

There may be circumstances where a payment has been submitted but is not appearing in the **My Financials** section of your [Student Centre](#). If the processing time for your payment time has elapsed, please submit a Payment Trace Service Request (SRQ). Our Finance department will be able to review records and track down any payments that may have been applied in error. Information on methods of payment and processing time can be found on our website [here](#). Do not submit a Payment Trace request until the processing time for your payment type has elapsed.

Note: Service Requests work best with FireFox as a browser.

1. Log into MyUofC portal.



Central Authentication Service

UNIVERSITY OF CALGARY

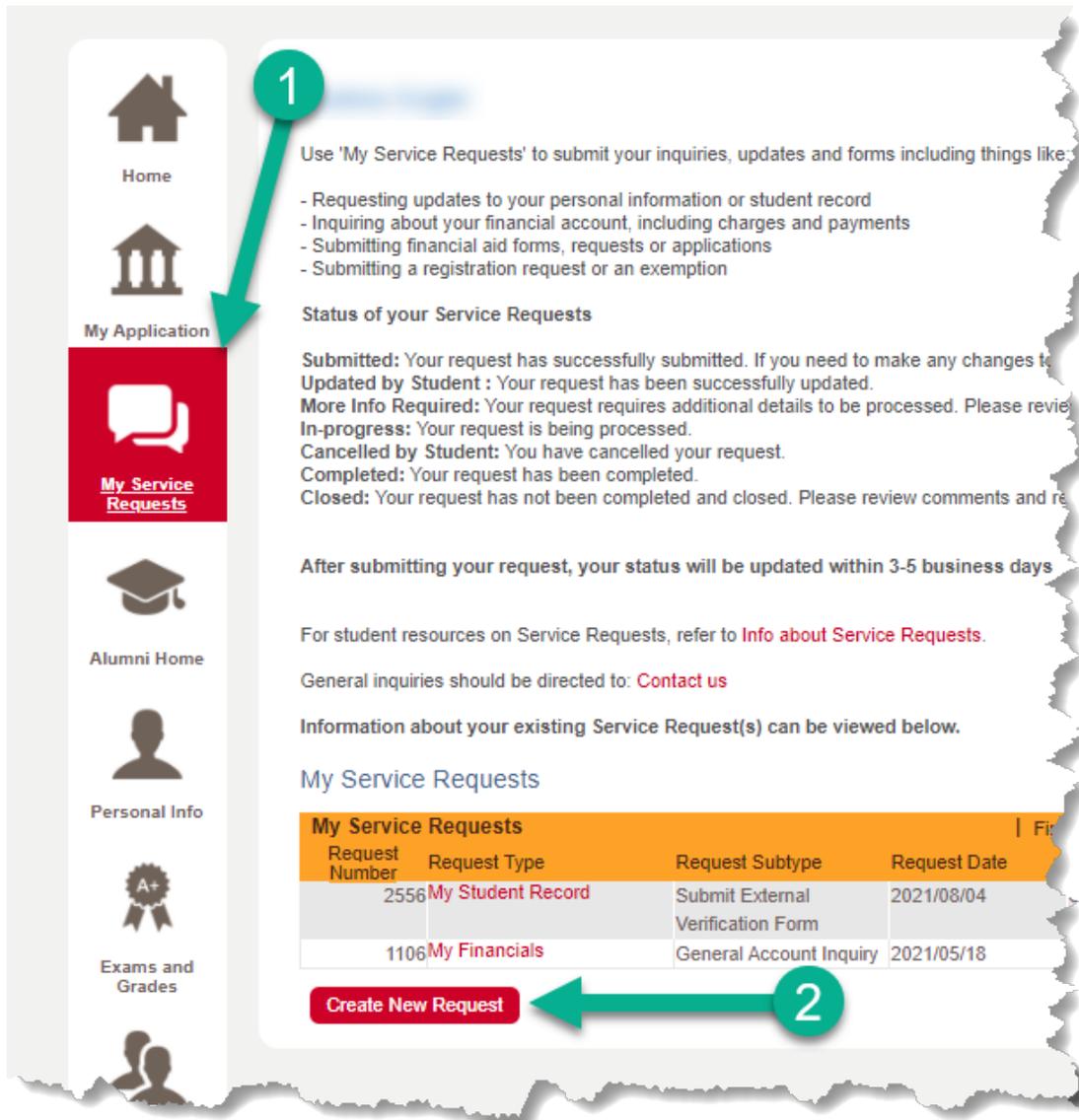
Username

Password

Sign In

Create an eID | Forgot Password? | Account FAQs | Contact IT Support

2. After logging into the MyUofC portal, you can submit a Service Request (SRQ) from “My Service Requests” by selecting **Create a New Request**.



Use 'My Service Requests' to submit your inquiries, updates and forms including things like:

- Requesting updates to your personal information or student record
- Inquiring about your financial account, including charges and payments
- Submitting financial aid forms, requests or applications
- Submitting a registration request or an exemption

Status of your Service Requests

Submitted: Your request has successfully submitted. If you need to make any changes to

