

## DataRECONCILER Frequently Asked Questions

### 1. Is DataRECONCILER a desktop application or Microsoft Excel™ Plug-in?

Neither. DataRECONCILER is a web based internet application hosted on EMA Softech's secure web server. This type of application is called Software as a Service (SaaS). There is no need for installing any software on your PC, which means there are no annual maintenance or support fees, and most importantly, there is no need for purchasing multiple software licenses for different computers that you might use. You access the application via any PC browser with your secure login and password, so you can work from your office, your home or on the road once you have subscribed to the service. You always have access to the latest version of the software and new application features.

### 2. Do I have to enable macros to use your product?

No, our data reconciliation tool does not use macros. In addition, there is nothing to install on your computer. The reconciliation occurs on our server and the results are available for you to download.

### 3. Is my data secure when I use this online service?

Yes, your data is secured by a 128 bit SSL certificate during both your upload and download of the data. This is the same security used by businesses for accepting credit card transactions. In addition, your data is deleted off of the server as soon as you log off, unless you subscribe to our online data storage option. If you choose to store your files on our hosted site for future use, your data is then protected by our SAS70 secure infrastructure. In either case your data will have the highest levels privacy and protection.

### 4. Do I need to upload my files each time to the EMA Softech hosted server to do my reconciliations?

DataRECONCILER Standard Edition does not store any data files at the EMA Softech hosted server. Only the rules/configurations of reconciliations that you have done are stored there for future use, which eliminates having to set up the same rules each time for repeated reconciliations of the same or similar data sets. You would need to upload your data sets each time to do reconciliations.

DataRECONCILER options are available with various online data storage capacities to store your uploaded files. This eliminates having to upload previous used data for future reconciliations. There are three storage capacity options: 1 GB; 3 GB and 5 GB capacities.

### 5. What versions of Microsoft Excel does DataRECONCILER work with?

DataRECONCILER works with the following versions of MS Excel: 97, 2000, 2002, 2003, and 2007.

## 6. If I want to reconcile different worksheets (spreadsheets) of an Excel workbook do I need to upload the same file each time with the appropriate worksheet open to reconcile two different worksheets from the same workbook?

If you subscribe to the data storage feature of DataRECONCILER you can upload and store your workbooks and then simply open the different worksheets (tabs) within the workbook when the application prompts you to load in your two files to do the file comparison (reconciliation).

## 7. Can I reconcile a text file?

Yes, at this time you can reconcile text files that are comma delimited such as a CSV file. There are future plans to enhance the tool for tab and other character delimited files also.

## 8. What kind of data can the tool reconcile?

The DataRECONCILER tool can reconcile all types of data such as text, numeric fields, dates, and Boolean values. In addition, the tool can calculate differences between numeric fields and dates and, where appropriate, can highlight differences greater than a preset amount by ether value or percentage.

## 9. Do I have to type in column names and the file layouts for each of my source files?

No, the DataRECONCILER tool will automatically analyze your file. During this process the program will identify your column headers and make a preliminary evaluation of each field's data type.

## 10. Can I match a file based on multiple criteria?

Yes, the DataRECONCILER tool allows you to define up to 5 different levels of matching. In each level, you can match as many data fields as necessary. A common use of the tool is to make the first level of matching the strictest and to slowly relax the difficulty of the match for subsequent levels. The tool will match as many records from both files as possible with level 1 and then move onto level 2 matching any records that remained unmatched from the previous level. This process will continue through to level 5. Here is a simple example based of a reconciliation of orders versus receiving records:

Level 1	Vendor, Delivery Date, Product ID	(most precise, no false matches)
Level 2	Vendor, Delivery Date	
Level 3	Delivery Date, Product ID	
Level 4	Vendor, Product ID	
Level 5	Delivery Date	(least precise, few false matches)

## 11. Do data items have to match exactly between fields?

No, there are different options for matching fields when defining a rule (or level). For a text field, you can select options such as ignoring leading zeros, ignoring blank spaces at the beginning or ending of the value, and even removing trailing or leading characters from one or both files. For date fields, you can set the tolerance level for the match. For example you can require a match only if the dates are exact or you can define a match when the dates are within a set number of days. This field is completely open to you as is appropriate for your data needs.

## 12. If an automated match is not possible with my data, can I force a match?

Yes, you can always do a manual match between your two data files. This is often the case when trying to match verbal descriptions or flexible fields rather than some sort of ID. An added feature of the DataRECONCILER tool is that it allows you to save and store a user specific mapping table for such manual matches. This makes it very useful for follow-up reconciliations. The tool will automatically identify the two dissimilar records.

## 13. Can I review all matches for accuracy before printing out the report?

Yes, you will be presented each match at each level of the reconciliation prior to the creation of the report. You have the option of removing any of these matches.

