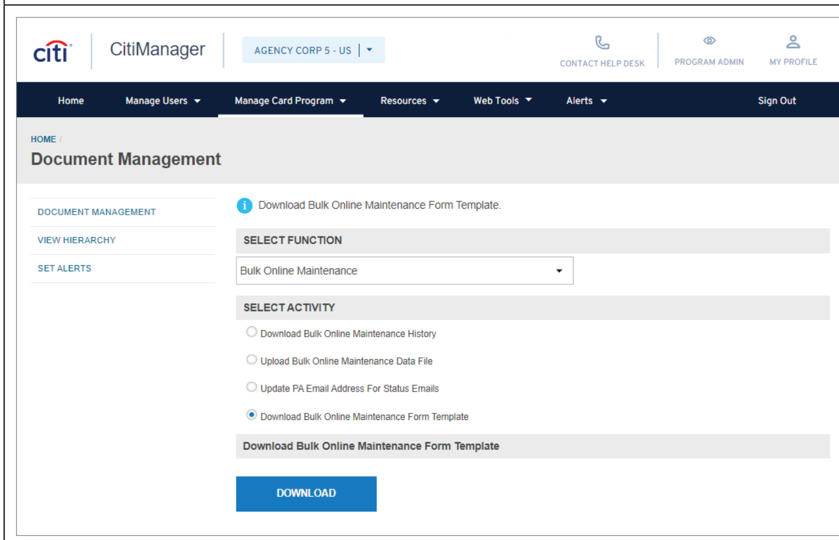
Note: It is recommended you download the Bulk Online Maintenance Form Template each time to ensure you use the most current version.

Step-by-Step Instructions

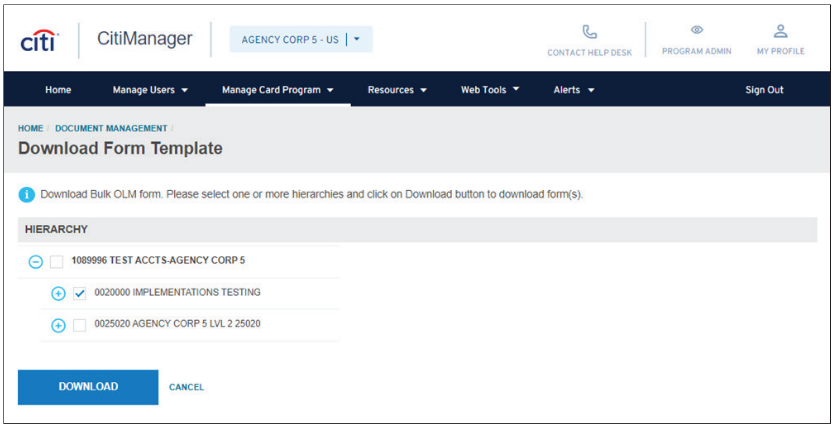
Screen	Step/Action
See screenshot below: Manage Card Program — Document Management Menu	1. From the navigation bar, position your mouse over the **Manage Card Program** drop-down menu and click the **Document Management** link. *The Document Management screen displays.*
See screenshot below: Document 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.*



