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