

Payment trace processing time: 2 – 3 weeks (may vary with peak seasons).

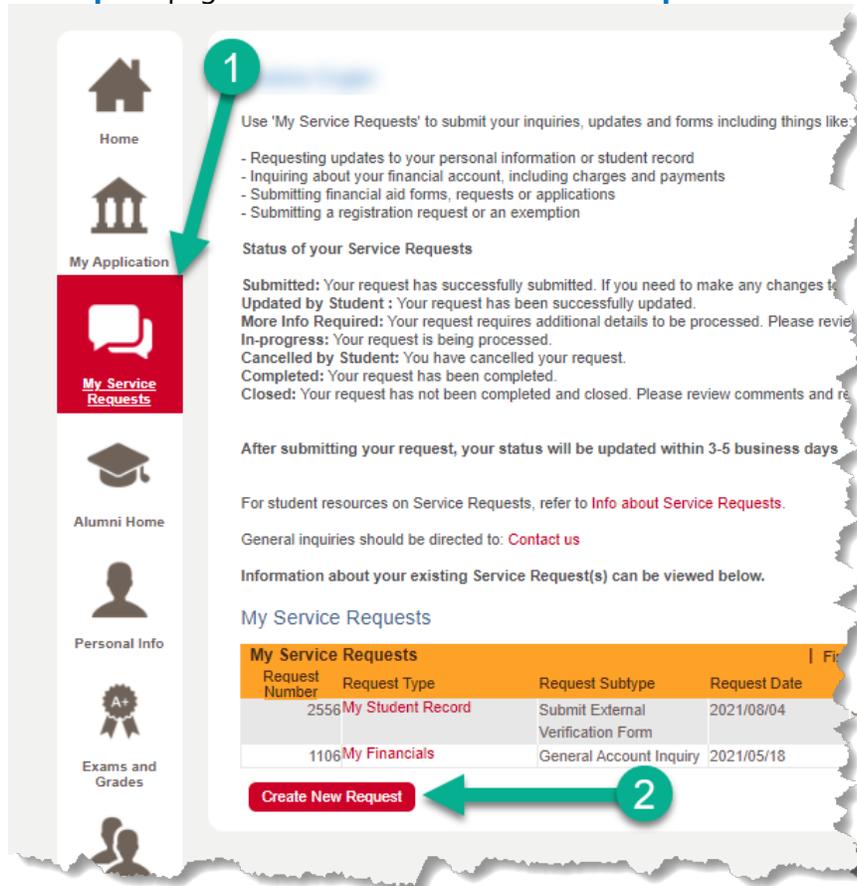
Payment traces are used to locate transactions that have exceeded processing times. **Before submitting a payment trace, please ensure the processing time of your payment method has elapsed [here](#).**

NOTE: For any payment to be considered on time it needs to be posted on your Student Centre. Processing time should be considered when paying fees. Incorrect payments that require trace do not waive late interest.

1. Log into your UofC Student Portal (my.ucalgary.ca)



2. Go to the **My Service Request** page and click on the **Create New Request** link.



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 your request, you can cancel it.

Updated by Student: Your request has been successfully updated.

More Info Required: Your request requires additional details to be processed. Please review the details and submit again.

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-submit if needed.

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](#)

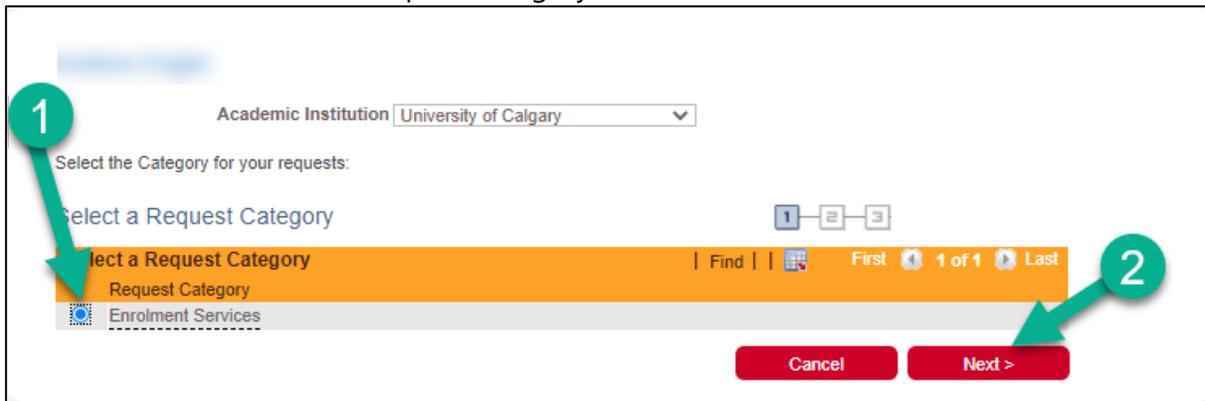
Information about your existing Service Request(s) can be viewed below.