Manage Card Program — Document Management Menu

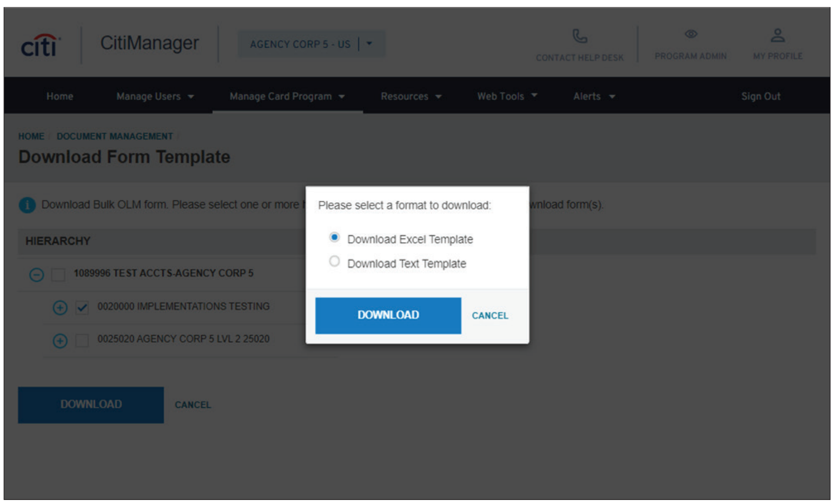


Document Management Screen

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


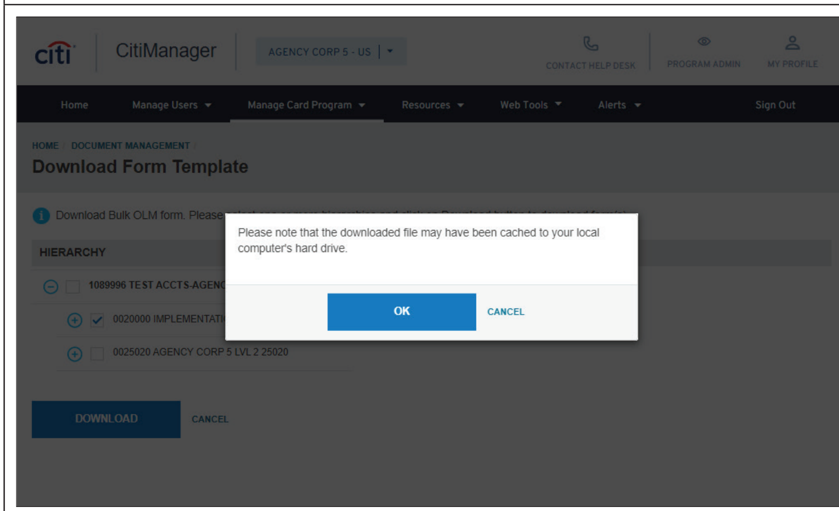
Download Form Template Screen
</td><td>

5. Select the checkbox for the Level 1 Hierarchy where the card account maintenance will be performed and click the **Download** button.

   The select format window displays.
</td></tr>
<tr><td>


Select Format Window
</td><td>

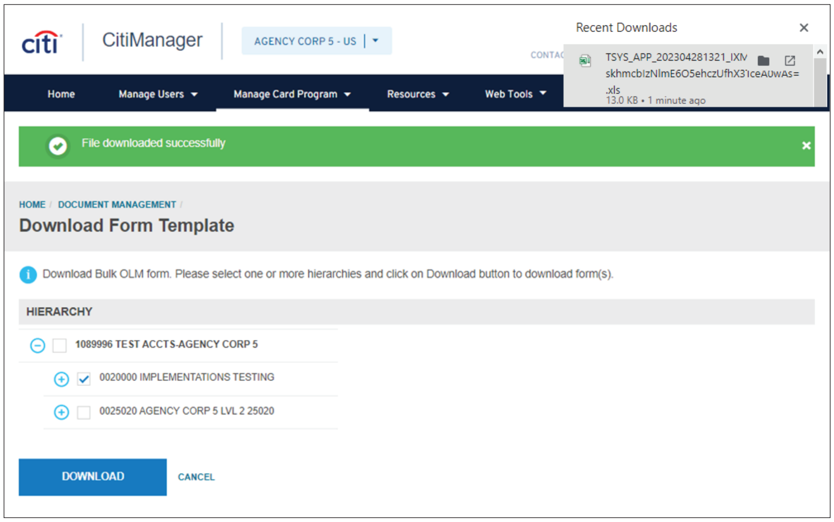
6. Select the **Download Excel Template** or **Download Text Template** radio button and click the **Download** button.

   A message displays indicating the file may be cached to your computer's hard drive.
</td></tr>
<tr><td>


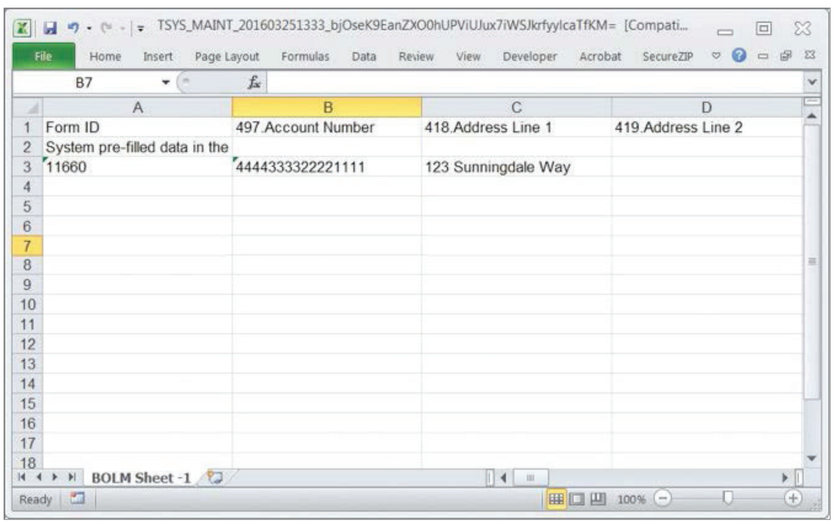
Download Message Window
</td><td>

7. Click the **OK** button.

   A message displays indicating your document downloaded successfully.
</td></tr>
</table>

<table>
<tr><th>Screen</th><th>Step/Action</th></tr>
<tr><td>


Browser Document Options Window
</td><td>
8. To view the document, navigate to **Recent Download History** (Chrome) **Download History** (Edge) and click the **Open** link.

