Frequently asked questions about undergraduate student payments

1. The undergraduate student does not have a UCID #. What do I do?

Non-UofC students and/or out of province/country students will have to be assigned a UCID if they do not have one. Please include the student’s full address (including postal code) and gender identification on the payment form.

Once the student has been assigned a UCID, you will be given this number to pass on to the student so they can set up their direct deposit information in MyUofC.

Please Note: Payments for international students cannot be entered prior to their Study Permit start date and cannot run past the expiry date of their Study Permit.

2. Why didn’t my undergraduate student receive their studentship?

There are a few possibilities:

- Undergraduate studentship payments only occur once per month on the 25th of each month.
- The scholarship payment deadline may have been missed. If a deadline is missed, the student will be paid during the next pay cycle (usually the 10th of the month).
- The student’s direct deposit is not set up or has outdated information in their MyUofC. If the student did not set up their direct deposit and a payment has been missed, please have the student contact Payroll: 403-210-9300. The job aid on how to set up direct deposit can be found here: https://www.ucalgary.ca/finance/files/finance/add_update-direct-deposit-information-portal.pdf

3. What do I need to do after I email the form?

An automatically generated email for approval of the entered payment will be sent once during the month, a couple of days prior to pay cut off. Please ensure that the project holder approves the payment.

4. How do I stop or revise a currently running undergraduate studentship?

- Please email kfmcgill@ucalgary.ca to stop payments.
- To revise a payment:
  1. If the revised amount is more than what was previously entered, please fill out a new form and indicate the amount on top of what has already been entered (i.e., if student was originally paid $1500/month and will now be paid $2000/month, please fill out the new form and indicate the amount of
$500/month).

2. If the revised amount is less, please ask to stop the current payments, and submit a new form with the revised, lowered amount.

5. **What if I missed a pay deadline?**

The system will pick up any back dated payments and these will be paid during the next pay cycle. The Payroll Deadline calendar on ucalgary.ca/Finance can be referred to for payroll entry deadlines.

6. **Are there extra steps involved in paying an international student?**

A regular template-based hire cannot be entered for international students. Please contact HR regarding setting up the student in the system. hr@ucalgary.ca or 403-210-9300

Once HR assigns the student a UCID, the payment process is the same.

**Please Note:** Payments for international students cannot be entered prior to their Study Permit start date and cannot run past the expiry date of their Study Permit.

7. **I received an email from Research Accounting after submitting the payment form stating that the project I provided does not allow the scholarship code. What do I do?**

This does not occur very often, but when it does, you will need to either provide a new project number that does allow for the scholarship code (63025) or request that the granting agency allow the scholarships to be paid from the project. Please contact Research Accounting for more information: 403-210-9300.

8. **I know the payment has been entered but I have nothing to approve in PeopleSoft. What do I do?**

The project holder (or their delegate) is the person who receives the automated email and has to approve the transaction. Sometimes the project holder is a different individual than the supervisor. Please check with the project holder to ensure they received the approval request.

9. **Do I need to approve a Scholarship every pay cycle?**

No, the project holder only needs to approve the transaction once.

10. **I tried to initiate a payment online for an undergraduate student, but I didn’t have the appropriate access. What happened?**

All undergraduate student payments for the Cumming School of Medicine are...
initiated by Kate McGillis. Please email all payment requests for undergraduate studentships to Kate McGillis (kfmcgill@ucalgary.ca).