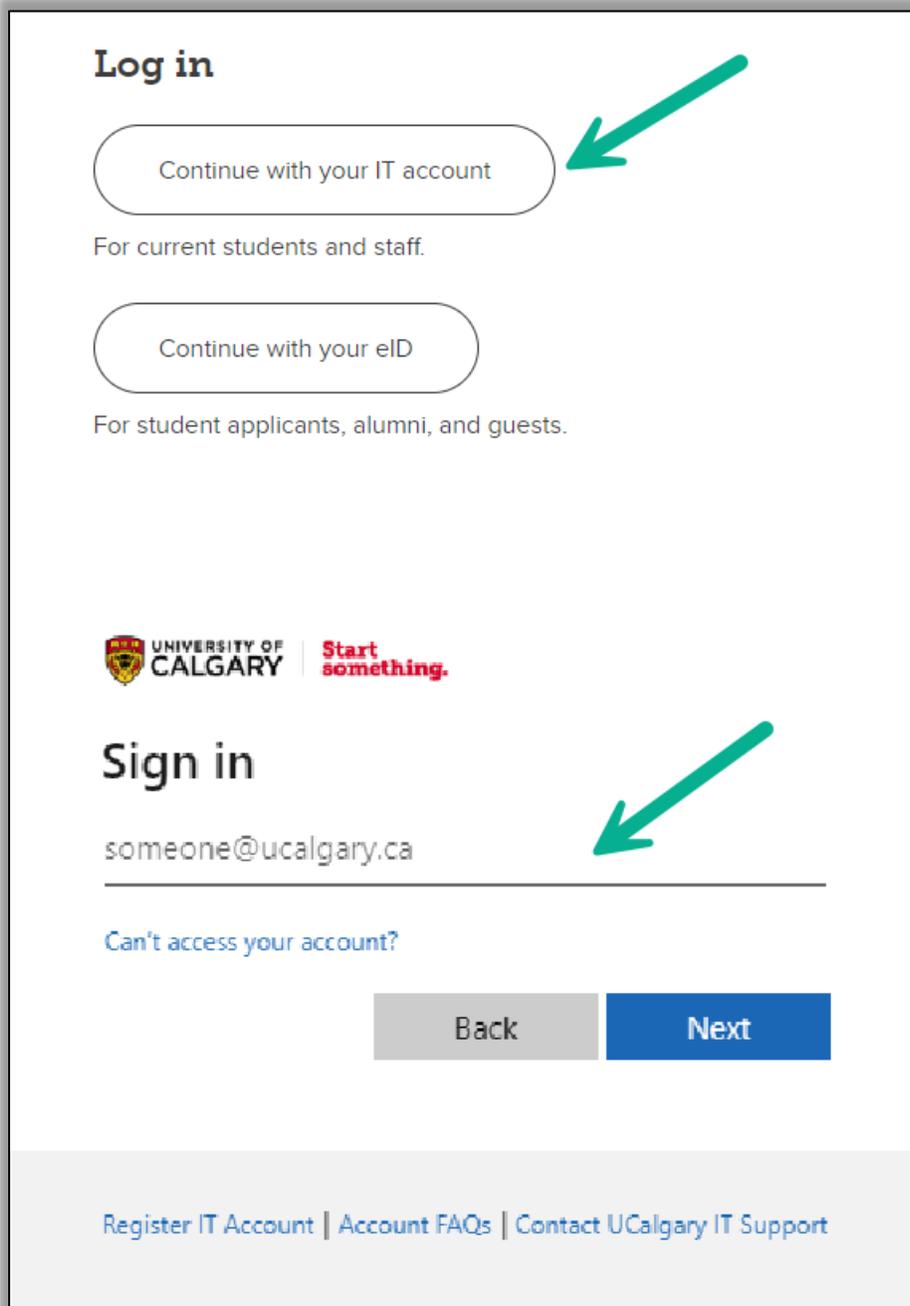***Payment trace processing time: 2 – 3 weeks (may vary with peak seasons).***

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.