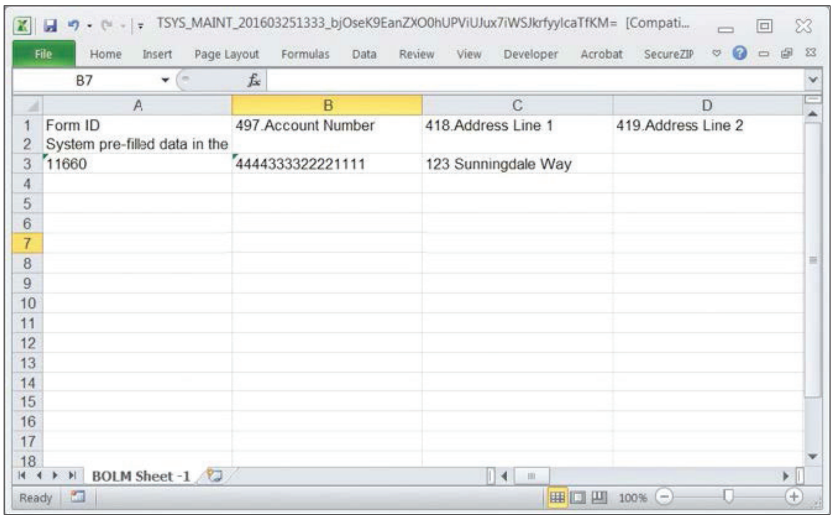
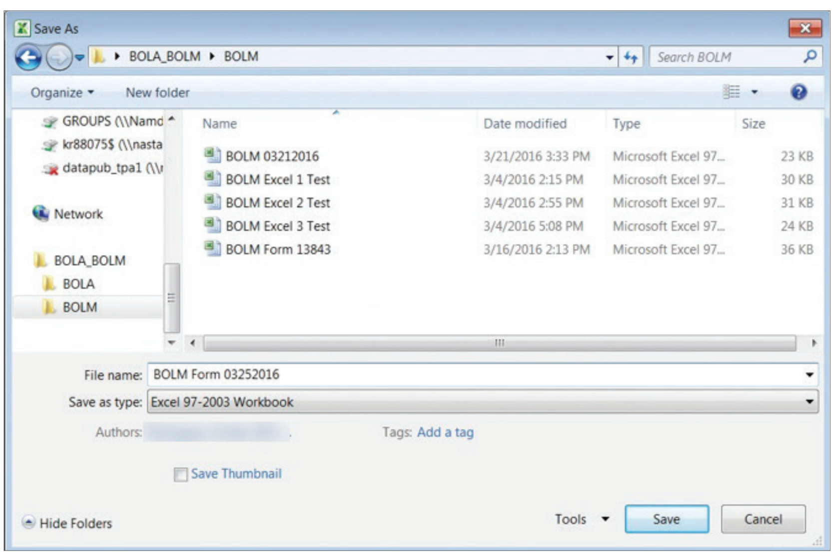
The BOLM Form Template opens in the selected format.
</td></tr>
<tr><td>


BOLM Form Template
</td><td>
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.
</td></tr>
</table>

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.