Updated by Student : Your request has been successfully updated.

More Info Required: Your request requires additional details to be processed. Please review

In-progress: Your request is being processed.

Cancelled by Student: You have cancelled your request.

Completed: Your request has been completed.

Closed: Your request has not been completed and closed. Please review comments and re

After submitting your request, your status will be updated within 3-5 business days

For student resources on Service Requests, refer to [Info about Service Requests](#).

General inquiries should be directed to: [Contact us](#)

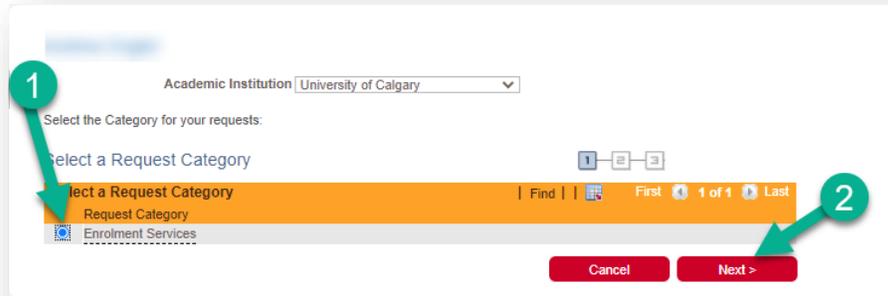
Information about your existing Service Request(s) can be viewed below.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date
2556	My Student Record	Submit External Verification Form	2021/08/04
1106	My Financials	General Account Inquiry	2021/05/18

[Create New Request](#)

3. **Select** the 'Enrolment Services' Request Category, then select **Next**.

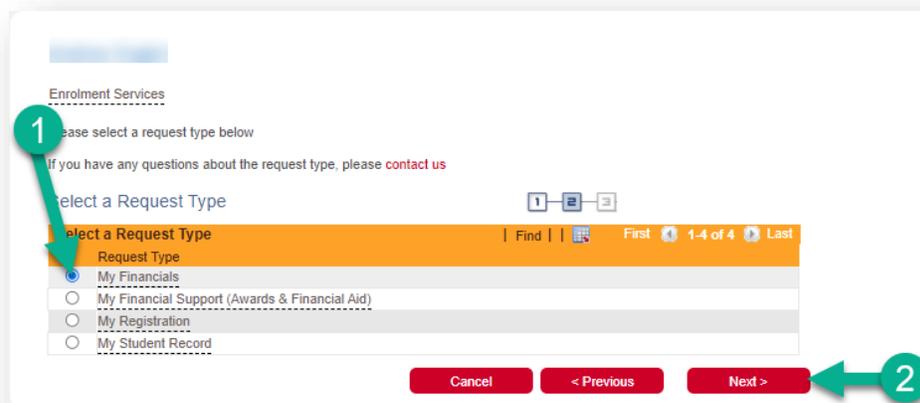


The screenshot shows a web form with the following elements:

- A dropdown menu for 'Academic Institution' set to 'University of Calgary'.
- Text: 'Select the Category for your requests:'
- Section header: 'Select a Request Category'.
- A search bar with 'Find' and a magnifying glass icon.
- A pagination indicator showing 'First 1 of 1 Last'.
- A list of request categories with radio buttons:
 - Enrolment Services
- Buttons: 'Cancel' and 'Next >'.

