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LDEQ announces new invoice processing procedure

BATON ROUGE – The Louisiana Department of Environmental Quality is transitioning to a new invoice payment process for the regulated community that will expedite the processing of fees. The new process is slated to begin July 10; applying to fiscal year 2020 invoices and onward.

Lockbox, a cash management tool serviced by J.P. Morgan in Dallas, Texas, will be the repository for handling invoice payments. “This process will streamline the payment posting to a facility’s account by having the bank process payments directly in lieu of customers submitting directly to LDEQ,” said Theresa Delafosse, administrator of LDEQ’s Financial Services Division. “As the customer submits a payment to Lockbox, a confirmation is sent to LDEQ Financial Services, who will record that the payment has been made.”

The new process will ensure that payments are posted expeditiously, eliminating some of the delays caused by the processing of large volumes of incoming mail.

Online payments will continue to be accepted at <http://business.deq.louisiana.gov/>.

As LDEQ submits invoices to the regulated community, a return envelope with a Dallas, Texas, address will be provided (postage not included). The coupon at the bottom of the invoice should be removed and included with payment in the envelope provided. For ease of processing, customers are only to submit one check or money order per invoice, per envelope. Payment processing will be delayed if a single check is sent for multiple invoices or if the coupon and payment are mailed to LDEQ directly.

Please note that this process applies to invoices only – no other correspondence or fee applications are to be submitted to the Dallas address. LDEQ cannot guarantee that such documentation will be received and processed accordingly.

If you have a large number of invoices and you wish to make alternative payment arrangements, please contact LDEQ’s Financial Services Division at (225) 219-3865 and someone will discuss options with you.