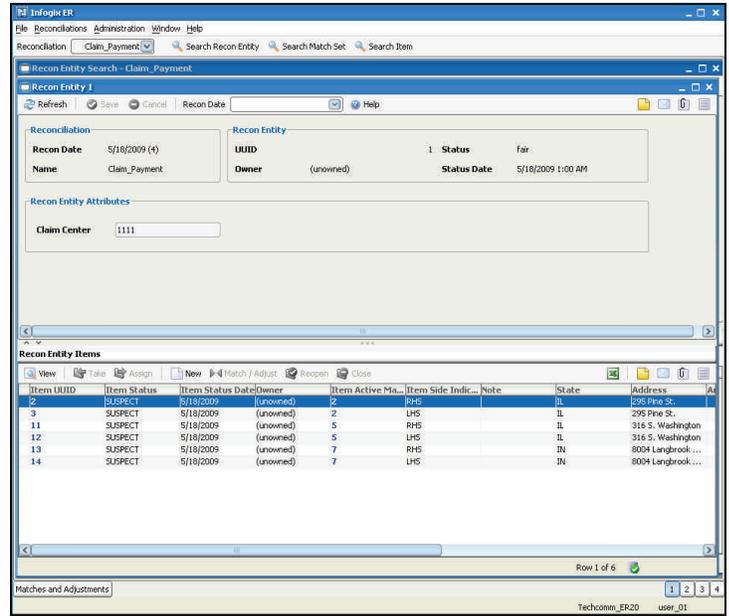


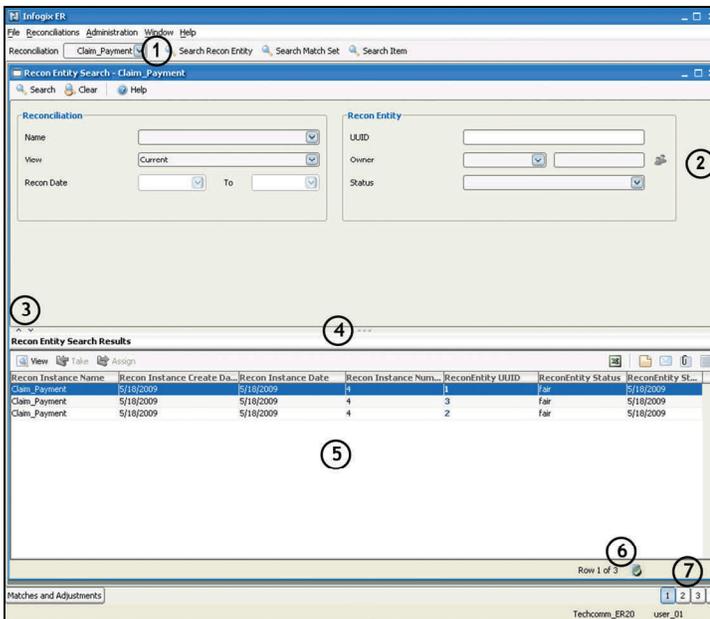


The Infogix ER™ solution centralizes and standardizes enterprise reconciliation management processes. While Infogix Assure® and Infogix ER™ are integrated to provide full reconciliation, the two products serve distinct purposes:

- **Infogix Assure** provides automated reconciliation, in which rules are run to match and reconcile transactions, as well as identify which suspect matches and unmatched transactions should be sent to Infogix ER for user review and reconciliation.
- **Infogix ER** supports manual reconciliation, in which users review and resolve suspect matches and unmatched transactions; users can also search for items, and create notes and attachments.



Anatomy of an Infogix ER™ Window



- 1 Reconciliation—Displays the tool bar with the selected reconciliation or cash difference in which you are working.
- 2 Top pane—Displays search fields (on search windows) or record details (on detail windows).
- 3 Pane adjuster arrows—Display the full top pane or full bottom pane, or revert to the normal view when you click an arrow.
- 4 Pane adjuster bar—Adjusts the size of the panes when you drag the bar.
- 5 Bottom pane—Displays the search results (on search windows) or record details (on detail windows).
- 6 Database indicator—Displays the number of the record highlighted and how many records are returned in the search. A yellow indicator means the results are a subset of a maximum set; click the indicator to display the remaining records.
- 7 Workspace selection buttons—Open another workspace to perform research without closing current tasks.