Green arrows with numbers 1 and 2 point to the 'Enrolment Services' radio button and the 'Next >' button, respectively.

4. **Select** the 'My Financials' Request Type, then select **Next**.

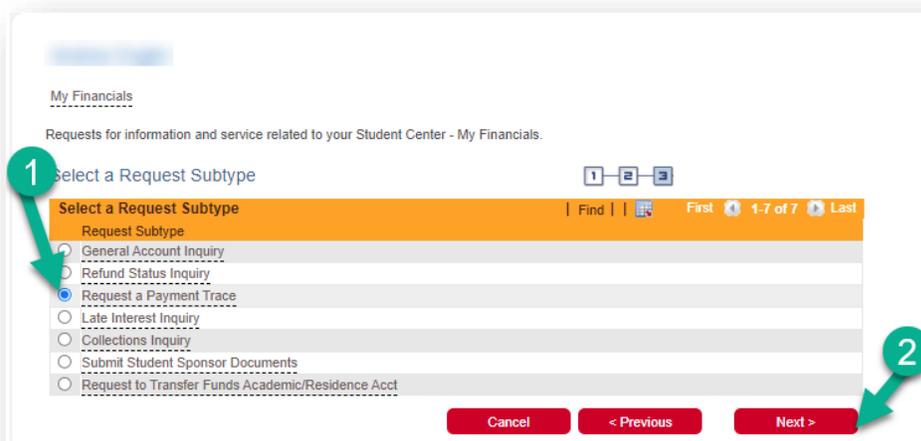


The screenshot shows a web form with the following elements:

- Section header: 'Enrolment Services'.
- Text: 'Please select a request type below'.
- Text: 'If you have any questions about the request type, please [contact us](#)'.
- Section header: 'Select a Request Type'.
- A search bar with 'Find' and a magnifying glass icon.
- A pagination indicator showing 'First 1-4 of 4 Last'.
- A list of request types with radio buttons:
 - My Financials
 - My Financial Support (Awards & Financial Aid)
 - My Registration
 - My Student Record
- Buttons: 'Cancel', '< Previous', and 'Next >'.

Green arrows with numbers 1 and 2 point to the 'My Financials' radio button and the 'Next >' button, respectively.

5. **Select** the 'Request a Payment Trace' Request Subtype, then select **Next**.

