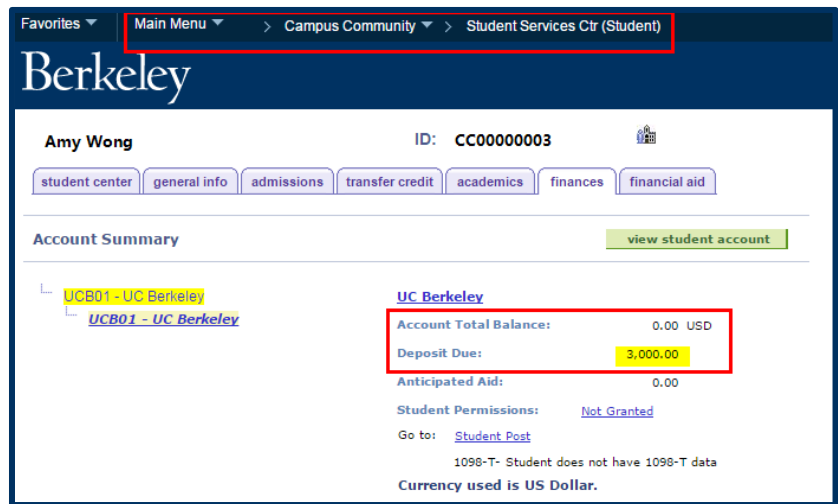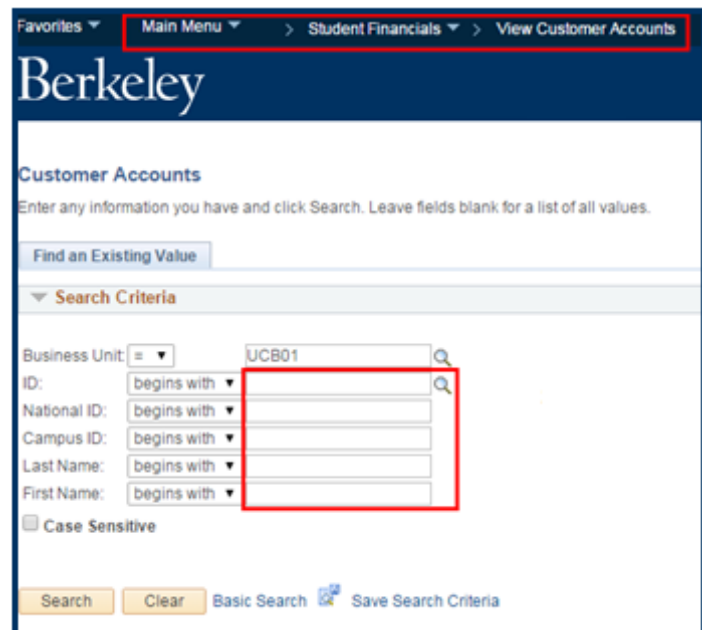# SIR Deposit: Payment Returned

The purpose of this document is to provide staff with the steps to view if the SIR deposit payment has been 'returned' in *Campus Solutions*. Examples of reasons why a payment has returned include insufficient funds, account not found, credit card reversal, etc.

For steps on how to verify if a SIR deposit has been paid or not, refer to document: "SIR Deposit: Viewing if Paid or Not Paid". If a deposit payment was returned, the **Student Services Ctr (Student)** page will display a Deposit Due amount.

Follow the steps below to verify if a SIR deposit payment has returned. The menu options displayed in this step-by-step guide may vary from yours depending on your security access and functions.

1. From the **Main Menu**, navigate to: **Student Financials** > **View Customer Accounts**.

2. Enter the student's information in the search criteria. Click **Search**.

3. Click **Account Details**.

4. Click **Item Details**.

5. The illustration to the right shows that the deposit was returned. In this example the Details section shows two lines of data. Line 1 shows the deposit posted as a **-$3,000.00** credit on **12/1/15**. Line 2 shows the item was returned.

> NOTE: Return check fees will not display until July 2016.

6. If you are done checking SIR deposits, click on the **Main Menu** link at the top of the page to go to another page, *or* click **Sign out** in the top-right corner of the page.

Support:

For questions or assistance, please contact SIS Production Support:

- Email: **sishelp@berkeley.edu**
- Call 510 664-9000 (press option 6)

For additional SIS resources, please visit:

https://sis.berkeley.edu/training