Terms You Should Know

Closed Item—An open or pending item the user has resolved, matched, or closed. Once closed, it is no longer part of the reconciliation, but is still accessible as part of the audit detail.

Match Set—A collection of items that reconcile.

Suspect Match Set—A potential match set created by Infogix Assure that must be confirmed by a user.

Open Item—An item that has not yet been resolved or matched; an item created by a user.

Owner—A user who has been assigned permission to

work on items and match sets.

Pending Item—An item to which an adjustment has been applied.

Rules—Statements that control how Infogix Assure and Infogix ER process transactions and items for matching, ownership, etc. For example, *matching rules* establish which fields must match for a rule to pass.

Suspect Item—An item that has been identified by Infogix Assure as a member of a suspect match set.

Search Windows

Use the Search windows to locate items, match sets, recon entities or adjustments that you need to research, reconcile, or resolve.

1. On the Main Toolbar, select the type search you want to perform: Recon Entity, Match Set, or Item.
2. In the search window, complete the fields, and click Search. Infogix ER displays the results in the table in the bottom pane.

Using one or two fields as search criteria will likely return a high number of results. Using multiple fields will narrow the results. As you become familiar with the application and how to use it, you will become more skilled at searching and work-

Working with the Search Results

- Click on a column heading to sort the search results. To sort by multiple column headings, press Ctrl and click on each heading you want to sort.
- Click and drag column headings to arrange the results in an order you prefer.
- Double-click a record to open its detail window.
- If an item cannot be owned, you cannot take or assign the item.
- Selecting multiple items to Take will result in an error if you do not or cannot own one of the items.
- To refresh the search results after reconciling or closing items, run the search again.

Detail Windows

The Recon Entity and Match Set Detail windows provide a split pane-layout, displaying detailed information in the top pane, and a list of items in the entity (or match set) in the bottom pane. The Item Detail window displays attributes for the selected item.

Matching Window

The Matching window displays the items to be matched within the set, the totals, and the passing rule. Infogix ER checks the match items against an internal credit and debit balance check to ensure they balance to 0.00—if the items balance, ER runs the items against the matching rules. The color of the Totals pane indicates the status of the rules check:

- Green—The items have passed the internal check and matching rules.
- Yellow—The items have passed the internal check but not the matching rules.
- Pink—The items did not pass the internal check; thus, the items were not checked against the matching rules.

When the status is yellow or pink, you may need to create an adjustment or a new item.

Item Status & Ownership Rules	
New	No ownership
Suspect	No ownership
Matched	No ownership
Pending	Pending items can be taken or assigned if work is required. However, ownership is removed if status is changed to Open.
Open	Open items are routed to a work owner. Items created by a user are owned by that user. Items moved from a match state to open (i.e., “rejected”) are owned by the user who rejected the match.
Closed	Closed items can be reopened by eligible users, then taken or assigned to establish ownership.
Match Set Status	
New	A system status assigned by Assure. After match sets are processed by ER, the status changes to Unconfirmed.
Unconfirmed	A suspect match awaiting confirmation or rejection.
Confirmed	A suspect match that has been confirmed as a match.
Invalid	A suspect match that has been rejected as a match. Related match set items are changed to Open.
Matched	A strong match set from Assure or a manual match set created in ER.
Unmatched	A former strong match that was unmatched by a user. Related strong or manual match items are changed to Open.
Match Set Types	
Strong match	Originating in Assure, these matches result because the left and right side of the rule match on all required criteria.
Suspect match	Also originating in Assure, these matches meet most criteria in the rule, but a user must confirm or reject the match. Rules for suspect matches are defined in Assure.
Manual match	A match created in ER using rules defined within the ER application.
Common Actions	
	Save search results as a MS Excel file.
	Add a note to the selected record.
	Send an email message from within ER.
	Attach a file to the selected record.
	View the record’s history.