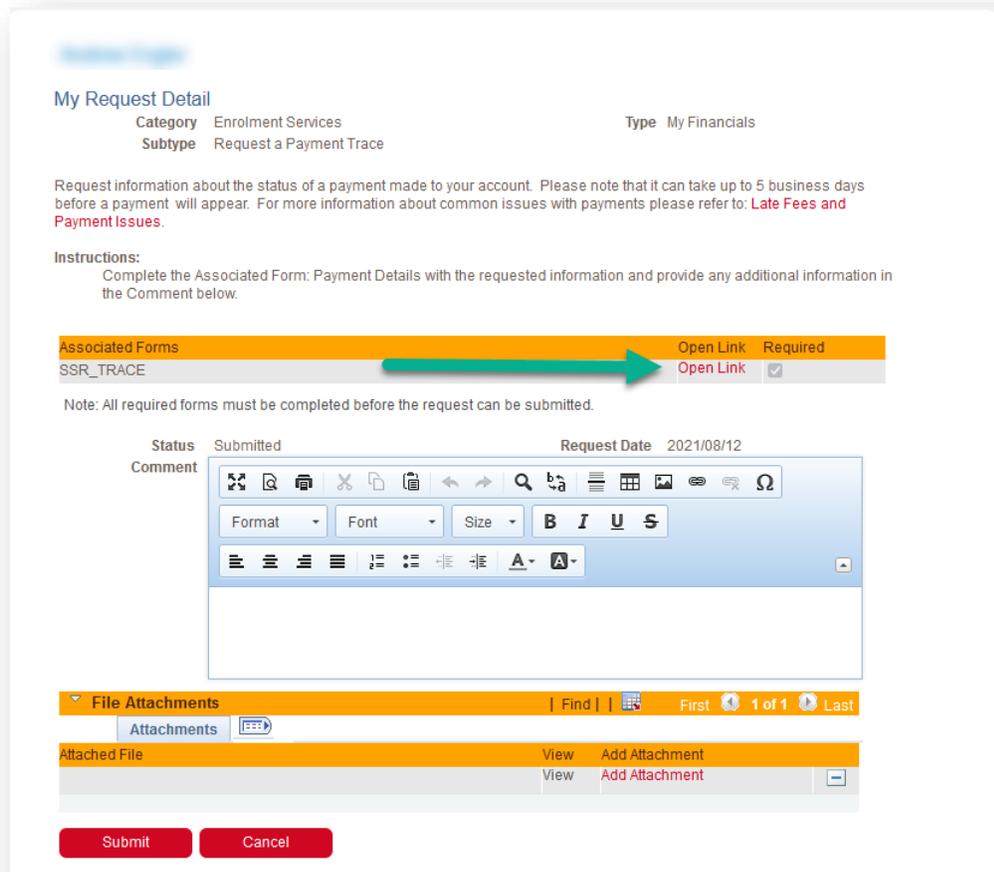


The screenshot shows a web form with the following elements:

- Section header: 'My Financials'.
- Text: 'Requests for information and service related to your Student Center - My Financials.'
- Section header: 'Select a Request Subtype'.
- A search bar with 'Find' and a magnifying glass icon.
- A pagination indicator showing 'First 1-7 of 7 Last'.
- A list of request subtypes with radio buttons:
 - General Account Inquiry
 - Refund Status Inquiry
 - Request a Payment Trace
 - Late Interest Inquiry
 - Collections Inquiry
 - Submit Student Sponsor Documents
 - Request to Transfer Funds Academic/Residence Acct
- Buttons: 'Cancel', '< Previous', and 'Next >'.

Green arrows with numbers 1 and 2 point to the 'Request a Payment Trace' radio button and the 'Next >' button, respectively.

6. **Select** 'Open Link' to access the required form for this Service Request.



My Request Detail

Category: Enrolment Services Type: My Financials
Subtype: Request a Payment Trace

Request information about the status of a payment made to your account. Please note that it can take up to 5 business days before a payment will appear. For more information about common issues with payments please refer to: [Late Fees and Payment Issues](#).

Instructions:
Complete the Associated Form: Payment Details with the requested information and provide any additional information in the Comment below.

Associated Forms	Open Link	Required
SSR_TRACE	Open Link	<input checked="" type="checkbox"/>

Note: All required forms must be completed before the request can be submitted.

Status: Submitted Request Date: 2021/08/12

Comment

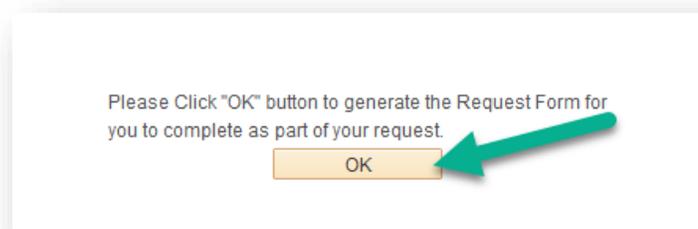
Rich text editor toolbar with options for Bold, Italic, Underline, Strikethrough, Font, Size, and text color.

