

Bulk Online Maintenance (BOLM)

Slip sheet

Contents

Bulk Online Maintenance (BOLM)	3
Reports	6
Appendix	7

Bulk Online Maintenance (BOLM)

Key Concepts

Bulk Online Maintenance provides the ability for Program Administrators to complete maintenance on accounts in bulk. The solution is based on a file upload, per applicable hierarchy, using a pre-set format, each file upload can contain up to 1000 records, multiple uploads can be submitted within a day.

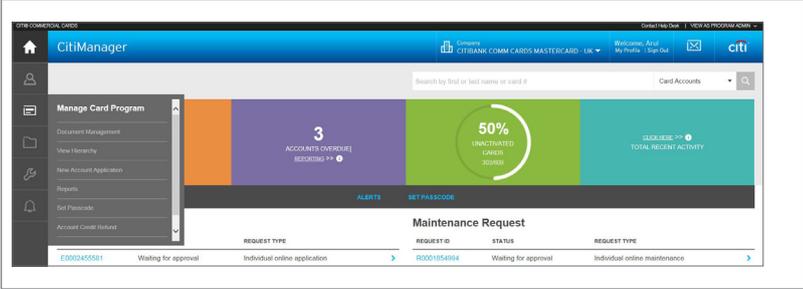
Before submitting a file, Program Administrators should be aware of the cardnumber related to the account that needs to be maintained, as cardnumber is used as the unique identifier.

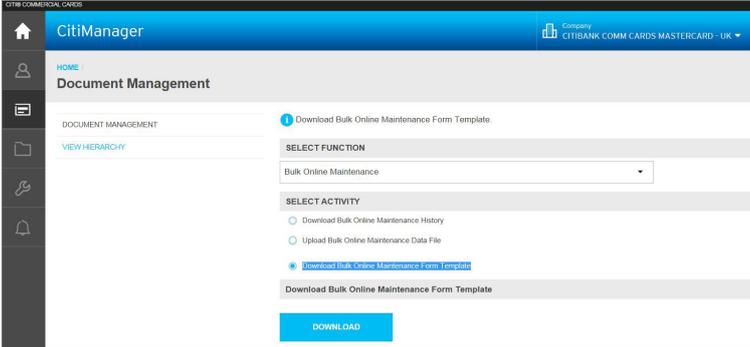
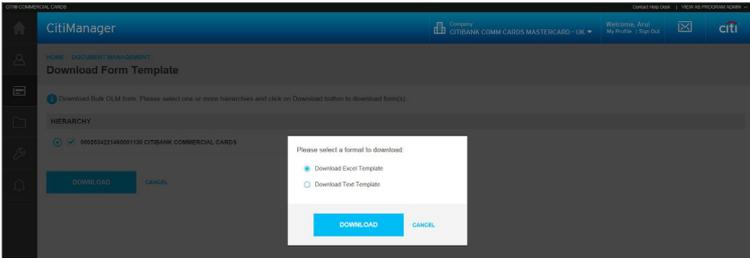
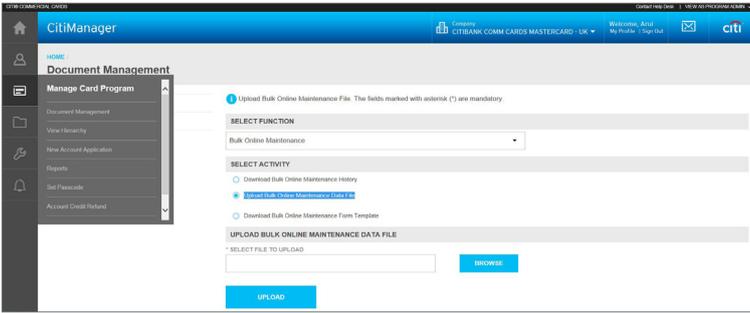
- Business Address
- Business Telephone and Fax Number
- E-Mail Address
- Home Address
- Home Telephone Number
- Mobile Phone Number
- Employee ID
- Location
- Department
- Cost Centre
- Cost Centre Description
- Card Status
- Credit Limit
- Cash Limit
- Single Transaction Limit

Note 1: You will not be able to amend details for a Card that is currently inactive

Note 2: When Closing a Card, please do not include any other instruction in the same request (e.g. reduce credit limit)

Step-By-Step Instructions

Screen	Step/Action
	<ol style="list-style-type: none"> 1. Navigate to the Home Page 2. Click on 'Manage Card Program'

