

## Departmental Deposit Procedures - FAQs

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## Departmental Deposit Procedures - FAQs

Q1: Where do I drop off my deposit?

A: All departmental deposits should be dropped off at the Campus Service Centre (CSC).

Q2: Where is the Campus Service Centre (CSC) located?

A: The Campus Service Centre is located on the main floor of International House.

Q3: Where do I drop off my deposit once at the Campus Service Centre?

A: Deposits should be dropped off with the staff at the CSC desk.

Q4: What are the Campus Service Centre's deposit hours?

A: Monday through Friday from 8:30 am - 3:30 pm.

Q5: Where do I pick up funds for patient studies/subject fees? Has the process changed?

A: Faculties located on the main campus can pick up the funds at the Campus Service Centre. Funds for patient studies at the Foothills campus will be distributed by the Medical Bookstore. Continue to submit fund requests to Research Accounting.

*(Note: due to COVID-19, subject fee distribution is temporarily suspended. Alternatively, Researchers can procure pre-paid visa cards for distribution and then submit an expense claim for reimbursement.)*

Q6: Where do I pick up the refund of my door key deposit?

A: All refunds for door keys will be available at the Campus Service Centre, Monday through Friday from 8:30 am - 3:30 pm.

Q7: Where do I pick up RBC deposit slips and Brinks tamper proof deposit bags?

A: Brinks bags may be obtained from the Campus Service Centre during their normal hours of operation (Monday through Friday from 8:30 am - 3:30 pm).

Q8: I understand that cheques must be endorsed by stamping/writing on the back "**For Deposit Only to the University of Calgary.**" How do I obtain a stamp?

A: Stamps are available for pickup from the Campus Service Centre.

Q9: Where do I drop off my deposit backup?

A: Place the deposit backup into an interoffice envelope. It can then be dropped off at the Campus Service Centre along with the deposit. The CSC will then send the back-up to Accounts Receivable via interoffice mail.

Q10: How do I obtain receipt books, refund receipt books and deposit books?

A: Receipt and deposit books are available at the Campus Service Centre. For refund receipt books please contact [finance@ucalgary.ca](mailto:finance@ucalgary.ca). Once approved, the books will be sent to the requester.

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Q11: Can I send my deposit through interoffice mail?

A: For security reasons, deposits must be dropped off in person to the Campus Service Centre.

Q12: Do I still enter information into my.ucalgary.ca portal?

A: This process will not change and the all deposit details are required to be entered into my.ucalgary.ca portal.

Q13: How do I deposit U.S. and other foreign currency?

A: Please send an email to [finance@ucalgary.ca](mailto:finance@ucalgary.ca), specifying the currency and the amount. You will be contacted with further instructions.

Q14: Who do I contact if I have questions about a deposit?

A: Please send your question to [finance@ucalgary.ca](mailto:finance@ucalgary.ca) or call 403-210-9300.