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**.



Academic Institution University of Calgary

Select the Category for your requests:

Select a Request Category

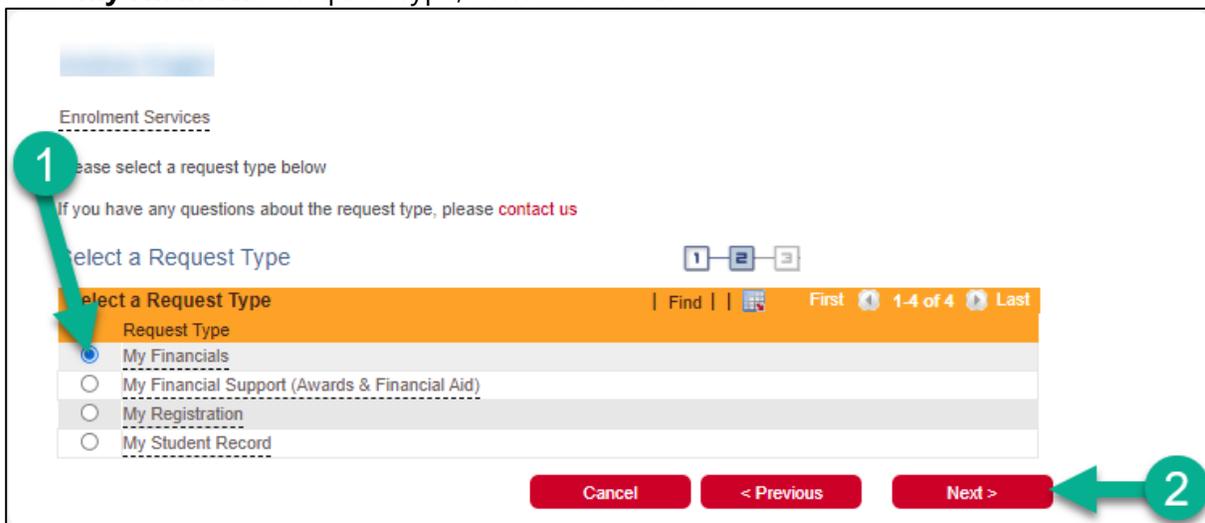
Select a Request Category | Find | First 1 of 1 Last

Request Category

Enrolment Services

Cancel Next >

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



Enrolment Services

Please select a request type below

If you have any questions about the request type, please [contact us](#)

