

# Track Rejected Payments using a Payment Acknowledgements Report

Last updated on: November 12, 2024

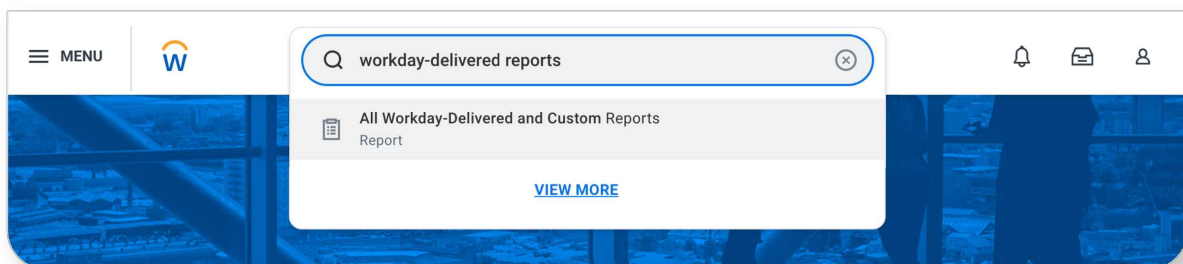
Attachment created on: February 21, 2025

## Configure a custom Payment Acknowledgements Report

You can create a custom report to track approver rejections and processing problems with your payments. This is often more efficient than tracking *all* payments through their entire lifecycle. (Read more about Payment Statuses.)

There are many ways to design reports in Workday, these instructions below will guide you in customizing a standard report for this use case.

Using the Workday search bar, navigate to the **All Workday-Delivered and Custom Reports** task.



Select **Payment Acknowledgement** as the Data Source.

**All Workday-Delivered and Custom Reports** ✕

Report Source

Data Source ✕ Payment Acknowledgement ⋮

Report Owner

Last Run By

Last Run On or After

Last Run On or Before

Cancel OK

Find the Workday-delivered **Payment Acknowledgements** report, navigate to **Copy** from the report's related actions menu.

**All Workday-Delivered and Custom Reports** ⋮ ⌵

Data Source **Payment Acknowledgement**

This advanced report enables users to view all custom, and standard Report Writer and XpressO reports as a Business View. The report excludes standard Report Writer and XpressO reports that don't have defined categories. The report uses the All Workday-Delivered and Custom Reports data source.

4 items

Report Name	Brief Description	Report Source	Report Type	Object	Categories	Data Source	Data Source
Find Payment Acknowledgements		Standard Report Writer	Advanced		Settlements	Payment Acknowledgement	Improved F Acknowled

**Copy**  
Run

Set **Columns** for the report.

**Copy Standard Report to Custom Report** Rejected Payments (24 hours) ☰

Report Name: \* Rejected Payments (24 hours) Report Tags: ☰

Report Type: Advanced

Data Source: \* Payment Acknowledgement ☰

Data Source Filter: \* Improved Payment Acknowledgement Filter ☰

Data Source Type: Indexed

Primary Business Object: Payment Acknowledgement

> **Additional Info**

Columns | Sort | Filter | Subfilter | Prompts | Output | Share | Advanced

6 items

Order	*Business Object	Field	Column Heading Override	Format	Options
	Payment Acknowledgement	Original Payment ID			
	Payment Acknowledgement	Matched To	Payment		
	Payment Acknowledgement	Payment Processing ID			
	Payment Acknowledgement	Original Payment Date			
	Payment Acknowledgement	Payment Acknowledgement Status	Status		
	Payment Acknowledgement	Payment Acknowledgement Status Description	Rejection Message		