Screen	Step/Action
 <p>The screenshot shows the CitiManager interface. The top navigation bar includes 'CitiManager' and 'Company CITIBANK COMM CARDS MASTERCARD - UK'. The main content area is titled 'Document Management' and contains a 'SELECT FUNCTION' dropdown menu set to 'Bulk Online Maintenance'. Below this, the 'SELECT ACTIVITY' section has three radio buttons: 'Download Bulk Online Maintenance History', 'Upload Bulk Online Maintenance Data File', and 'Download Bulk Online Maintenance Form Template' (which is selected). A 'DOWNLOAD' button is visible at the bottom.</p>	<ol style="list-style-type: none"> 3. Click Download Bulk Online Maintenance Form Template 4. Choose the Hierarchy which contain the accounts you wish to maintain 5. Select 'Download' 6. Choose the file type you wish to use (Excel or Text) 7. Click Download
 <p>The screenshot shows the 'Download Form Template' screen. A dialog box is open with the title 'Please select a format to download'. It contains two radio buttons: 'Download Excel Template' (selected) and 'Download Text Template'. 'DOWNLOAD' and 'CANCEL' buttons are present at the bottom of the dialog. The background shows a hierarchy selection screen with a 'DOWNLOAD' button.</p>	<ol style="list-style-type: none"> 8. Fill out the downloaded template with the information you wish to update in the appropriate columns, ensuring that: <ol style="list-style-type: none"> a. Form ID is copied and pasted into each record that you add to the file (in the Excel download a form ID will appear in location A3) b. User account number should be populated with the cardnumber you wish to maintain <p>Further details on field validation and an example BOLM record can be found in the Appendix of this document</p> <p>Note 1: Only the fields that are populated in the template will be changed in CitiManager. If a field is left blank it will not overwrite any data in CitiManager</p> <p>Note 2: Only active cards with no block code can be maintained using the BOLM process. Any request submitted for a card that is inactive or has a block code assigned will be rejected</p>
 <p>The screenshot shows the 'Manage Card Program' screen. The 'SELECT ACTIVITY' section has three radio buttons: 'Download Bulk Online Maintenance History', 'Upload Bulk Online Maintenance Data File' (selected), and 'Download Bulk Online Maintenance Form Template'. Below this, there is an 'UPLOAD BULK ONLINE MAINTENANCE DATA FILE' section with a 'SELECT FILE TO UPLOAD' field and a 'BROWSE' button. An 'UPLOAD' button is at the bottom.</p>	<ol style="list-style-type: none"> 9. Once you have completed entering all of the relevant information into the template, the form must be re-uploaded into CitiManager 10. Navigate to the Home Page 11. Click Manage Card Program 12. Select Upload Bulk Online Maintenance Data File 13. Click Upload 14. The file will now be processed and the entries within the file validated for correct entries

Screen

Download Bulk Online Maintenance History

SELECT FUNCTION
Bulk Online Maintenance

SELECT ACTIVITY
 Download Bulk Online Maintenance History
 [Download Bulk Online Maintenance History](#)
 Download Bulk Online Maintenance Form Template

DOWNLOAD BULK ONLINE MAINTENANCE HISTORY
Please click on the link to download the appropriate file.

UPLOADED FILE: FROM DATE: TO DATE:

UPLOADED/ARRIVED FILE	UPLOADED/ARRIVED DATE	ORIGINAL ERROR FILE	ERROR DESCRIPTION FILE	STATUS
PQT_06032018.xls	06/03/2018 09:35:05 AM	-	PQT_06032018_35084_LOG.M	Completed

Step/Action

15. After the file has successfully uploaded, check whether there were any errors by clicking **Manager Card Program** then **Download Bulk Online Maintenance History**

Download Bulk Online Maintenance Form Template

DOWNLOAD BULK ONLINE MAINTENANCE HISTORY
Please click on the link to download the appropriate file.

UPLOADED FILE: FROM DATE: TO DATE:

UPLOADED/ARRIVED FILE	UPLOADED/ARRIVED DATE	ORIGINAL ERROR FILE	ERROR DESCRIPTION FILE	STATUS
PQT_06032018.xls	06/03/2018 09:35:05 AM	-	PQT_06032018_35084_LOG.M	Completed
PQT_MAINT_SBLOCK.xls	06/12/2017 06:23:12 AM	PQT_MAINT_SBLOCK_34728_ERR.xls	PQT_MAINT_SBLOCK_34728_LOG.M	Completed
PQT_MAINT_201610101921.xls	10/10/2016 01:42:54 PM	PQT_MAINT_201610101921_28628_ERR.xls	PQT_MAINT_201610101921_28628_LOG.M	Completed
PQT_MAINT_201609061247.xls	06/09/2016 01:05:03 PM	PQT_MAINT_201609061247_28496_ERR.xls	PQT_MAINT_201609061247_28496_LOG.M	Completed
PQT_MAINT_201609061247.xls	06/09/2016 12:55:10 PM	PQT_MAINT_201609061247_28465_ERR.xls	PQT_MAINT_201609061247_28465_LOG.M	Completed
PQT_MAINT_201509070758.xls	09/09/2015 02:13:52 PM	PQT_MAINT_201509070758_24211_ERR.xls	PQT_MAINT_201509070758_24211_LOG.M	Completed

