NCUA
CUSO Registry Quick Start Guide

Importing Customer Lists Using a Schema

Last Updated: 27-December-16

About Importing a Customer List

For purposes of the CUSO Registry, a schema is a Microsoft Excel file created for either the Customers page or the Owners page during CUSO Registration or Reaffirmation. A schema takes information entered into an Excel file, such as a list of customers, and populates it automatically on the designated page when imported into the system. Each schema in the CUSO Registry is tied to a specific page: users should only upload the Customers schema to the Customers page and the Owners schema to the Owners page.

Use the following guidelines to choose your method of entering your customer list:

- For **CUSOs with less than 50 customers,** it is highly recommended you use the browser to enter your customer list, as directed in the CUSO Registry User Manual.
- For **CUSOs with 50 or more customers**, it is highly recommended you use an Excel schema to import your customer list.
- For ***CUSOs with 300 or more customers***, you will automatically be directed to use an Excel schema to import your customer list.

NOTE: The steps to import a customers list using a schema is identical for both CUSO Registration and Reaffirmation. This guide, however, will focus primarily on the reaffirmation process to detail this workflow.

Process Requirements and Resources

In order to import a list of customers via a schema, users must have the following:

- A CUSO user account (Administrator or Contributor)
- A list of customers with associated charter numbers for the CUSO
- Loan and investment amounts for the CUSO's customers

If needed, use the following resources to aid in the import process:

- CUSO Registry User Manual
- CUSO Charter or Insurance Number Lookup (found at the top of the Customers page)

Guide Overview

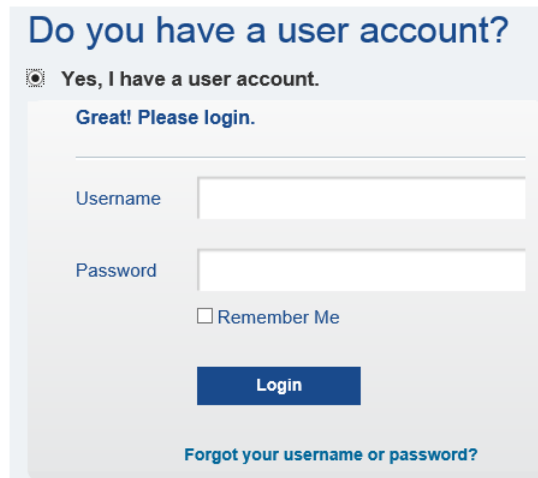
The following steps detail the process of importing customers lists using a schema:

- Navigate to CUSO List
- Initiate Reaffirmation Task
- Download Customer Schema
- Populate Schema
- Import Schema
- Validate Customer Info
- Manage Schema Data

Step 1: Navigate to CUSO List

To begin, log in to your CUSO account and locate the appropriate CUSO.

1. Open a Web browser and navigate to the CUSO Registry application.
2. Log in to your CUSO user account.



3. Once logged in, you will see your list of CUSOs.

CUSOs

Show 10 entries

CUSO	Registry Number	City	State	Region	Status
CUSO Example 1	111-0003007	Baltimore	MD	2	Credentialed
CUSO Example 2	111-0003008	Baltimore	MD	2	Registered
CUSO Example 3	111-0003009	Baltimore	MD	2	Registered

Showing 1 to 3 of 3 entries

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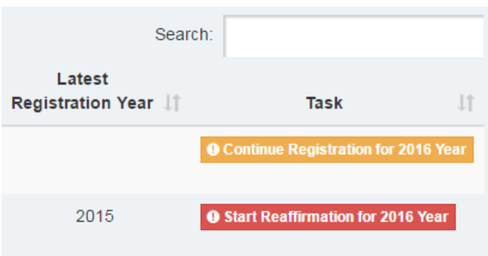
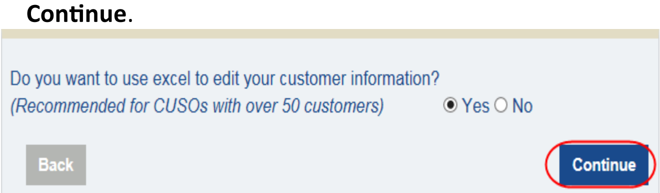
Step 2: Initiate Reaffirmation Task

From the CUSO list, begin the Reaffirmation task. Tasks will be available in two statuses—"**Start**" and "**Continue**"—depending on where you are in the particular process. If you are returning to a CUSO in the midst of the Registration process, the task will display as "**Continue XXXX Registration**".



NOTE: You must complete the General Information, Services, and (if applicable) Additional Service Information pages prior to starting this task.

1. In the Task column, click **Start XXXX Reaffirmation.**
2. A question will populate asking whether or not you would like to use Microsoft Excel as the method for updating the customers list. Select the **Yes** radio button and then click **Continue**.



3. The Customers Download dialog will open.

   NOTE: This question will not display if your CUSO has **300 or more customers**. In this instance, you will automatically be redirected to the Customers Download dialog, as demonstrated in Step 3.

Step 3: Download Customer Schema

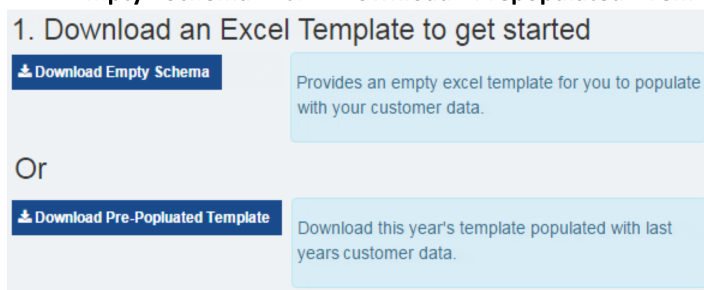
When downloading a schema, a few different scenarios will dictate what will display within the Excel file:

- To use a schema that is specific to your CUSO's service offerings, ensure the Services page is accurate and complete and then click **Download Empty Schema**.
- To use a schema that is not only specific to your CUSO's service offerings, but also includes a list of customers from the previous year, click **Download Prepopulated Template** from the Customer Download dialog. This is only available when conducting a CUSO Reaffirmation.

