

CitiManager[®] — Bulk Online Maintenance User Guide

Department of Defense

January 2026

Treasury and Trade Solutions





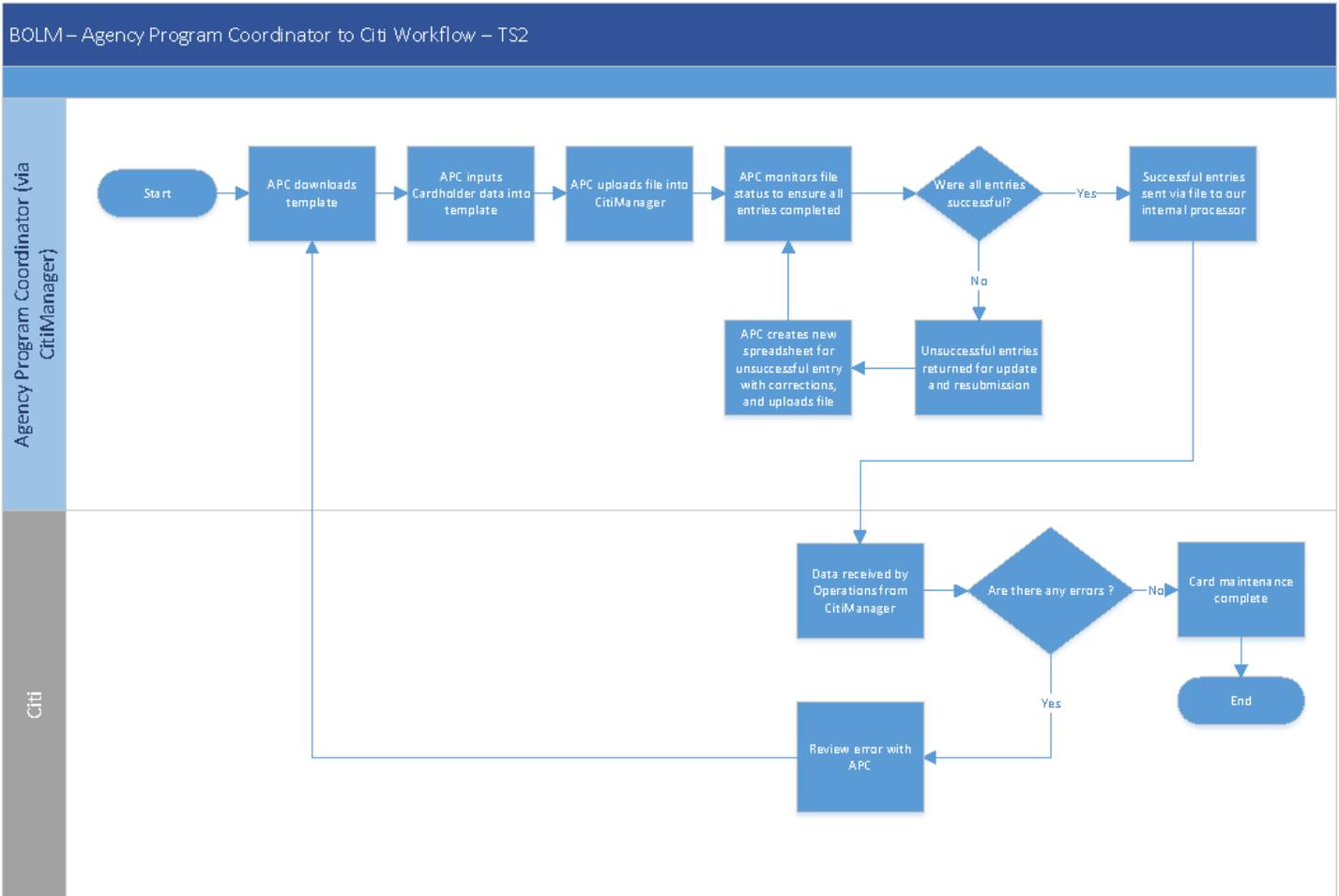
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Workflow

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 APCs to initiate a large number of Cardholder Maintenance requests in bulk using a file upload process.

For individuality billed accounts, an APC is not permitted to perform account maintenance on their own account.

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, the 16-digit account number, Employee ID, or Social Security number as well as any fields that need 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. File cut off times still apply because files that begin at the cut off time have to be given time to complete prior to our nightly processing. Processing time for a file is determined by 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.