16. Now select **Download Bulk OLM History** then **Error Description File**

17. The Error Description File will give you details of any record that has failed. If any records have failed then follow the below steps

- Open the original file that saved on your computer
- Locate the records which have caused an error
- Remove all of the successful records
- Amend the error records accordingly as per description in the error file
- Re-upload the file following the instructions from Step 8

Appendix

Cards Status

- Block code entries should be in Capital letters only
- User can block the card temporarily or close the card permanently by entering the appropriate field in the BOLM File to block and unblock the card. The valid values are "G" and "A" respectively.
- Any card which is closed permanently (A-Voluntary Closer) cannot be reopened. Hence, one should be extra cautious before closing the card account through Citimanager.
- Currently maintenance will not be possible if the card current block code is in A, B, F, L, N,K,Y. This is applicable for the entire card product.

Block Code Descriptions

- A Voluntary closure
- B Involuntary closure
- F Fraud Block
- L Lost Card
- N Not yet Activated
- K Bankruptcy
- Y Block reissue

Card To

- User can change the card delivery option from Citimanager BOLM file by using this field.
- The available options are H - Home ; B - Business ; PA1 - Primary PA.

Pin To

- User can change the Pin delivery option from Citimanager BOLM File by using field.
- The available options are H - Home ; B - Business ; PA1 - Primary PA.

Business Telephone Number

- User can update the Business telephone number by using this field
 - Only numbers are allowed on these fields. Hence, user should not use alphabets or symbols.
 - The phone number entry format is described below:
 - Business Country Code: Maximum allowed digit is 3
 - Business Area Code: Maximum allowed digit is 5
 - Business Phone Number: Maximum allowed digit is 11
 - Business Ext: Maximum allowed digit is 4
-

Home Telephone Number

- User can update the Home telephone number by using this field
- Only numbers are allowed on these fields. Hence, user should not use alphabets or symbols.
- The phone number entry format is described below:
 - Home Country Code Maximum allowed digit is 3
 - Home Area Code Maximum allowed digit is 5
 - Home Phone Number Maximum allowed digit is 11
 - Home Ext Maximum allowed digit is 4

Mobile Phone Number

- User can update the Mobile phone number by using this field
- Only numbers are allowed on these fields. Hence, user should not use alphabets or symbols.
- The phone number entry format is described below:
 - Mobile Country Code Maximum allowed digit is 3
 - Mobile Phone Number Maximum allowed digit is 11

E-mail Address

- User can update the e-mail address by using this field
- The symbols mentioned below within quotes are mandatory while updating the e-mail address from Citimanager.
"@ " and "."

Cash Limit

- User can update the Cash limit by using this field
- Only numbers are allowed on this field. Hence please do not use any Alphabets or Symbols or Decimals.

Home/Business Address

- User can enter alpha numeric characters for Address fields in OLM.
- The data entry format for address fields are described below:

Address Line 1	Maximum allowed characters - 40
Address Line 2	Maximum allowed characters - 40
Address Line 3	Maximum allowed characters - 40
City	Maximum allowed characters - 20
County	Maximum allowed characters - 15
Zip Code	Maximum allowed characters - 12
Country	Maximum allowed characters - 3

The list ISO country codes are available [below](#).

PGT (EMEA)	
COUNTRY	CODE
AUSTRIA	AUT
BELGIUM	BEL
BULGARIA	BGR
CZECH REPUBLIC	CZE
DENMARK	DNK
EGYPT	EGY
ESTONIA	EST
FINLAND	FIN
FRANCE	FRA
GERMANY	DEU
GREECE	GRC
HUNGARY	HUN
IRELAND	IRL
ISRAEL	ISR
ITALY	ITA
KAZAKHSTAN	KAZ
KENYA	KEN
KUWAIT	KWT
LATVIA	LVA
LITHUANIA	LTU
LUXEMBOURG	LUX

PGT (EMEA)	
COUNTRY	CODE
MOROCCO	MAR
NETHERLANDS	NLD
NIGERIA	NGA
NORWAY	NOR
PAKISTAN	PAK
POLAND	POL
PORTUGAL	PRT
QATAR	QAT
ROMANIA	ROU
RUSSIAN FEDERATION	RUS
SAUDI ARABIA	SAU
SLOVAKIA	SVK
SOUTH AFRICA	ZAF
SPAIN	ESP
SWEDEN	SWE
SWITZERLAND	CHE
TUNISIA	TUN
TURKEY	TUR
UKRAINE	UKR
UNITED ARAB EMIRATES	ARE
UNITED KINGDOM	GBR

Language code

- The lists of available language codes are available [below](#).

