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 WU 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:** UCalgary prefers to refund directly to the student. There may be circumstances where refunds must be directed to the payor, rather than 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.**
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.

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**End of Procedure**

**Related Guides:**
- Fees & Financials – Pay your Fees with WU GlobalPay for Students
- Fees & Financials – Pay your Fees with CIBC Student Pay