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
<p>CitiManager Home Screen</p>	<ol style="list-style-type: none"> From the navigation bar, position your mouse over the Manage Card Program drop-down menu and click the File Management link. <i>The Document Management screen displays.</i>
<p>Document Management Screen</p>	<ol style="list-style-type: none"> From the Select Function drop-down list, select Bulk Online Maintenance. From the Select Activity section, select the Download Bulk Online Maintenance Form Template radio button. Click the Download button. <i>The Download Form Template screen displays.</i>

Screen	Step/Action
	<p>5. Select the checkbox for your assigned hierarchy level and click the Download button.</p> <p><i>The select format window displays.</i></p>
	<p>6. Select the Download Excel Template radio button and click the Download button.</p> <p><i>A message displays indicating the file may be cached to your computer's hard drive.</i></p>
	<p>7. Click the OK button.</p> <p><i>A message displays indicating your document is ready for download.</i></p>

Screen	Step/Action																																																												
<p>Browser Document Options Window</p>	<p>8. To view the document, navigate to Recent Download History (Chrome) Download History (Edge) and click the Open link.</p> <p><i>The BOLM Form Template opens in the selected format.</i></p>																																																												
<p>BOLM Form Template</p> <table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Form ID</td> <td>497 Account number</td> <td>408 Employee ID</td> <td>415 Social Security Number</td> <td>461 Name</td> </tr> <tr> <td></td> <td></td> <td></td> <td>REQUIRED if Account # is not used. Enter DOD ID Number (EDIPI) that will be associated with the account. Maximum 10 characters from back of CAC.</td> <td>REQUIRED if Account Number or Employee ID is not used. Enter in 9 digit numeric Social Security Number no Dashes.</td> <td>View only.</td> </tr> <tr> <td>2</td> <td>System pre-filled data in the cell number A3. Just copy and paste the information to the remaining records.</td> <td>REQUIRED FIELD if Employee ID can't be used.</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>35413</td> <td></td> <td></td> <td>382690383</td> <td></td> </tr> <tr> <td>4</td> <td>35413</td> <td></td> <td></td> <td>683655830</td> <td></td> </tr> <tr> <td>5</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	1	Form ID	497 Account number	408 Employee ID	415 Social Security Number	461 Name				REQUIRED if Account # is not used. Enter DOD ID Number (EDIPI) that will be associated with the account. Maximum 10 characters from back of CAC.	REQUIRED if Account Number or Employee ID is not used. Enter in 9 digit numeric Social Security Number no Dashes.	View only.	2	System pre-filled data in the cell number A3. Just copy and paste the information to the remaining records.	REQUIRED FIELD if Employee ID can't be used.				3	35413			382690383		4	35413			683655830		5						6						7						8						<p>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.</p>
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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
<p>BOLM Form Template</p>	<ol style="list-style-type: none"> Populate the BOLM Form Template with all of the required information. <p>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.</p> <p>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.</p> When you are finished, save the file as an Excel spreadsheet to your computer's hard drive. From the File menu, select Save As. <p><i>The Save As window displays.</i></p>
<p>Excel Save As Window</p>	<ol style="list-style-type: none"> Navigate to the desired folder location on your computer's hard drive. In the File name field, type the new name of the spreadsheet. <p>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.</p> <p>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.</p> Click the Save button. <p><i>The file is saved to your computer's hard drive and is ready to be uploaded.</i></p>

Upload Completed Bulk Online Maintenance Form Template

Step-by-Step Instructions

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<p>Application Request</p> <table border="1"> <thead> <tr> <th>REQUEST ID</th> <th>STATUS</th> <th>REQUEST TYPE</th> </tr> </thead> <tbody> <tr> <td>6282003166</td> <td>Waiting for approval</td> <td>Individual online application</td> </tr> <tr> <td>6280379501</td> <td>Waiting for approval</td> <td>Individual online application</td> </tr> <tr> <td>6279857558</td> <td>Waiting for approval</td> <td>Individual online application</td> </tr> <tr> <td>6249141133</td> <td>Waiting for approval</td> <td>New Account Application</td> </tr> <tr> <td>6209843827</td> <td>Waiting for approval</td> <td>New Account Application</td> </tr> <tr> <td>6209843751</td> <td>Waiting for approval</td> <td>Individual online application</td> </tr> <tr> <td>6203555757</td> <td>Waiting for approval</td> <td>Individual online application</td> </tr> </tbody> </table> <p>Maintenance Request</p> <p>There are no pending Maintenance requests that are waiting your approval</p>	REQUEST ID	STATUS	REQUEST TYPE	6282003166	Waiting for approval	Individual online application	6280379501	Waiting for approval	Individual online application	6279857558	Waiting for approval	Individual online application	6249141133	Waiting for approval	New Account Application	6209843827	Waiting for approval	New Account Application	6209843751	Waiting for approval	Individual online application	6203555757	Waiting for approval	Individual online application	<ol style="list-style-type: none"> From the navigation bar, position your mouse over the Manage Card Program drop-down menu and click the File Management link. <i>The Document Management screen displays.</i>
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CitiManager Site Home Screen

Screen	Step/Action
	<ol style="list-style-type: none"> From the Select Function drop-down list, verify Bulk Online Maintenance is selected. If not, select it from the drop-down list. From the Select Activity section, select the Upload Bulk Online Maintenance Data File radio button. <i>The Upload Bulk Online Maintenance Data File screen displays.</i> 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. <i>The file name displays in the field to the left of the Browse button.</i> Click the Upload button. <i>CitiManager processes the file and confirmation message displays.</i> <p>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.</p>
<p>Document Management Screen</p>	

