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How to view the Failed Transactions Report

Nazia F. - 2025-06-26 - FAQs

The Failed Transactions Report provides better tracking and reporting for transactions that were unsuccessful. When a payment fails, this report will display the the failure reason and along with additional details such as transaction type, date, amount, etc.

Accessing Failed Transactions:

1. Click **Settings** or the **Gear** icon on the left menu.
2. Click the **E-Commerce & Financial** tab.
3. In the E-Commerce section, click on the **Failed Transactions** link.

Filtering & Sorting Transactions:

You can search for specific transactions using predefined filters such as the Transaction Date or use the custom date range filter to specify a specific time frame.

Additionally, transactions can be sorted by the date the transaction was recorded or by Transaction type.