Step 3: Download Customer Schema (Cont.)

Based on the applicable scenario, perform the following actions from the Customers Download dialog:

1. Select the appropriate schema template (i.e., "**Download Empty Schema**" or "**Download Prepopulated Template**").



2. Use the File Download dialog to save (**Save** drop-down icon > **Save As**) the template to your local machine.

   NOTE: For Chrome users, click **Open** and then perform a

Step 4: Populate Customer Schema

Populate the downloaded schema with your CUSO's customer information. It is **critical** to do so according to the guidelines itemized on the Instructions worksheet of the schema file. For quick reference, those guidelines are included below:

1. Do not modify **ANY** headings in the schema
2. Enter valid charter or insurance numbers in the proper format (i.e., 5 digits or less)
3. Do not use characters in any fields (e.g., #, $, %, etc.)
4. Do not use commas or decimal places
5. Enter whole numbers only (e.g., 0, 1000, 252, 5789752)
6. Ensure each field is accurate and has an appropriate value
7. If a CUSO only provides low-risk services, use '0' to indicate the customer has "No" loan or investment in the CUSO and '1' to indicate "Yes," the customer has a loan or an investment in the CUSO.
8. If a CUSO is providing complex services, that are represented on the schema file, indicate "Yes" or "No" for each service offered to each client.

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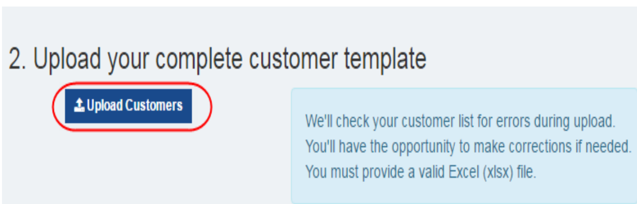
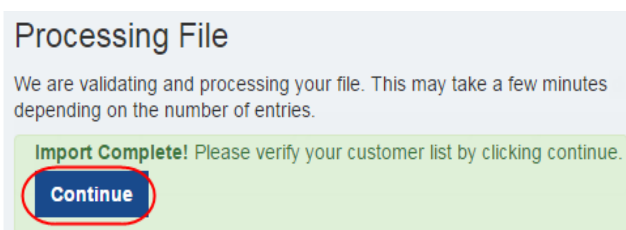
Step 5: Import Customer Schema

Once all the customer information for the CUSO has been entered and saved to the schema file, import the data into the CUSO Registry application:

1. Scroll to the bottom of the Customers Download dialog and click **Upload Customers**.



2. An instance of Windows Explorer opens. Navigate to where you saved the file on your local machine, select it, and then click **Open**.
3. The import process will begin, validating the schema for any errors.
4. Upon successful completion, a confirmation message appears. Click **Continue** to view the CUSO customers list, which is now populated on the Customers page in a static table.



NOTE: If you receive an error during the import process, ensure the schema is compliant with the guidelines included in Step 4. If the error persists, contact NCUA OCIO Technical Support for assistance.

Step 6: Validate Customer Info

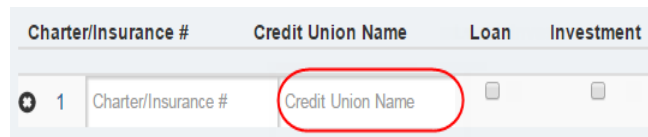
Following successful import of the CUSO customers list, you will be able to see your customer list in the browser. Note that you can not edit your customer list from this page. Perform the following checks of the data:

1. Verify the count of imported institutions against your customers list
2. Verify credit union names; they will autocorrect to the official name on record with NCUA, based upon a valid charter or insurance number entered.

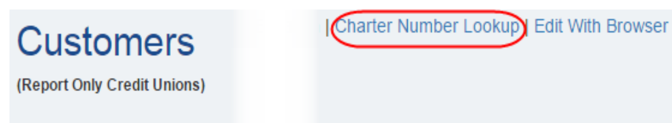
Step 6: Validate Customer Info (Cont.)

It is important to note the following:

- Inactive or unknown charter or insurance numbers will be flagged by the system during the import process.
- If the imported schema file contains an incorrect or invalid charter or insurance number, enter the official credit union name on the Customers page...



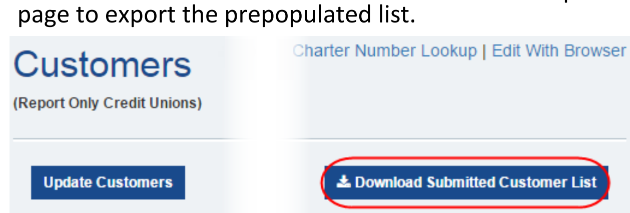
or use the Charter Number Lookup at the top of the Customers page.



Step 7: Manage Schema Data

Should you need to perform edits to the uploaded schema file, at any time:

1. Navigate to the Customers page for the desired CUSO.
2. Click **Download Submitted Customer List** at the top of the page to export the prepopulated list.



NOTE: If desired, you may also make edits to a copy of the schema file saved to your local machine and then re-import the list, as described in Step 5.