3. Select the **"Enrolment Services"** Request Category, then select **Next**.
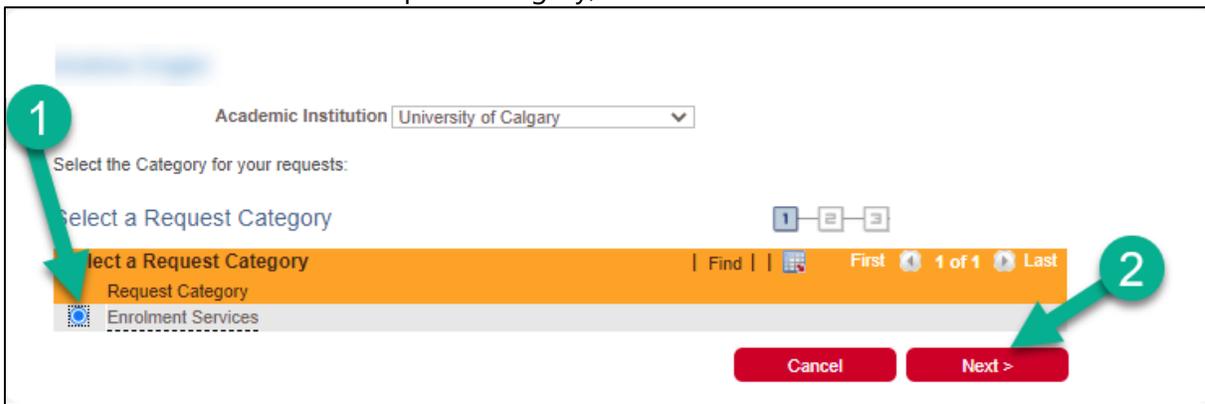
4. Select the **"My Financials"** Request Type, then select **Next**.
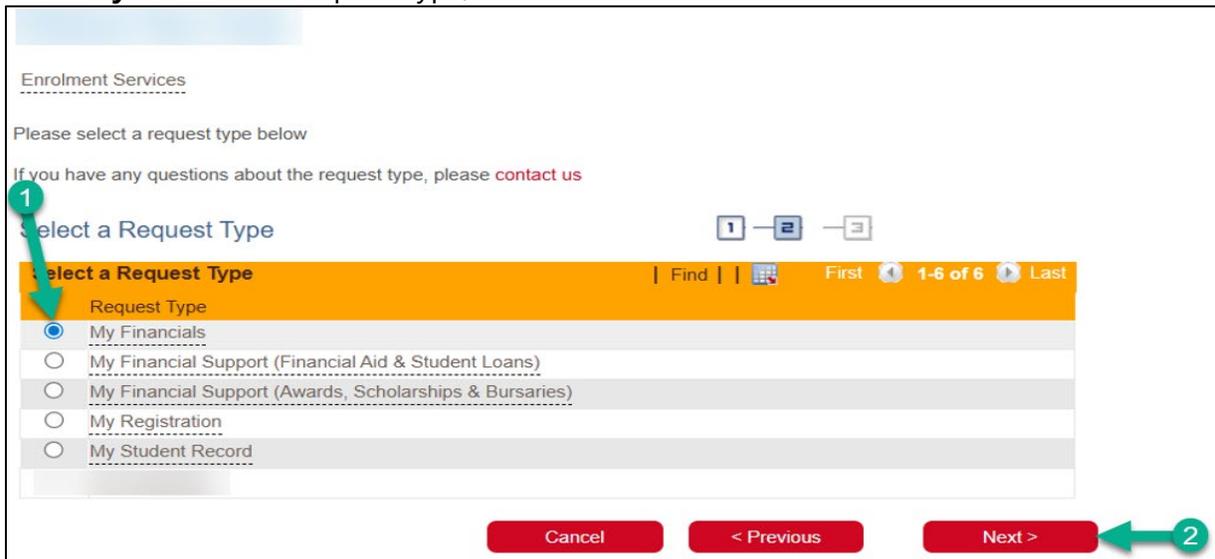
5. Select the **"Payment Trace Request"** Request Subtype, then select **Next**.

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.

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

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

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

11. Select **OK** to confirm.

> **Message**
>
> Your form has been successfully saved and complete. Ensure that you provide any further details and required attachments and then 'Submit' your service request.
>
> Your form will not be sent to staff to process unless you submit the request. (0,0)
>
> OK
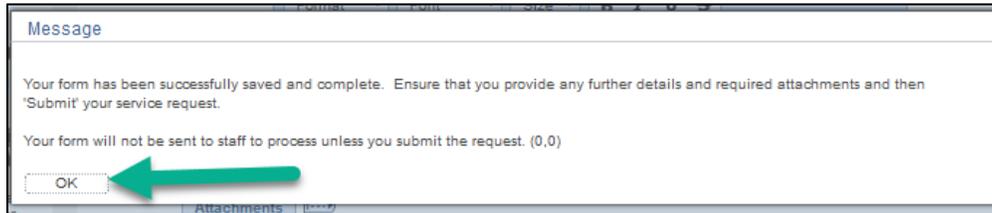
12. If there is any additional information that may be relevant to your request, please include it in the **Comment Box (2)**. Use **Add Attachment (3)** link to submit any supporting documentation you may have. Some useful attachments include reference numbers, screenshots of the payment transaction, payee information, etc. Finally, select **Submit (4)** to finalize your Service Request.

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

End of Procedure. For further questions, please contact Enrolment Services.