File Attachments | Find | First 1 of 1 Last

Attached File	View	Add Attachment
	View	Add Attachment

Submit Cancel

7. Select **OK** to generate the form.



8. Complete the form with the banking information for your payment:
 1. Indicate the method of payment: Canadian Bank Transfer, Credit / Debit with CIBC Student Pay, Credit / Debit with Convera Global Pay, Sponsorship Payment, Award Payment, etc.
 2. Indicate the institution or bank that enacted the transaction.
 3. If the payor is anyone besides the student, please indicate so in this field. **Please Note:** it is standard UCalgary policy to return the funds to the person who paid. Not all refunds are directed to the student.
 4. Specify the amount that was paid.
 5. Input the date the payment was submitted.
 6. Input the date the transaction was processed or approved by the bank or institution.
 7. Once all information has been supplied, select **Complete Form**.

Fees & Financials

Submit a Payment Trace SRQ



UNIVERSITY OF CALGARY

ID:

Primary Name: Preferred Name:

Please "Save" often to remain active so that you will not lose your work. Once you have completed the form use "Complete Form" to validate and mark the form as complete. Questions marked with an "*" are required and must be filled in.

Once the Form is complete you will be returned to your Service Request.

Note: You must submit the Service Request for your form to be sent to staff to action.

Please provide details about the payment to assist us in determining why it has not been correctly applied to your account.

* Specify the Payment Method (i.e. Credit Card, Debit):
(This field is limited to 254 characters.)

1

* Specify the Payor Bank / Institution:
(This field is limited to 254 characters.)

2

Specify the Payor Name if different that your student name on file (i.e. Parent):
(This field is limited to 254 characters.)

3

* Specify the Payment Amount:
(This field is limited to 254 characters.)

4

* Specify the date the payment was submitted:

5

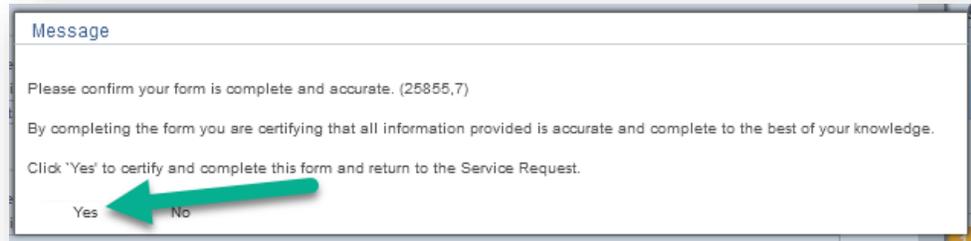
Specify the date the bank processed or approved the payment (i.e. CIBC/WU - EFT, Wire, Direct Debit, etc)

6

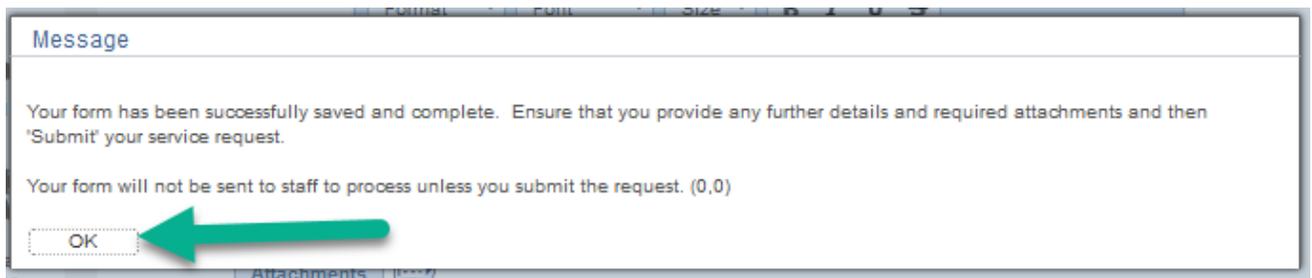
Page: 1 of 1 Previous Next Save Print Complete Form

