

Guide to Reading Your ACORN Payment History Report

1 Student Information and Report Totals

Payment History A

[Guide to Reading Your Payments Report & Fee Payments FAQ](#)

Person Id	987654321	Total	\$ 101,297.00CR B
Person Name	Student, Current	Balance	\$ 46,015.00 C

A **Payment History** lists fee payments made to the University of Toronto, and *do not include refund payments issued to students*

B **Total = Sum of all payments listed on the report** except Credit Card Payment-Awaiting Confirmation transactions which will be included in this total when confirmed and recorded as Payment-Acorn Credit Card (2-3 business days).

C **ACORN Account Balance** is:

- Amount owed to the University, \$46,015.00, OR
- Credit Balance (CR) is amount by which payments or awards exceeds fee charges (e.g. \$ 5,000.00CR). Do not pay this amount. The student may be eligible for a refund payment.

2 Payments Transaction Listing

Payments	Invoice	Transaction
Process Date A	Session C	Amount D
Transaction Description E		
2020-11-10	TBA	\$6,340.00CR
2020-10-11	Winter 2021	\$6,800.00CR
2020-09-11	Winter 2021	\$9,801.00CR
2020-08-20	Winter 2021	\$200.00
2020-08-09	Winter 2021	\$200.00CR
2020-08-04	Fall 2020	\$22,574.00CR
2020-05-30	Fall 2020	\$500.00CR

A **Process Date:** Date on which payment was recorded on ACORN.

- The transfer of fee payments from major Canadian financial institutions normally takes three to five business days to be recorded in the Student's ACORN account, however the transfer from Canadian credit unions and financial institutions outside of Canada can take make longer.
- Note:** *The University is closed for two weeks at the end of December. The transfer of fee payments made during the two-week closure period will be recorded in the Student's ACORN account by the end of the first business week in January.*

B **Transaction Description:**

- Deposit: Academic or Residence
- Payment or Bank Payment: Fee payments

C **Invoice Session:** Select this sessional invoice to view payment

D **Transaction Amount:**

- Deposit (CR) is the amount of academic or residence deposit payment (e.g. 500.00CR)
- Payment, Bank Payment (CR) is the amount of the fee payment (e.g. 200.00 CR)
- Returned payment is the amount of the fee payment reversal (e.g. 200.00)

<p>3 Credit Card Fee Payment-Awaiting Confirmation</p>	<table border="1"> <thead> <tr> <th colspan="2">Payments</th> <th>Invoice Session</th> <th>Transaction Amount</th> </tr> <tr> <th>Process Date</th> <th>Transaction Description</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>A 2020-11-10</td> <td>B Credit Card Payment-Awaiting Confirmation</td> <td>C TBA</td> <td>D \$6,340.00CR</td> </tr> </tbody> </table>	Payments		Invoice Session	Transaction Amount	Process Date	Transaction Description			A 2020-11-10	B Credit Card Payment-Awaiting Confirmation	C TBA	D \$6,340.00CR	<p>A successful ACORN online credit card transaction will be immediately displayed in the Payments section.</p> <p>A Process Date: Date on which online credit card payment has been processed. This is NOT the date on which the University of Toronto has received the fee payment.</p> <p>B Transaction Description:</p> <ul style="list-style-type: none"> Click on Credit Card Payment-Awaiting Confirmation to view and/or download the online transaction receipt. It typically takes 2-3 business days to confirm a credit card fee payment. The University does not consider the fee payment to have been received until confirmed. ACORN will not change the student’s registration status from “Invited to Register” to “Registered” until the confirmation process is complete. <p>C Invoice Session: TBA until the payment has been confirmed by the University.</p> <p>D Transaction Amount:</p> <ul style="list-style-type: none"> Fee payment amount excluding convenience fee billed as a separate charge directly by Moneris This payment amount is not reflected in the student’s ACORN account balance until confirmed by the University.
Payments		Invoice Session	Transaction Amount											
Process Date	Transaction Description													
A 2020-11-10	B Credit Card Payment-Awaiting Confirmation	C TBA	D \$6,340.00CR											
<p>4 Confirmed Credit Card Transactions</p>	<table border="1"> <thead> <tr> <th colspan="2">Payments</th> <th>Invoice Session</th> <th>Transaction Amount</th> </tr> <tr> <th>Process Date</th> <th>Transaction Description</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2020-10-11</td> <td>Credit Card Tuition & Fee Payment</td> <td>Winter 2021</td> <td>\$6,800.00CR</td> </tr> </tbody> </table>	Payments		Invoice Session	Transaction Amount	Process Date	Transaction Description			2020-10-11	Credit Card Tuition & Fee Payment	Winter 2021	\$6,800.00CR	<p>It typically takes 2-3 business days to confirm a credit card fee payment. The University does not consider the fee payment to have been received until confirmed.</p> <p>Click on Payment-ACORN Credit Card to view and/or download the online transaction receipt.</p> <p>When the credit card fee payment has been confirmed by the University, the Transaction Description will be changed to “Payment-ACORN Credit Card”, the Invoice Session will be recorded, and the Transaction Amount will be included in the ACORN account balance.</p>
Payments		Invoice Session	Transaction Amount											
Process Date	Transaction Description													
2020-10-11	Credit Card Tuition & Fee Payment	Winter 2021	\$6,800.00CR											
<p>5 Declined Credit Card Transactions</p>	<table border="1"> <thead> <tr> <th colspan="3">Declined Credit Card Transactions</th> </tr> <tr> <th>Process Date and Time</th> <th>Transaction Description</th> <th>Transaction Amount</th> </tr> </thead> <tbody> <tr> <td>A 2020-11-10 10:30:53</td> <td>B Credit Card Declined</td> <td>C \$6,340.00</td> </tr> <tr> <td>2020-10-11 5:45:58</td> <td>Credit Card Declined</td> <td>\$6,800.00</td> </tr> </tbody> </table>	Declined Credit Card Transactions			Process Date and Time	Transaction Description	Transaction Amount	A 2020-11-10 10:30:53	B Credit Card Declined	C \$6,340.00	2020-10-11 5:45:58	Credit Card Declined	\$6,800.00	<p>A Process Date and Time: Declined payment time-stamp.</p> <p>B Transaction Description: Click on Credit Card Declined to view and/or download online transaction receipt. Contact credit card provider if unclear why payment was declined.</p> <p>C Transaction Amount: Declined transaction amount.</p>
Declined Credit Card Transactions														
Process Date and Time	Transaction Description	Transaction Amount												
A 2020-11-10 10:30:53	B Credit Card Declined	C \$6,340.00												
2020-10-11 5:45:58	Credit Card Declined	\$6,800.00												

