

## **Frequently Asked Questions**

**Q.** If I have already run a previous version of Project Zip Code and I get an updated version, do I need to reinstall the program?

**A.** You will need to remove the current program from your computer and then install the new version. Step by step directions for this process can be found under the 'User Manual' tab.

**Q.** What format does my membership file need to be in?

**A.** Your membership file can be saved in a number of formats. We recommend excel if you have less than 45,000 credit union members or comma delimited (.csv) if you have more than 45,000 credit union members.

**Q.** What information needs to be included in the membership file?

**A.** You must include the address, city, state, and zip in separate fields (or columns).

**Q.** What if I get a Run Time Error 429 when I am registering my credit unions?

**A.** If you get this error, you are probably running Windows XP and must install the XML Patch. Under 'Main Menu' select [Prerequisites] followed by 'XML Parser Patch.'

**Q.** When I re-run the program to update my member counts, do I need to use the same user name (email address) and password I created when I ran the program the first time?

**A.** Yes, you must use the same user name and password you used when you first ran the program. This will eliminate duplicate records. Contact [pzc@cuna.com](mailto:pzc@cuna.com) if you do not know this information.

**Q.** Where do I find my database or membership file?

**A.** You should be able to get this information from your data processor (if applicable), or do a simple export from your system of a file that contains the required information.

**Q.** What should I do if I receive the following error message: VB Error-2147467259 – [Microsoft][ODBC Driver Manager] Data source not found and no default driver specified?

**A.** Your file is saved as either an Access or Excel 2007 file. To resolve the error you have two options. You can close Project Zip Code. Open the CD from the appropriate drive to return to the Main Menu screen. On the Main Menu, select [Prerequisites]. Once in the Prerequisite menu install the Office 2007 patch. After installation, click on the PZC icon and continue with the upload. The second option is to close Project Zip Code and open your database file. When opening the file, click on the [Save As] option. In the [Save as Type] box, select a previous version of Access or Excel. Or, you may save it as a CSV file. After re-saving the database, click on the PZC icon to continue the upload.

**Q.** How often should member data be uploaded?

**A.** You should upload data at least twice a year. You may want to do it on a quarterly basis.

**Q.** What do I do if the member database has active and non-active members?

**A.** You should export your member table as a .CSV or excel file with only the active members selected. Then you can use that file to match your member database.

**Q.** How can I verify that only the zip code information is being transferred over the Internet and not sensitive member data?

**A.** You can view the files that are uploaded to the PZC server. The files are located in the folder "C:\PROGRAM FILES\LDS\PZC". These files have an .lds extension. You can open them with Notepad. The only information that is being transferred is the count of credit union members in each state & federal district NOT any personal, sensitive member data.

A sample file would look like this:

```
1/23/2002 11:35:05 AM|FedSenCode|060000|23|0|
1/23/2002 11:35:05 AM|FedSenCode|480000|16|1|
1/23/2002 11:35:05 AM|FedSenCode|510000|3|0|
1/23/2002 11:35:05 AM|FedHouCode|061005|1|0|
1/23/2002 11:35:05 AM|FedHouCode|061049|1|0|
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## **Contact Us**

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