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 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: 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

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

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

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

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

* Specify the date the payment was submitted:

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

Page: 1 of 1 Previous Next Save Print Complete Form

August 2021
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.