



Workday Finance, configured by a Chartered Accountant.

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■ WORKDAY FINANCE · STEP BY STEP

Schedule Auto-Apply Customer Payments

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■ Purpose

This guide provides step-by-step instructions to schedule auto-apply for customer payments in Workday. This process is used to increase efficiency by eliminating manual processing.

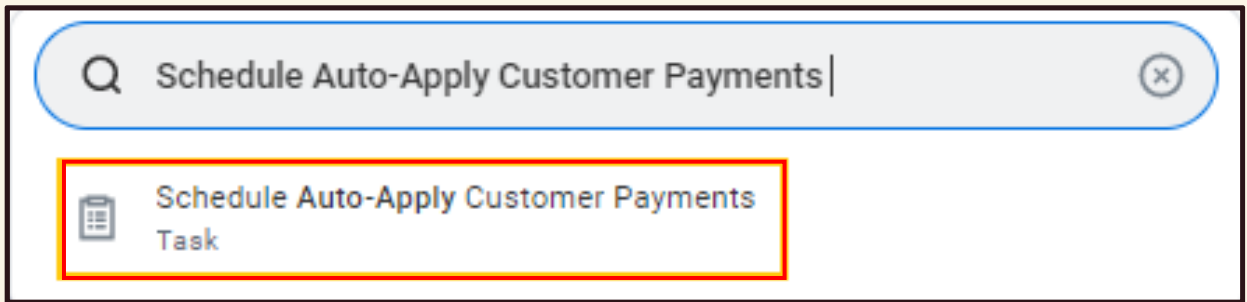
■ Prerequisites

To effectively schedule *Auto-Apply Customer Payments*, ensure the following:

- You have the appropriate Workday security role(s) assigned (e.g., Customer Payment Specialist, Accounts Receivable Specialist, Finance Administrator)
- Configure the *Process: Customer Invoice Payment* domain in *Customer Accounts* functional area.
- Ensure Customer Payments are entered or loaded (via EIB).
- Ensure Customer Deposits are entered or loaded (via EIB).
- Mark Customer Payments as *Ready to Auto-Apply*.
 - Workday automatically selects this option when selecting *Remit-From Customer*.

■ Schedule Auto-Apply Customer Payments

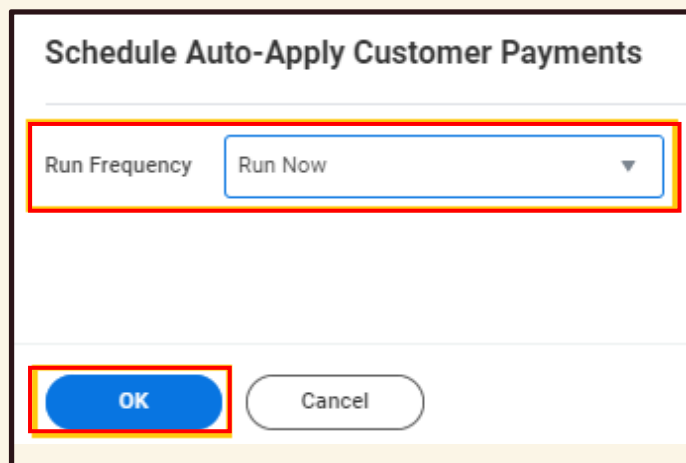
- Search for *Schedule Auto-Apply Customer Payments* and select the related task.



The screenshot shows a search bar with the text "Schedule Auto-Apply Customer Payments" entered. Below the search bar, a result is displayed with a calendar icon and the text "Schedule Auto-Apply Customer Payments Task". The result is highlighted with a red and yellow border.

- In the *Run Frequency* field select *Run Now*.
- Click *OK*.

Note: Workday provides the ability to schedule this task at varying frequencies including *Run Once in the Future*, *Daily Recurrence*, *Weekly Recurrence*, *Monthly Recurrence*, *Dependent*, and *Custom Recurrence*.



The screenshot shows the "Schedule Auto-Apply Customer Payments" dialog box. It has a title bar with the same text. Below the title bar, there is a "Run Frequency" label and a dropdown menu. The dropdown menu is open, showing "Run Now" as the selected option. The "Run Frequency" label and the dropdown menu are highlighted with a red and yellow border. At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red and yellow border.



- Select a *Company* or *Company Hierarchy*

Optional: Populate any additional search filters.

- Click *OK*.

Customer Payment Auto-Application Criteria

Company * Global Modern Services, Inc. (USA)

Advanced Customer Payment Application Rule Set

Configured Extended Rule Set

Override

Customer Selection

Customer Categories

Customer Groups

Remit-from Customers

Additional Criteria

Payment Types

Payment Acknowledgement Statuses

Transaction Date Options

Transaction Date to Use

- Click *Refresh* until the background process Status is Completed.

Background Process Customer Payment Auto-Application, Global Modern Services, Inc. (USA) (06/19/2025)

Process Customer Payment Auto-Application Job

Request Name Customer Payment Auto-Application, Global Modern Services, Inc. (USA) (06/19/2025)

Status Initiated

Current Processing Time (hh:mm:ss) 00:00:00

Average Processing Time (hh:mm:ss) 00:00:00

Refresh



- Once the status shows Completed, navigate to the *Overall Results* section.

Overall Results	
▼ Payments	
Payments Processed	5
Payments Fully Applied	2
Payments Placed Fully On Account	0
Payments Partially Applied	0
Payments Not Applied	3

- Confirm the payments were applied or not applied via the *Payments Fully Applied* and *Payments Not Applied* fields.

Overall Results	
▼ Payments	
Payments Processed	5
Payments Fully Applied	2
Payments Placed Fully On Account	0
Payments Partially Applied	0
Payments Not Applied	3

■ Common Errors and Resolutions

Issue	Description	Resolution
Missing Invoice Match	If any invoice is future dated (after the payment), the system will fail to find a match.	Adjust the date parameters or ensure the invoice date precedes the payment date.
Payment Rule Timing	Auto Apply Customer Payments do not apply relevant invoices to payments created before the rule was established. Auto application only evaluates payments dated on or after the rules effective date.	Ensure the payment date is updated to the date the rule was created and added to the rule set.

■ Best Practices

- **Schedule** the auto-apply process to run at regular intervals to automate the application of customer payments efficiently.
- Be cautious with **future dated invoices**. If the transaction date is set to the default, it may not match to future dated customer payments.
- Use **specific dates** when necessary. If needed, select a specific date for the transaction date to ensure that write-offs and credits are applied correctly.
- Before implementing significant changes to the scheduling process, **test** the settings in a controlled environment to confirm they work as expected.
- Utilize **custom reporting** to identify and correct any payments not marked as Ready for Auto Apply.



Thank You

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