SIU
SOUTHERN ILLINOIS UNIVERSITY
BURSAR OFFICE
CARBONDALE

Southern Illinois University Payment Return Policy

At Southern Illinois University (SIU), our payment return policy is designed to address various scenarios when payments are returned for reasons such as insufficient funds (NSF), no account, stop payment, or incorrect account details. When a payment is returned under these circumstances, the following policies apply:

1. Return Check Fee: A return check fee of $25.00 is charged for payments returned at SIU. This fee covers the administrative and processing costs associated with handling returned payments. If the payment was made through Nelnet or AR Collect, the return fee is $30.00.

2. 2-Week Hold on Registration: In the event of a returned payment, a "2-week hold on registration" is initiated. This means that the registration process will be temporarily delayed for a period of two weeks. The purpose of this hold is to allow time for the resolution of the payment issue and to prevent any additional financial transactions from being returned during this holding period.

3. Common Reasons for Payment Returns: Payments may be returned for various common reasons, including insufficient funds, indicating that there are insufficient funds in the payer's account to cover the payment; no account, meaning that the provided account does not exist; stop payment, when the payer has requested a halt to the check or payment; or incorrect account information, where the provided account details do not match SIU's records. Please note: students will need to contact their financial institution if they have questions regarding why a payment was returned.

4. Resolving a Returned Payment: If your payment is returned at SIU, it is essential to promptly contact the Bursar Office and make full payment of the returned amount. They will guide you through understanding the reason for the return and the steps required to resolve the issue. Resolving the issue may involve providing accurate account information, ensuring sufficient funds, or addressing any other issues that led to the return. If you were able to register for courses based on a payment that was later returned, your courses will be cancelled if the amount of the payment is not resolved with cash or certified funds by the deadline provided.

5. Post 2-Week Hold on Registration: Following the 2-week hold on registration at SIU, you should be able to proceed with your registration or other transactions once the payment issue is fully resolved, and SIU lifts the hold. It is essential to remain proactive during this two-week period to ensure that the payment is cleared, avoiding any further delays in your transactions or services at SIU.

6. Multiple Return Payments: Multiple returned payments could result in additional consequences, including but not limited to students online payment ability being restricted, Student Rights and Responsibilities being notified, and a Notice to Evict being issued by Housing.