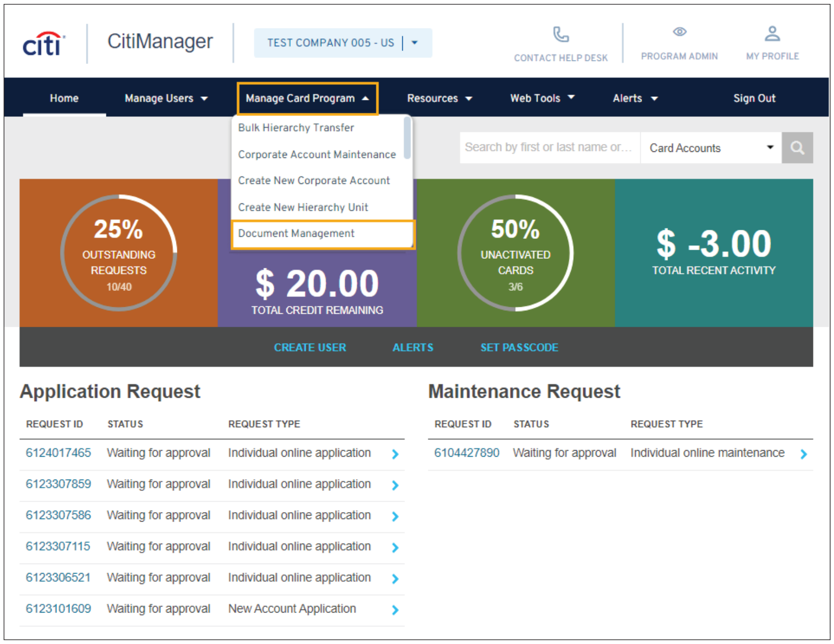
Step-by-Step Instructions

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. The **Form ID**, **Account Number** and the fields being maintained are required in each row of the spreadsheet. Be careful not to insert any spaces or extra characters into any unused fields as this will cause errors when the files are processed. 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



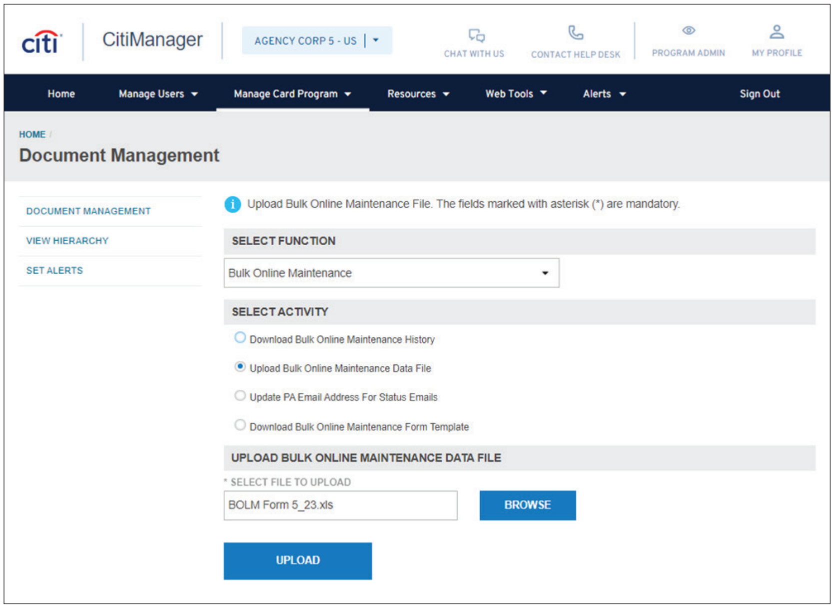
Manage Card Program — File Management Menu

Step/Action

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.

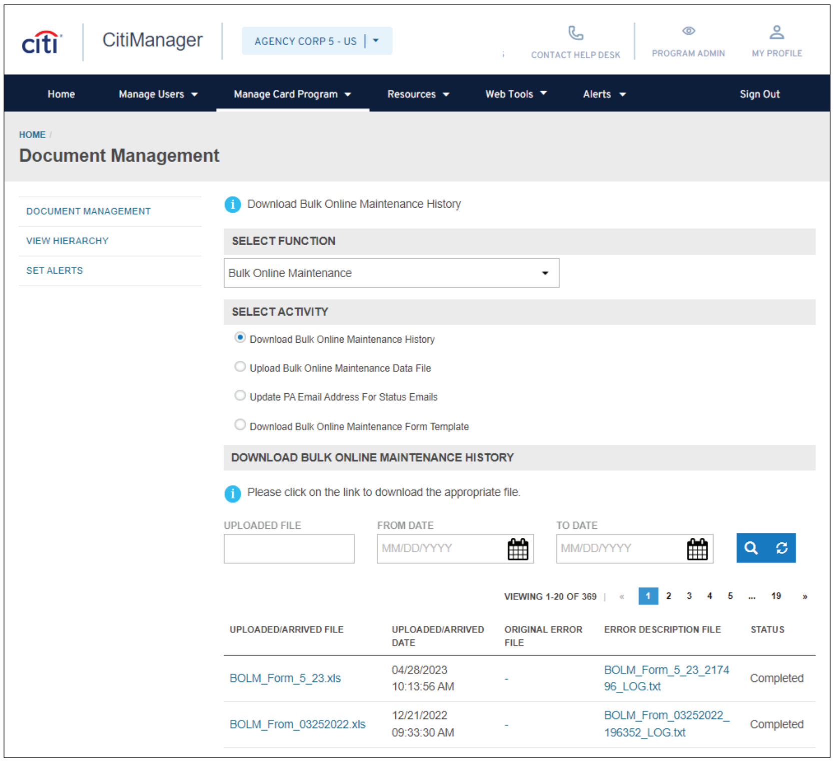
   The Upload Bulk Online Maintenance Data File screen displays.
4. From the **Upload File** section, click the **Browse** button to navigate to the updated Excel file (.xls not .xlsx format) saved locally to your computer's hard drive. Select the file and click the **Open** button.

