

From: [U.S. Department of Education](#)
To: [Harris, Sally](#); [Heavner, Brent](#); [Harmoush, Vanessa](#); [Smigielski, Alan](#); [Ohnemus, Edward](#); [Bradshaw, Jim](#); [Huffman, Diana](#); [Loewenstein, Roy](#); [Mould, Jim](#); [Erdelyi, Tom](#); [Inouye, Shin](#); [Rieser, Sheila](#)
Subject: Courtesy Copy: U.S. Department of Education Refunds Process Change
Date: Thursday, September 7, 2023 6:21:51 PM

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This is a courtesy copy of an email bulletin sent by Sheila Rieser.

This bulletin was sent to the following groups of people:

Subscribers of External Users of the U.S. Department of Education Grants Management System (41851 recipients)

Dear Customers of the U.S. Department of Education G5 System,

Starting October 1, 2023, the U.S. Department of Treasury will no longer accept refund checks on behalf of the U.S. Department of Education (ED). After September 30, 2023, refunds to ED must be sent via Fedwire, as an ACH initiated through the G5 system, or through a check sent directly to the U.S. Department of Education.

To return funds in G5:

- To send a refund through G5, a refund bank account must have been set up first by a Payee user at the institution under "Refund Bank Account Maintenance." NOTE: This is a separate process from submitting an SF1199A banking form for payment accounts.
- The person with the "Payee" role in G5 goes to Payments> Refunds> Refund Creation and click on the "Refunds" tab.
- If the award is in one of the following states: Open, Liquidation, or Suspension, the refund can be applied to the specific award.
- If the award is closed, or there is no associated grant award with the refund, the refund can still be sent through G5 by going to Payments> Refunds> Refund Creation and clicking on the "Miscellaneous Refunds" tab and selecting "Closed Awards."

To return funds via Fedwire:

- INTERNATIONAL FEDWIRE: Institutions using an international bank account must send refunds via Fedwire. International Fedwire instructions can be found by going to Payments> Refunds> Refund Creation and clicking on the "International Refunds" tab.
- DOMESTIC FEDWIRE: Institutions using a domestic bank account may choose to send a refund via Fedwire if they wish. Instructions for sending a domestic Fedwire can be found here: https://www.g5.gov/G5HELP/G5_fedwire_instructions.pdf

To return funds via check:

- Send a check made out to the U.S. Department of Education to the following address. Make sure that the check or an accompanying letter contains details of where the funds should be applied, such as to a specific grant award or for an audit finding. Write out the complete grant award number or audit number.

US Department of Education
Office of Finance and Operations
Accounts Receivable and Bank Management Division
400 Maryland Ave SW
2nd Floor
Washington DC 20202

- If you have additional questions about sending a check, email the Department of Education Accounts Receivable Group at

ocfoaccountsreceivable@ed.gov.

If you need further assistance on the refund process or have questions about this email, please contact the Office of Business Support Services at obsed@servicenowservices.com or call 202-401-6238.

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