Screen	Step/Action																				
<p>Document Management Screen — Download Bulk Online Maintenance History</p> <table border="1"> <thead> <tr> <th>UPLOADED/ARRIVED FILE</th> <th>UPLOADED/ARRIVED DATE</th> <th>ORIGINAL ERROR FILE</th> <th>ERROR DESCRIPTION FILE</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>TSYS_MAINT_20231221155_Kz8habGotGF8F7TVn0KzbtMIWwWyHigL.GecZW6IAH0=264670.xls</td> <td>12/21/2023 12:02:14 PM</td> <td>-</td> <td>TSYS_MAINT_20231221155_Kz8habGotGF8F7TVn0KzbtMIWwWyHigL.GecZW6IAH0=264670_LOG.txt</td> <td>Completed</td> </tr> <tr> <td>BOLM_Form_5_23.xls</td> <td>04/28/2023 10:13:56 AM</td> <td>-</td> <td>BOLM_Form_5_23_217496_LOG.txt</td> <td>Completed</td> </tr> <tr> <td>BOLM_From_03252022.xls</td> <td>12/21/2022 09:33:30 AM</td> <td>-</td> <td>BOLM_From_03252022_196352_LOG.txt</td> <td>Completed</td> </tr> </tbody> </table>	UPLOADED/ARRIVED FILE	UPLOADED/ARRIVED DATE	ORIGINAL ERROR FILE	ERROR DESCRIPTION FILE	STATUS	TSYS_MAINT_20231221155_Kz8habGotGF8F7TVn0KzbtMIWwWyHigL.GecZW6IAH0=264670.xls	12/21/2023 12:02:14 PM	-	TSYS_MAINT_20231221155_Kz8habGotGF8F7TVn0KzbtMIWwWyHigL.GecZW6IAH0=264670_LOG.txt	Completed	BOLM_Form_5_23.xls	04/28/2023 10:13:56 AM	-	BOLM_Form_5_23_217496_LOG.txt	Completed	BOLM_From_03252022.xls	12/21/2022 09:33:30 AM	-	BOLM_From_03252022_196352_LOG.txt	Completed	<p>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.</p> <p><i>The Download Bulk Online Maintenance History section displays the list of files uploaded and their status.</i></p> <ul style="list-style-type: none"> 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. <p>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.</p> <p>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.</p> <ul style="list-style-type: none"> 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.
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Screen	Step/Action
<p>The screenshot shows the 'SEARCH FOR REQUESTS' interface. At the top, there's a navigation bar with 'Home', 'Manage Users', 'Manage Card Program', 'Resources & Tools', 'Alerts', and 'Sign Out'. Below that is a search bar with 'Search by request ID or first o...' and a 'View Requests' dropdown. The main search form has fields for 'REQUEST ID', 'FIRST NAME' (containing 'Manager'), 'LAST NAME', 'USERNAME', 'FROM DATE', and 'TO DATE'. There are also 'LESS OPTIONS', 'SEARCH', and 'RESET' buttons. Below the form is a table with columns: 'REQUEST ID', 'NAME', 'STATUS', 'REQUEST TYPE', and 'LAST MODIFIED DATE'. The table has one row: '6047565590', 'manager t3st', 'Processed', 'Bulk online maintenance', '05/15/2017 08:37:30 AM'. To the left of the table are two sections: 'REFINE BY REQUEST TYPE' with checkboxes for 'All', 'Individual online application', 'Bulk online applications', 'New account application', 'Individual online maintenance', 'Bulk online maintenance' (checked), 'Direct debit authorization', 'SEPA direct debit authorization', 'Update Multiple Accounts', 'Account Upgrade', 'Account Reinstatement', 'PCS Individual maintenance', and 'PCS Bulk maintenance'; and 'REFINE BY STATUS' with checkboxes for 'All' (checked), 'Approved', 'Draft', 'More information required', 'Processed', 'Rejected', 'Waiting for approval', and 'Waiting for Signed Copy'. A 'REFINE SEARCH' button is at the bottom left.</p>	<p>7. To view the status of the BOLM requests that were successfully uploaded:</p> <ol style="list-style-type: none"> From the navigation bar, position your mouse over the Manage Users drop-down menu and click the View Requests link. <i>The Search for Requests screen displays.</i> Enter the desired search criteria and click the Search button. <i>The search results display at the bottom of the screen.</i> 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. <i>The bulk online maintenance requests display.</i> To view the request, click the Request ID link. <i>The request selected displays.</i> <p>Note: A unique Request ID will generate for each record that was successfully uploaded.</p> <p>The Request ID is used for reference when contacting Citi for assistance, for example if there is an issue with the maintenance request.</p>
<p>Search Screen</p>	

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