   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 e-mail 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.

7. From this screen, you can choose one of the following options:

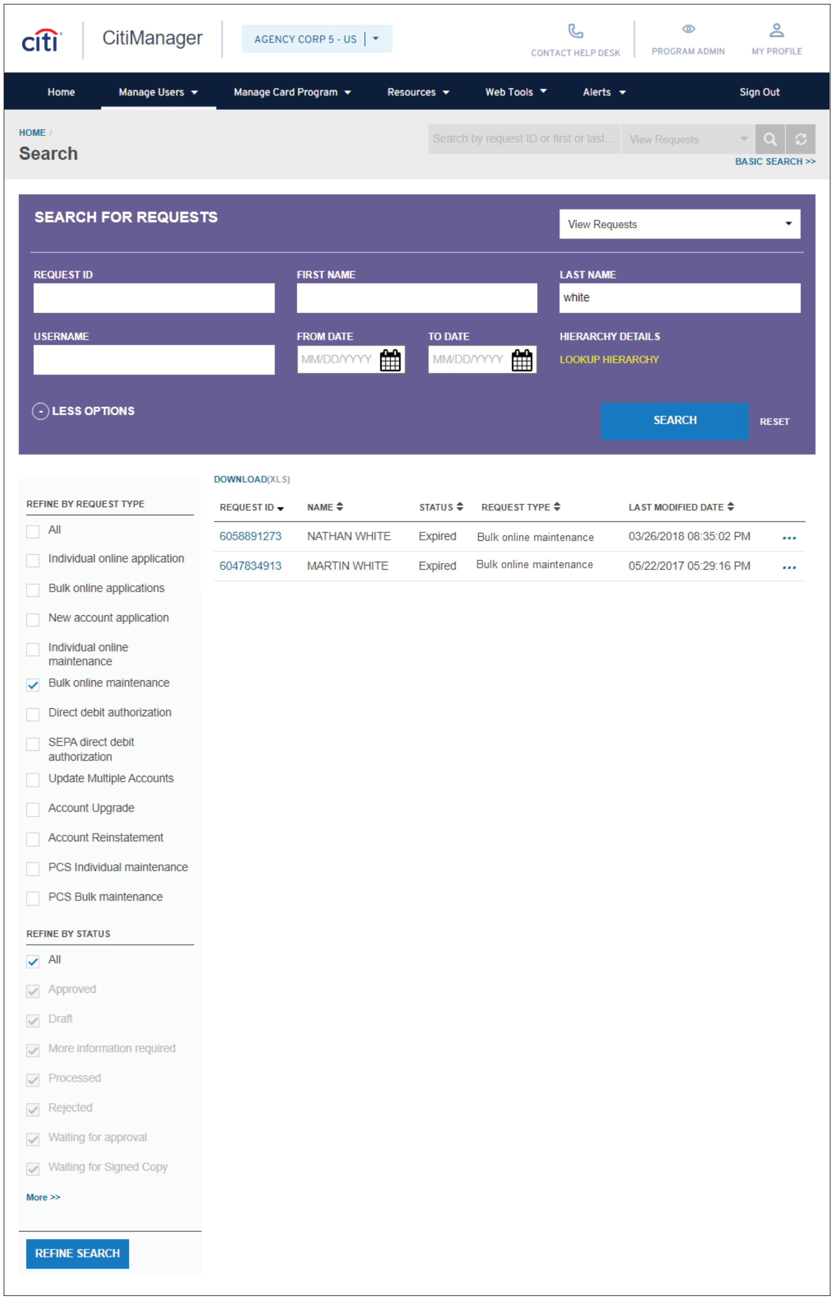
   - To view a copy of the completed BOLM file that was uploaded, from the **Uploaded/ Arrived File** column, click the link from the corresponding date you wish to view.
   - To view the Excel file that contains errors, from the **Original error file** column, click the file name link.

     Note: Only the failed files 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. The successful files will process without further action and no link will display.

     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 applications. 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



Search for Request Screen

Step/Action

8. 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 **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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