7

9. Select **Yes** to submit the form. You will still be able to access the form to adjust the information.



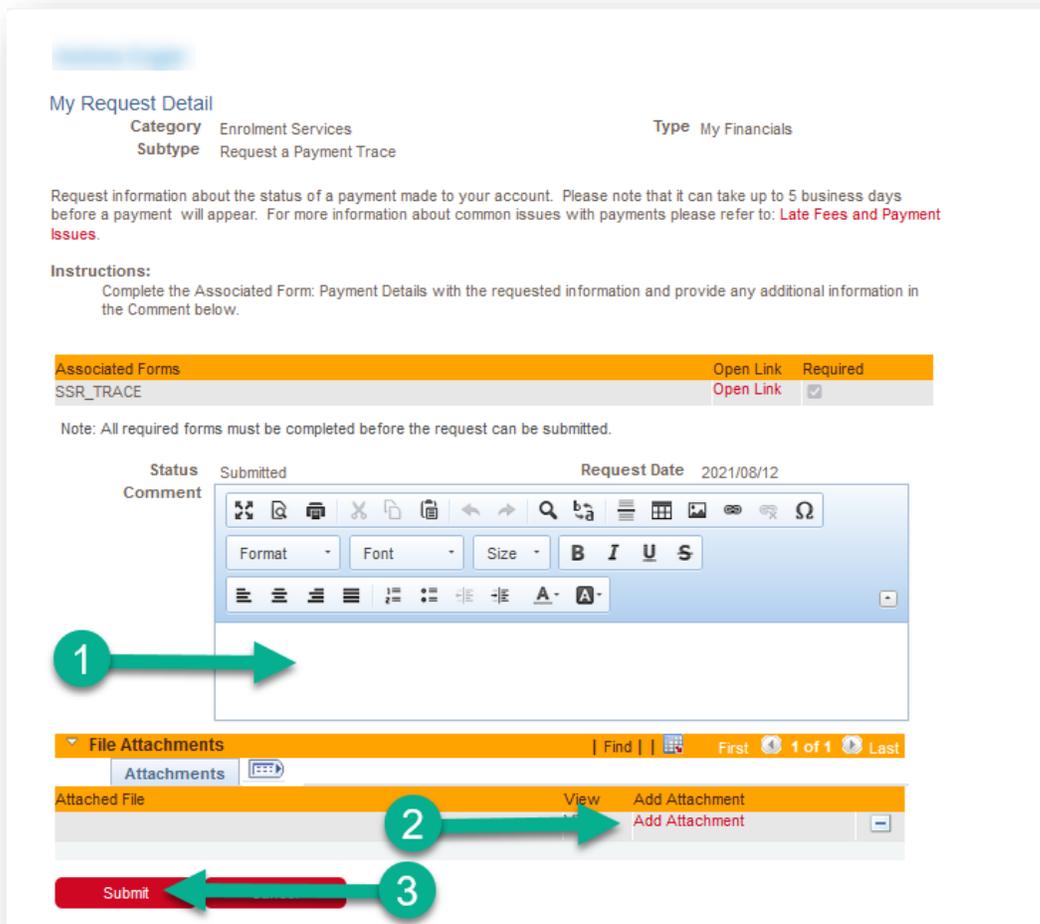
10. Select **OK** to confirm.



Fees & Financials

Submit a Payment Trace SRQ

11. If there is any additional information that may be relevant to your request, please include it in the **Comments Box (1)**. If you have documentation that supports your request, please attach it to the request by selecting **Add Attachment (2)**. Documents are not required but can be helpful in tracking down payments. Finally, select **Submit (3)** to finalize your Service Request, to be reviewed by UCalgary Finance.



My Request Detail

Category: Enrolment Services Type: My Financials
Subtype: Request a Payment Trace

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Associated Forms	Open Link	Required
SSR_TRACE	Open Link	<input checked="" type="checkbox"/>

Note: All required forms must be completed before the request can be submitted.

Status: Submitted Request Date: 2021/08/12

Comment:

File Attachments | Find | | First | 1 of 1 | Last

Attached File	View	Add Attachment
		Add Attachment

[Submit](#)

End of Procedure

Related Guides: Fees & Financials – Pay your Fees with Convera Global Pay for Students
Fees & Financials – Pay your Fees with CIBC Student Pay