Select a Request Type

Select a Request Type | Find | First 1-4 of 4 Last

Request Type

My Financials

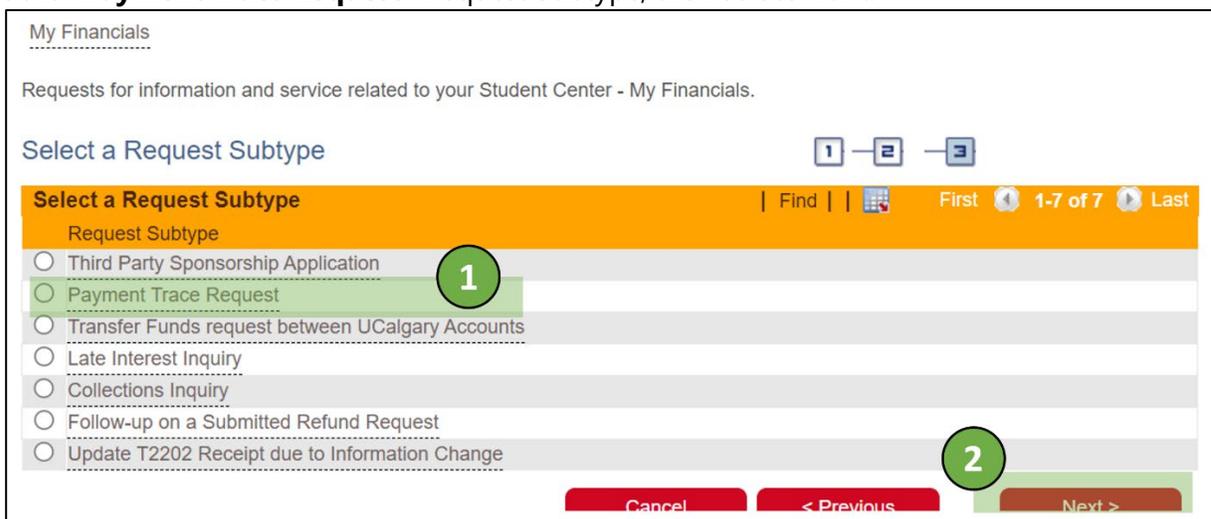
My Financial Support (Awards & Financial Aid)

My Registration

My Student Record

Cancel < Previous Next >

5. Select the **“Payment Trace Request”** Request Subtype, then select **Next**.



My Financials

Requests for information and service related to your Student Center - My Financials.

Select a Request Subtype

Select a Request Subtype | Find | First 1-7 of 7 Last

Request Subtype

Third Party Sponsorship Application

Payment Trace Request

Transfer Funds request between UCalgary Accounts

Late Interest Inquiry

Collections Inquiry

Follow-up on a Submitted Refund Request

Update T2202 Receipt due to Information Change

Cancel < Previous Next >

6. **Read all the instructions** of the application and scroll down to view the form and comment box.
7. Click on **Open Link (1)** to access the required form for the Service Request.

Note: payment traces can take 2-3 weeks to be reviewed by UCalgary Finance.

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

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

2 Status Submitted Request Date 2024/03/13

Comment

Format Font Size **B I U S**

Rich text editor toolbar with icons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, and text color.

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

Attached File	View	Add Attachment
	View	Add Attachment

4 **Submit** **Cancel**

8. Select **OK** to generate form.

Please Click "OK" button to generate the Request Form for you to complete as part of your request.

OK

9. **Complete form in full**, using your payment information as reference. At the bottom, select **Complete Form** once finished.

Page: 1 of 1 Previous Next Save **Print** **Complete Form**

10. Select **Yes** to submit the form.

Message

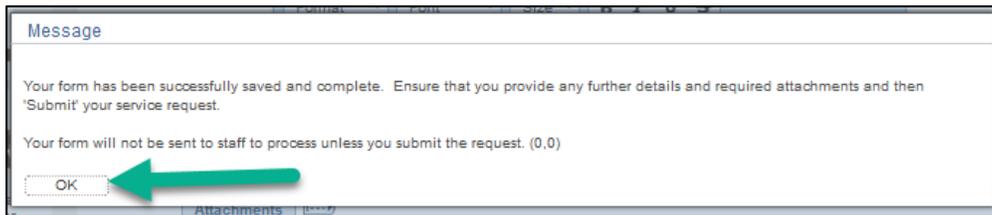
Please confirm your form is complete and accurate. (25855,7)

By completing the form you are certifying that all information provided is accurate and complete to the best of your knowledge.

Click 'Yes' to certify and complete this form and return to the Service Request.

Yes No

11. Select **OK** to confirm.



12. If there is any additional information that may be relevant to your request, please include it in the **Comment Box (2)**. Use **Add Attachment (3)** link to submit any supporting documentation you may have. Some useful attachments include reference numbers, screenshots of the payment transaction, payee information, etc. Finally, select **Submit (4)** to finalize your Service Request.

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

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

2 Status Submitted Request Date 2024/03/13

Comment

File Attachments | Find | First 1 of 1 Last

Attached File	View	Add Attachment
	View	Add Attachment

4 Submit Cancel

3

All future updates about the payment trace will be communicated through the Service Request.

End of Procedure. For further questions, please contact [Enrolment Services](#).