PGT (EMEA)	
LANGUAGE	CODE
CZECH	Z
DANISH	A
DUTCH	D
ENGLISH	E
FINNISH	H
FRENCH	F
GERMAN	G
HUNGARIAN	U
ITALIAN	I

PGT (EMEA)	
LANGUAGE	CODE
NORWEGIAN	N
POLISH	O
PORTUGUESE	P
ROMANIAN	Q
RUSSIAN	R
SLOVAK	L
SPANISH	S
SWEDISH	W

Maker Title

- The available title fields are given below:
 - Mr
 - Mrs
 - Miss
 - Prof
 - Ms
 - Dr

Nationality

- The ISO code list for Nationality field are **below**.

NATIONALITY	CODE
AFGHAN	AFG
ALBANIAN	ALB
ALGERIAN	DZA
AMERICAN	USA
ANDORRAN	AND
ANGOLAN	AGO
ANGUILLAN	AIA
ANTIGUAN	ATG
ARGENTINE	ARG
ARMENIAN	ARM
ARUBAN	ABW
AUSTRALIAN	AUS
AUSTRIAN	AUT
AZERBAYANI	AZE
BAHAMIAN	BHS
BAHRAINI	BHR
BANGLADESHI	BGD
BARBADIAN	BRB
BELARUSIAN	BLR
BELGIAN	BEL
BELIZEAN	BLZ
BENINESE	BEN
BHUTANESE	BTN
BOLIVIAN	BOL
BOSNIAN	BIH
BRAZILIAN	BRA
BRUNEIAN	BRN
BRITISH	GBR
BULGARIAN	BGR
BURKINABE	BFA
BURMUDIAN	BMU
BURUNDIAN	BDI
CAMBODIAN	KHM
CAMEROONIAN	CMR
CANADIAN	CAN
CAPE VERDIAN	CPV
CAYMANIAN	CYM
CENTRAL AFRICA	CAF
CHADIAN	TCD
CHILEAN	CHL
CHINESE	CHN
CHRISTMAS ISLANDER	CXR
COCOS ISLANDER	CCK
COLOMBIAN	COL
COMORAN	COM
CONGOLESE	COD
COOKE ISLANDER	COK
COSTA RICAN	CRI
CROATIAN	HRV
CUBAN	CUB
CYPRIOT	CYP
CZECH	CZE
DANISH	DNK

NATIONALITY	CODE
DJIBOUTI	DJI
DOMINICAN	DMA
DUTCH	NLD
EAST TIMORESE	TLS
ECUADOREAN	ECU
EGYPTIAN	EGY
EMIRATI	ARE
EQUATORIAL GUINEAN	GNQ
ERITREAN	ERI
ESTONIAN	EST
ETHIOPIAN	ETH
FALKLAND ISLANDER	FLK
FAROESE	FRO
FIJIAN	FJI
FILIPINO	PHL
FINNISH	FIN
FRENCH	FRA
GABONESE	GAB
GAMBIAN	GMB
GEORGIAN	GEO
GERMAN	DEU
GHANAIAN	GHA
GIBRALTARIAN	GIB
GREEK	GRC
GREENLANDER	GRL
GRENADIAN	GRD
GUADELOUPIAN	GLP
GUAMANIAN	GUM
GUATEMALAN	GTM
GUINEAN	GIN
GUYANESE	GUY
HAITIAN	HTI
HONDURAN	HND
HUNGARIAN	HUN
ICELANDIC	ISL
INDIAN	IND
INDONESIAN	IDN
IRANIAN	IRN
IRAQI	IRQ
IRISH	IRL
ISRAELI	ISR
ITALIAN	ITA
IVORIAN	CIV
JAMAICAN	JAM
JAPANESE	JPN
JORDANIAN	JOR
KAZAKHSTANI	KAZ
KENYAN	KEN
KIRGHIZ	KIR
KITTITIAN AND NEVISIAN	KNA
KUWATI	KWT
KYRGYZ	KGZ
LAOTIAN	LAO