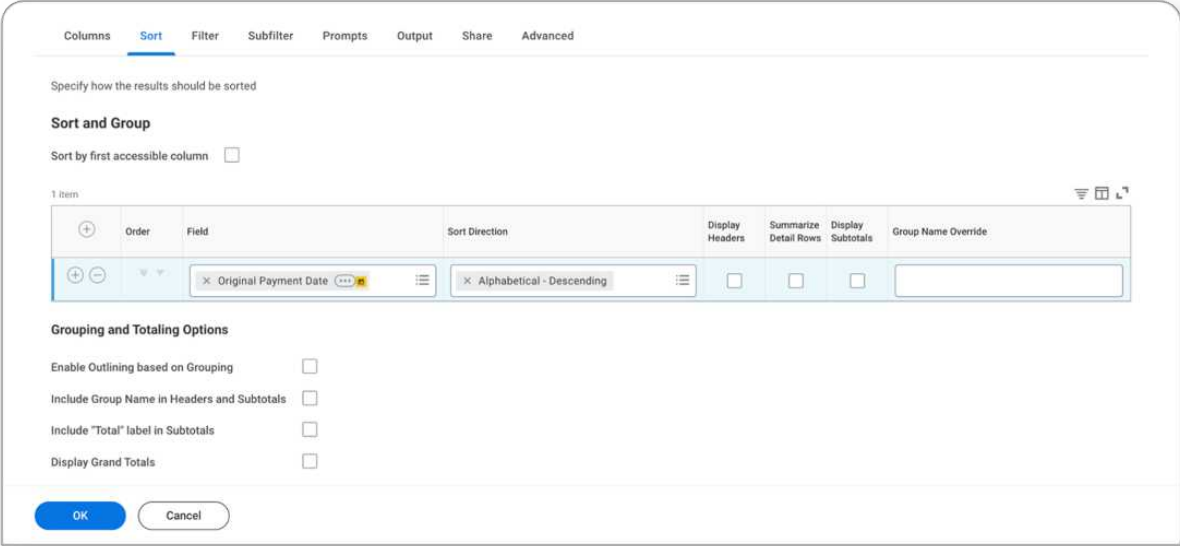
OK Cancel

*Suggested Columns for the Rejection Report, all use the Payment Acknowledgement business object:*

Field	Column Heading Override	Description/Purpose
Original Payment ID		Workday's identifier for this payment
Matched To	Payment	Links to the payment record including details such as Invoices Paid, payment type, payment account, etc
Payment Processing ID		Unique identifier assigned by Bank Connect. If you need help with a payment, please provide this ID
Original Payment Date		Date on which the payment was

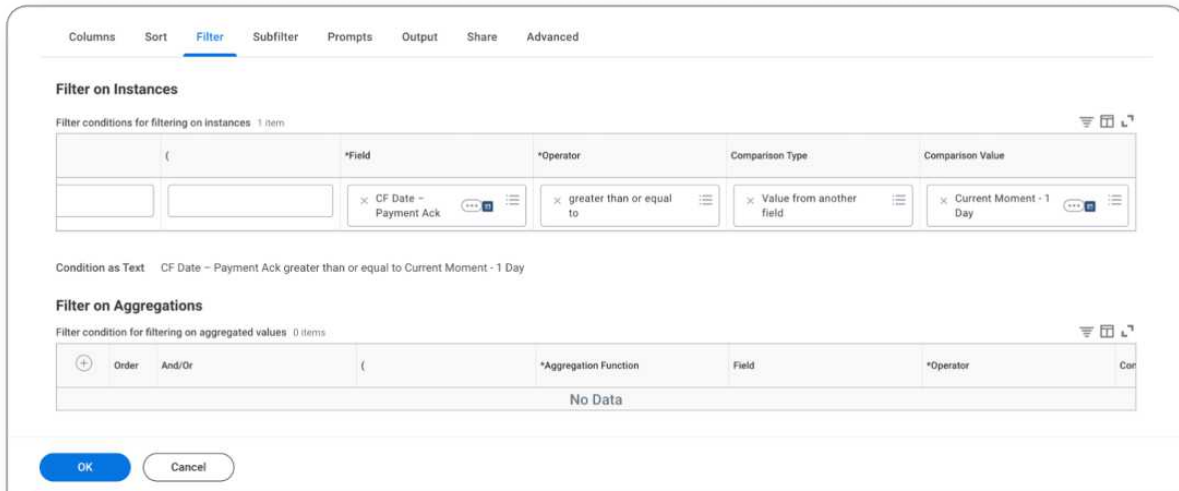
Field	Column Heading Override	Description/Purpose
		processed
Payment Acknowledgement Status	Status	Rejected
Payment Acknowledgement Status Description	Rejection Message	This will include text explaining the rejection: Rejection Reason entered by the approver who rejected the payment a description of the processing error from Bank Connect a cancelation description from your bank

