PZC 13.0 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 uninstall the previous version of PZC?

A. No, PZC version 13.0 will automatically uninstall prior version of Project Zip Code from your computer.

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. However, PZC works with several different formats.

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. When I am in the Data Mapping field there is nothing to select in the required fields, what should I do?

A. This means your database does not have the columns properly labeled. Go into your database and make sure that the first row lists the column names, i.e. address, state, city, etc. If it doesn't list the column labels, please add the labels in the first row, save your document, and go back to Select Your Database Type within the PZC program.

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 (street address, city, state, zip).

Q. When I try to open up the PZC program after installation I am receiving an error message saying I am not connected to the internet, or that I need to install and XP patch?

A. This error most likely means a firewall or proxy setting is blocking PZC from connecting to the internet and allowing you to upload. First, please make sure that https://www.pzconline.com/ is added to the list of "safe sites."

If adding the PZC site to your "safe sites" does not work, you may have to adjust your proxy settings. For Proxy settings make sure it is allowed to connect to the URL of www.pzconline.com. Port 80 and Port 443 will also have to be open. For the URL, the IP addresses you will need to use are 4.79.29.207 and 199.85.213.30

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. When I click on the PZC Icon after uploading to the secure server, I am unable to download my data.

A. Your data is still being processed and matched on the secure server. Wait to receive an email from pzc@cuna.com confirming your data has been matched and is available for download. If you do not receive an email within 24 hours please check your spam filter. If the notification email is not there, please contact pzc@cuna.com for assistance.

Q. Is Project Zip Code still available on CD if I have a slower internet connection?

A. Yes. You can obtain a Project Zip Code 13.0 CD by contacting your league or CUNA.

Q. Where can I go to find information on how PZC can help my credit union in our grassroots and marketing activities?
A. Please go to www.pzconline.com and click on "Support." Here you will find additional user manuals and webinars designed specifically for PZC Queries and Reports which are beneficial in helping credit unions with grassroots and marketing.

Q. I have not received the latest CD of Project Zip Code, can I still run the program?

A. Yes, you can run PZC 13.0! Please go to http://www.pzconline.com/install/ and click on Download Project Zip Code Version 13.0.

Contact Us:

CUNA
601 Pennsylvania Ave., NW South Building, Suite 600
Washington, DC 20004-2601
202-638-5777

Email: pzc@cuna.com