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.
2. After logging into the MyUofC portal, you can submit a Service Request (SRQ) from “My Service Requests” by selecting *Create a New Request*. 
3. **Select** the ‘Enrolment Services’ Request Category, then select **Next**.

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

5. **Select** the ‘Request a Payment Trace’ Request Subtype, then select **Next**.
6. **Select** 'Open Link' to access the required form for this Service Request.

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.**
Submit a Payment Trace SRQ

Form Instructions:

- 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.

Fields:

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

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

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

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

5. Specify the date the payment was submitted:

6. Specify the date the bank processed or approved the payment (i.e. CODC/ATM, Wire, Direct Debit, etc):

7. Page: 1 of 1 Previous Next Save Print Complete Form

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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.
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.

**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