Define your report **Sort**.



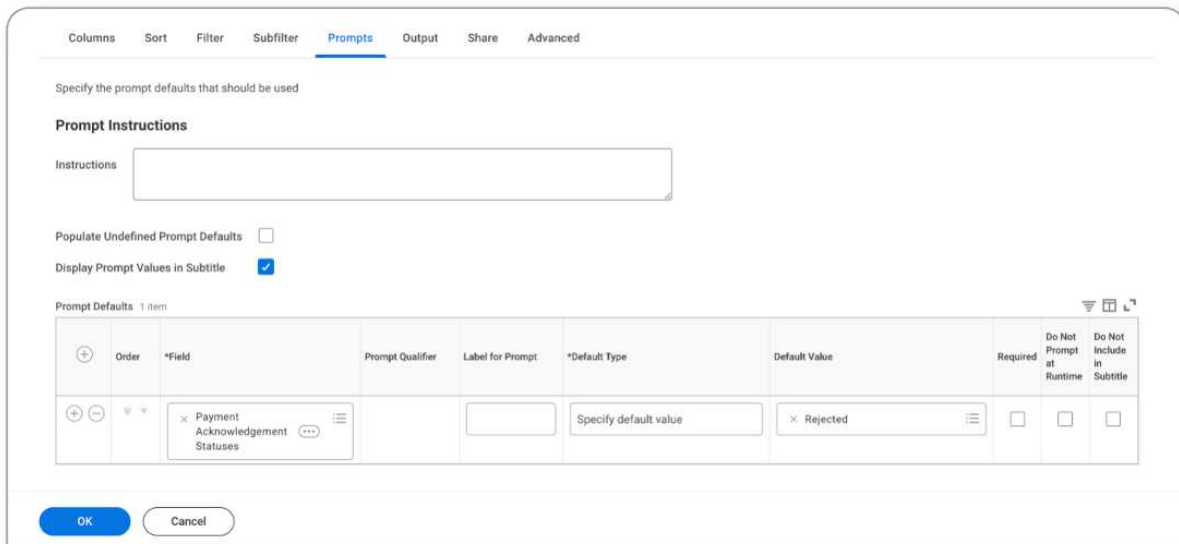
Define a **Filter** for report cadence.

This example creates a **Calculated Field** that returns the date-time of the Payment Acknowledgement. Then, it evaluates the value of this field against a Workday-delivered field: **Current Moment - 1 Day** (i.e.: this report returns acknowledgements within the past day).



## Define report **Prompts**.

This example sets a **Rejected** default value for the **Payment Acknowledgement Statuses**.



## Define report **Output**.

This example sets a **Table** default value for the **Output Type**.

Columns Sort Filter Subfilter Prompts **Output** Share Advanced

Specify output options for the report:

**Output Type**

Output Type \*

> Worklet Options

**Help Text**

More Info

OK Cancel

Define report **Sharing** options.

This example sets the **Share with all authorized users** option; report definitions do not need to be shared with a user for them to be able to receive or view the report.

Columns Sort Filter Subfilter Prompts Output **Share** Advanced

Specify sharing options for the report definition

Report Definition Sharing Options: (empty)

\*  Don't share report definition

Share with all authorized users

Share with specific authorized groups and users

Report Owned by: camellia@koxa.io / Camellia George

OK Cancel