<p>Returned Payment</p>	<table border="1"> <thead> <tr> <th>Payments Process Date</th> <th>Transaction Description</th> <th>Invoice Session</th> <th>Transaction Amount</th> </tr> </thead> <tbody> <tr> <td>2020-08-20</td> <td>Returned payment</td> <td>Winter 2021</td> <td>\$200.00 B</td> </tr> <tr> <td>2020-08-09</td> <td>Bank Payment</td> <td>Winter 2021</td> <td>\$200.00CR A</td> </tr> </tbody> </table>	Payments Process Date	Transaction Description	Invoice Session	Transaction Amount	2020-08-20	Returned payment	Winter 2021	\$200.00 B	2020-08-09	Bank Payment	Winter 2021	\$200.00CR A	<p>A Bank Payment that was deposited in the ACORN account</p> <p>B Reversal of Bank Payment transaction: The bank requires the University to record a returned payment due to insufficient funds, the bank account is closed, the cheque or bank draft or money order does not have the required micro-encoding at the bottom or information on the draft or money order is not sufficient to accept for deposit or if the cheque is staled dated.</p>
Payments Process Date	Transaction Description	Invoice Session	Transaction Amount											
2020-08-20	Returned payment	Winter 2021	\$200.00 B											
2020-08-09	Bank Payment	Winter 2021	\$200.00CR A											
<p>Payment from OSAP</p>	<table border="1"> <thead> <tr> <th>Payments Process Date</th> <th>Transaction Description</th> <th>Invoice Session</th> <th>Transaction Amount</th> </tr> </thead> <tbody> <tr> <td>2020-09-14</td> <td>OSAP Payment-Federal</td> <td>Fall 2021</td> <td>\$2,540.00CR A</td> </tr> <tr> <td>2020-09-11</td> <td>OSAP Payment-Provincial</td> <td>Fall 2021</td> <td>\$5,200.00CR B</td> </tr> </tbody> </table>	Payments Process Date	Transaction Description	Invoice Session	Transaction Amount	2020-09-14	OSAP Payment-Federal	Fall 2021	\$2,540.00CR A	2020-09-11	OSAP Payment-Provincial	Fall 2021	\$5,200.00CR B	<p>A Portion of OSAP Payment funded by Federal Government redirected to the ACORN account to pay for tuition and non-tuition fees.</p> <p>B Portion of the OSAP Payment funded by Provincial Government redirected to the ACORN account to pay for tuition and non-tuition fees.</p>
Payments Process Date	Transaction Description	Invoice Session	Transaction Amount											
2020-09-14	OSAP Payment-Federal	Fall 2021	\$2,540.00CR A											
2020-09-11	OSAP Payment-Provincial	Fall 2021	\$5,200.00CR B											

Fee Payment FAQs

<p>Payment Deadlines?</p>	<p>Refer to Fee Payment and Monthly Service Charge Billing Deadlines</p>
<p>Payment Options?</p>	<p>View fee payment options and payment instructions at studentaccount@utoronto.ca</p>
<p>Delayed Fee Payment ?</p>	<p>Students are responsible for planning sufficient time for fee payments to reach the University’s bank account and to be recorded in the Student’s ACORN account by the payment due date.</p> <p>The transfer of fee payments from major Canadian financial institutions normally takes three to five business days to be recorded in the Student’s ACORN account, however the transfer from Canadian credit unions and financial institutions from outside of Canada can take much longer.</p> <p><i>Notes: The University is closed for two weeks at the end of December. The transfer of fee payments made during the two-week closure period will be recorded in the Student’s ACORN account by the end of the first business week in January.</i></p> <p>Keep your receipt or your fee payment verification/confirmation number. It is your proof of payment and will be requested to follow up on any fee payment problems.</p>
<p>Payment has NOT been recorded in ACORN account after normal</p>	<p>The transfer of fee payments from major Canadian financial institutions normally takes three to five business days to be recorded in the Student’s ACORN account, however the transfer from Canadian credit unions and financial institutions from outside of Canada can take much longer (e.g. up to 2 weeks).</p>

<i>processing period?</i>	If your payment has NOT been recorded in the ACORN account within the normal processing period (five to 10 business days after payment has been made at your financial institution), then send an email message to info.studentaccount@utoronto.ca with a copy of your proof of payment and include "Payment Not Recorded in ACORN" in the email message subject line.
<i>Can I direct my payment to a specific fee?</i>	All payments are applied to the charges on your Financial account according to the algorithm of 'oldest first'. This means that the oldest outstanding charge in the oldest session will be cleared first; there is no distinction between the type of charge, e.g. residence fees, academic fees etc.