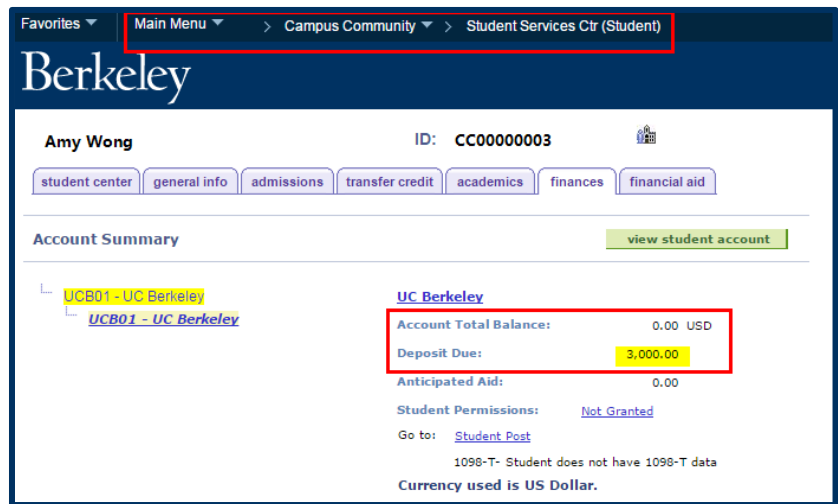


## SIR Deposit: Payment Returned

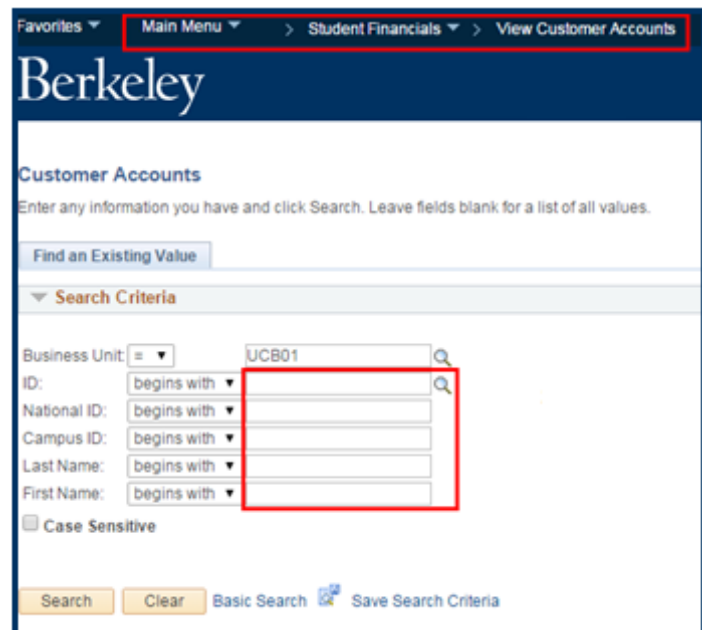
The purpose of this document is to provide staff with the steps to view if the SIR deposit payment has been 'returned' in *Campus Solutions*. Examples of reasons why a payment has returned include insufficient funds, account not found, credit card reversal, etc.

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.

Customer Accounts

Business Unit: UCB01  
 Wong, Amy ID: CC00000003 Academic Information

Total: 0.00 Anticipated Aid: 0.00

| Account Type | Account Number | Balance  | Open Date  | Status |                                 |
|--------------|----------------|----------|------------|--------|---------------------------------|
| Deposits     | DEPOSIT001-    | 0.00 USD | 12/01/2015 | Active | <a href="#">Account Details</a> |

Go to: Detail Trans Item Summary Items by Term Items by Date Due Charges Payment Plans

[Return to Search](#) [Notify](#)

4. Click Item Details.

Account Details

ID: CC00000003 Business Unit: UCB01  
 Account Number: DEPOSIT001- Account Balance:

Debits: 0.00 Credits: 0.00 Applied: 0.00 Unapplied:

| Item                   | Term           | Amount             |                              |
|------------------------|----------------|--------------------|------------------------------|
| Class                  | Installment ID | Last Activity Date | Balance                      |
| Program Deposit - Visa | 2015 Fall      | 0.00               | <a href="#">Item Details</a> |
|                        |                | 12/01/2015         | 0.00                         |

- 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.

| Payment Line Details      |              | ID:                            | 303              | Business Unit:         | UCB01      |               |           |
|---------------------------|--------------|--------------------------------|------------------|------------------------|------------|---------------|-----------|
|                           |              | Item Nbr:                      | 0000000000000001 | Program Deposit - Visa |            |               |           |
|                           |              | Payment ID Nbr:                |                  | Item Amount:           | 0.00       |               |           |
|                           |              | Applied Amount:                | 0.00             | Balance:               | 0.00       |               |           |
|                           |              | Reference Nbr:                 | 253101           | Item Type:             | 600000     |               |           |
| Account Split for Payment |              | Find   View All   First 1 of 1 |                  |                        |            |               |           |
| Account Nbr               | Account Term | Item Term                      | Item Amount      |                        |            |               |           |
| DEPOSIT001                |              | 2015 Fall                      | 0.00             |                        |            |               |           |
| Details                   |              |                                |                  |                        |            |               |           |
| Nbr                       | Posted       | Effective                      | Billed           | Due                    | GL Posted  | Reference Nbr | Amount    |
| 1                         | 12/01/2015   | 12/01/2015                     |                  |                        | 12/01/2015 | 253101        | -3,000.00 |
| 2                         | 12/01/2015   | 12/01/2015                     |                  |                        | 3:14:53PM  | 253101        | 3,000.00R |

- 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.

| Account Summary                      |                                 |
|--------------------------------------|---------------------------------|
| UCB01 - UC Berkeley                  | Univ of California, Berkeley    |
| UCB01 - Univ of California, Berkeley | Account Total Balance: 0.00 USD |

**Support:**

For questions or assistance, please contact SIS Production Support:

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

For additional SIS resources, please visit:

<https://sis.berkeley.edu/training>