## 14. What happens if one row in my first file matches to multiple rows in my second file?

By default the system will present multiple matches to you allowing you to pick the one that is most appropriate. However, you can also set the system to aggregate multiple rows into one row summing numeric fields and merging the text/date fields.

## 15. If I save my configuration, do I have to do it all over again if one of my files changes?

No, you can easily go into each saved reconciliation configuration and change whatever needs to be changed. There is no need to go through the Wizard interface again.

## 16. Is there a limit to the number of reconciliations I can do or the number of configurations I can save?

No, each user license has unrestricted access to the tool. You can perform as many reconciliations as needed and save as many different configurations as required. Access to the site will always provide you with the latest version and features of the application.

## 17. What if the application does not do something I need for my specific reconciliation?

If that happens, please let us know. We are always accepting ideas for new features and tools to save our customers' time and money. If you need the feature added, we are sure our other customers would like the feature too. Please let us know and we will try to add it for you.

#### 18. Is there a limit on the size of the files I can upload?

The application will let you upload a file of up to 100 MB in size. However the DataRECONCILER does not optimally process files that large due to the online nature of the product. Depending on your internet connection, uploading large files and downloading the resulting reports can take a long time with large data sets and may result in your browser or applications “timing out”. This limitation is due to today’s technology for internet connectivity and your own patience.

#### 19. I am getting a message that my report is too large and that I must remove some data items. Why is this?

Since DataRECONCILER is an online application, you must download the report from the server once it is created. The size of these reports can vary greatly depending on the number of rows/columns you uploaded in your source files. Especially when there are multiple matches, the final report can be larger than both of the source files combined. As you know, very large files can take a long time to download. In order to help minimize this, the system requires that you trim out any unnecessary data items from the final report such as columns or data sets that are not necessary. Currently the system has a set limit of 500,000 data items in the final report. (A table with 10,000 rows and 50 columns contains 500,000 data items.)

#### 20. After uploading my Excel file, I cannot see the worksheet names listed. I only get a message that reads, “Sheet Names Not Readable”. Did I do something wrong?

No, this occurs when the file loaded is not truly an Excel file. Some online report writers create Excel files that do not adhere to the strict guidelines for a properly formatted Excel file. To resolve this issue simply open the file on your machine in Excel and select “Save As” to save the file in a strict “.xls” or “.xlsx” format.

#### 21. Why can't I just use Excel's VLOOKUP function for my reconciliation task?

Let's define what VLOOKUP is and how it is used:

**VLOOKUP Function Definition:** Searches for a value in the first column of a range (also called a table array, table or data) and returns a value in the same row from another column in the range.

**Syntax:** =VLOOKUP (lookup value, table array, col\_index\_num, [range lookup])

The honest answer to your question is that you probably can use VLOOKUP to perform a simple reconciliation. However there are some pitfalls and tradeoffs to be aware of with VLOOKUP that will ultimately lead to cost / time repercussions. Here are a few of the negative aspects of using VLOOKUP:

- **VLOOKUP can only compare one single column of a file to another single column of a file for a match.** This is a problem for many data sets as it usually is a combination of data fields that define a match such as Vendor Name and Invoice Number.
- **VLOOKUP cannot handle multiple matches in a file.** This function will just stop at the first match it finds without giving you any indication that there may be more matches.
- **VLOOKUP requires you do all of your work twice.** VLOOKUP was built to find matches from one to a list in another file. This works great however it is a one-way comparison since it will only show you what is missing in one file but not the other. You will have to duplication your VLOOKUP work in the second file in order to create a full robust reconciliation.
- **VLOOKUP can only perform exact matches.** VLOOKUP requires that the value it is looking for must be exact in the other file. This means VLOOKUP will not find any matches if one file has blank spaces before or after the data value. In addition, it does not give you any flexibility to "massage" the data of one file prior to performing the match. You would first have to do all of this work manually or with functions such as TRIM( ) in Excel.
- **VLOOKUP cannot "sum-and-match" rows of data.** Many customers who perform reconciliations do not always have a simple one-to-one reconciliation. They may actually need a one-to-many reconciliation where multiple rows in one file must be summed together before the match is performed. VLOOKUP does not perform this feature as it will stop working once it finds the first match and ignore any other matches.
- **VLOOKUP is not easily flexible if one of the data files change or revisions are made.** If a new file is received for reconciliation, the user must recreate all of the functions and error handling in the new file from scratch. This can be very time consuming as the each reconciliation created with VLOOKUP is a one-of-a-kind reconciliation and cannot easily be re-used.
- **VLOOKUP is a very error-prone utility when used by less experienced individuals.** The function will not alert you if multiple matches are found nor is it easy to find formulas that may have typos or incorrect cell references. This also makes handing off the reconciliation duties to a junior employee very difficult as it requires very close attention to detail. VLOOKUP requires that you use a higher caliber employee, thus a more expensive and higher cost employee to perform what should be a simple task.