NATIONALITY	CODE
LATVIAN	LVA
LEBANESE	LBN
LIBERIAN	LBR
LIBYAN	LBY
LIECHTENSTEINER	LIE
LITHUANIAN	LTU
LUXEMBOURGER	LUX
MACEDONIAN	MKD
MALAGASY	MDG
MALAWIAN	MWI
MALAYSIAN	MYS
MALDIVAN	MDV
MALIAN	MLI
MALTESE	MLT
MARSHALLESE	MHL
MARTINIQUEAIS	MTQ
MAURITIAN	MUS
MEXICAN	MEX
MICRONESIAN	FSM
MOLDOVAN	MDA
MONACAN	MCO
MONGOLIAN	MNG
MONTSERRATIAN	MSR
MOROCCAN	MAR
MOSOTHO	LSO
MOTSWANA	BWA
MOZAMBICAN	MOZ
MYANMAR BURMESE	MMR
NAMIBIAN	NAM
NAURUAN	NRU
NEPALESE	NPL
NETHERLANDS ANTILLEAN	ANT
NEW CALEDONIA	NCL
NEW ZEALANDER	NZL
NICARAGUAN	NIC
NIGERIAN	NGA
NIGERIEN	NER
NIUEAN	NIU
NI-VANUATU	VUT
NORFOLK ISLANDER	NFK
NORTH KOREAN	PRK
NORWEGIAN	NOR
OMANI	OMN
PAKISTANI	PAK
PALAUAN	PLW
PALESTINIAN	PSE
PANAMANIAN	PAN
PAPUA NEW GUINEAN	PNG
PARAGUAYAN	PRY
PERUVIAN	PER
PITCAIRN ISLANDER	PCN
POLISH	POL
PORTUGUESE	PRT
PUERTO RICAN	PRI

NATIONALITY	CODE
QATARI	QAT
REUNIONESE	REU
ROMANIAN	ROM
RUSSIAN	RUS
RWANDAN	RWA
SAINT LUCIAN	LCA
SAINT VINCENTIANS	VCT
SALVADORAN	SLV
SAMOAN	WSM
SAN MARINESE	SMR
SAUDI ARABIAN	SAU
SENEGALESE	SEN
SERBIAN	SCB
SEYCHELLOIS	SYC
SIERRA LEONEAN	SLE
SINGAPOREAN	SGP
SLOVAKIAN	SVK
SLOVENE	SVN
SOLOMON ISLANDER	SLB
SOMALI	SOM
SOUTH KOREAN	KOR
SOUTH AFRICAN	ZAF
SPANISH	ESP
SRI LANKEN	LKA
ST HELENIAN	SHN
SUDANESE	SDN
SURINAMER	SUR
SWAZI	SWZ
SWEDISH	SWE
SWISS	CHE
SYRIAN	SYR
TADZHIK	TJK
TAIWANESE	TWN
TANZANIA	TZA
THAI	THA
TOGOLESE	TGO
TOKELAUAN	TKL
TONGAN	TON
TRINIDADIAN	TTO
TUNISIAN	TUN
TURKMEN	TKM
TURKISH	TUR
TUVALUAN	TUV
UGANDAN	UGA
UKRAINIAN	UKR
URUGUAYAN	URY
UZBEKISTANI	UZB
VENEZUELAN	VEN
VIETNAMESE	VNM
WALLIS AND FUTUNA ISLANDER	WLF
YEMENI	YEM
ZAMBIAN	ZMB
ZIMBABWEAN	ZWE

Maker Sex

- The available field values are listed below:
 - Male
 - Female

Mail to

- User can change the Mail delivery option from by using this field.
- The available options are H - Home ; B - Business.

Employee ID

- User can amend the employee ID by using this field and it is an alpha numeric characters field.
- The maximum length allowed for this field is 25.

Location

User can amend the Location by using this field and it is a alpha numeric characters field.

The maximum length allowed for this field is 30.

Department

- User can change the Department by using this field and it is an alpha numeric characters field.
- The maximum length allowed for this field is 50.

Cost Centre

- User can change the Cost centre by using this field and it is an alpha numeric characters field.
- The maximum length allowed for this field is 20.

Cost Centre Description

- User can change the Cost Centre description by using this field and it is an alpha numeric characters field.
- The maximum length allowed for this field is 50.

First Name and Last name

- Cardholder first name and Last name are alpha numeric characters fields.
- The date entry format of cardholder first name and last name is 15+24 format.

Credit limit

- Credit limit is numeric field and user should not enter dot, comma or symbols.
- The maximum digits allowed are 11.

Cash replenishment Amount

- Cash limit is numeric field and user should not enter dot, comma or symbols.
 - The maximum digits allowed are 11.
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