

LDEQ E-BUSINESS

How To Make Payments Online

LDEQ Online Payment Site:
<https://business.deq.louisiana.gov>

CONTENTS

Creating And Maintaining An Account

Creating an account

Logging in

Forgot Username or Password

Payments

Paying Application Fees

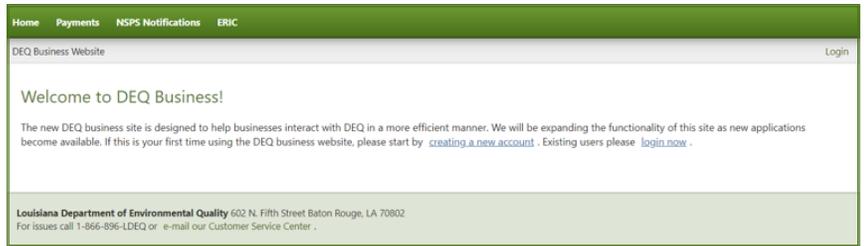
Paying Invoices

Checking Out



Creating An Account

This is the initial screen or home page for LDEQ E-Business. To create a new account, select **creating a new account**.



Please complete all the required fields. This information is about your account that you are creating. It is not linked to any business records at LDEQ. Anyone can create an account.

Register for an Account

* Indicates a required field.

* Username

Use only letters, numbers and/or underscores

* Password

* Confirm password

* E-Mail

* Confirm e-mail

* First Name * Last Name

* Company

* Title

* Address

* City * State * Zip

-- Select State --

* Phone number: Phone number (alt):

Why Register?

Registering for an account at DEQ allows you access to many online services we provide. You can create one account to log into many of our programs online.

If you are having trouble registering a new account, please [let us know](#).

Are You a DEQ Employee?

If so, you already have a login! Just use your DEQ system account to [login now](#).

This is a Secure Site

DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.

Logging In

If you already have an account, you can select **login now** or visit the following link: <https://membership.deq.louisiana.gov/Sessions/Login>

Login to Your Account

If you are having trouble logging in, please [let us know](#).

User Name

[Forgot your username?](#)

Password

[Forgot your password?](#)

Remember Me

Cancel and login as a DEQ Employee

This is a Secure Site

DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.

Don't have an account?

[Create One Now!](#) It takes only a few minutes.

Logging In (Continued)

As a note: If you see this screen, it is in error. This screen is for LDEQ staff only. Please click **Cancel and login as a NON DEQ Employee**.

Login to Your Account

Login in to your DEQ Employee Account

Please login using your DEQ system account:

User Name

Password
 The Password field is required.

Remember Me

Login Cancel and login as a NON DEQ Employee

This is a Secure Site
 DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.

Forgot Username or Password

Did you forget your username or password?

There are links listed below each field that will direct you to screens to retrieve this information. *(As a note: the email address used when you created your account is where the retrieval information will be sent.)*

(See links marked in red)

Login to Your Account

If you are having trouble logging in, please [let us know](#).

User Name
 Forgot your username?

Password
 Forgot your password?

Remember Me

Login Cancel and login as a DEQ Employee

This is a Secure Site
 DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.

Don't have an account?
[Create One Now!](#) It takes only a few minutes.

This is the Retrieve Your **Username** screen. Simply enter the e-mail address associated with your account.

Retrieve Your Username

You can retrieve your username using this form. An email will be sent to your email address containing your username.

Please add **no-reply@business.deq.louisiana.gov** to your address book to ensure delivery.

Email

Send Retrieval Email

Security Notice
 Please note that for security reasons you will need to create a new account here. This account will be different from the one you used to login to the main DEQ website.

This is the Reset Your **Password** screen. Simply enter the username associated with your account.

Reset Your Password

You can reset your password using this form. An email will be sent to your email address containing instructions on how to reset your password.

Please add **no-reply@business.deq.louisiana.gov** to your address book to ensure delivery.

Username

Send Reset Email

Security Notice for Old DEQ Accounts
 Please note that for security reasons you will need to create a new account here. This account will be different from the one you used to login to the main DEQ website.

Selecting the Payments tab brings you to a screen where you can select: Pay Invoices or Pay Application Fees.

For both, you will need an Agency Interest Number (AI number). The AI Number is the Department’s primary identifying number based on a physical location (or person). The AI Number can be found on issued permits/licenses/registrations, invoices, or other correspondence from the department. Agency Interest numbers are specific to a physical location (or person).

Online Payments

Please note that payments made online will not show as applied to your balance immediately. Please do not pay an invoice again that you know you've already paid. You should receive a receipt by email for all online payments. If you get an error message when attempting to make payment, or do not receive a receipt by email, please contact us at 225-219-3865 or send screen shots of the error to us.

Enter your AI number to view and pay your outstanding invoices or view other payments.

If you don't have an AI number, click [here](#) to request an AI. You may also [view your existing payment receipts](#).

AI Number

Pay Invoices
 Pay Application Fees

Continue

Support: If you are having trouble with the online payments system, please send screen shots to us.

Bank Fees Explained:
 This service charge is the fee charged by the vendor providing this service. Fees are as follows:

Credit Cards
 Payments may be made using Visa, Master Card, Discover, or American Express. When using this method of payment, there is a **1.95%** service charge added to the total payment.

E-Checks
 When using this method of payment, there is a service charge in the amount of **\$0.50** added to the total payment.

Notes:
 * Effective June 29, 2020, LDEQ transitioned to USBank from Bank of America for the completion of credit card transactions. Please anticipate being directed to the US Bank online platform during check-out. This is the only change customers can expect. There should be no change in billing otherwise.

If you do not have an AI Number, click the link shown below to request an AI Number. It will take you to a form where you will be asked to provide information for an AI to be established for your physical site or person.

Paying Application Fees

Many application fees are prepaid and the application must be submitted with payment. The online system will provide an email receipt that you must include with your application as proof of payment. The receipt will be emailed to the email address you provide at checkout.

If you wish to submit payment for a pre-paid application fee, enter the AI Number in the corresponding field and select the **Pay Application Fees** radial button from the online payments screen. *(As a note: The Pay Invoices button is the default, so you must change the option.)*

AI Number

Pay Invoices
 Pay Application Fees

Continue

A menu of all available fees will appear. There is a filter option if you wish to reduce the fees displayed on the screen. *(This example has been filtered to show only the available Asbestos application fees.)*

As a note: not all prepaid application fees are available online at this time. It may be necessary for you to submit a check or money order for some application fees. *(For example, ADVF fees are not available for online payment in the menu list below.)*

Available Fees

Filter list by media: Asbestos

View Cart & Checkout
 Items in Cart: 2 (\$727.00)

Media	Description	Cost	
Asbestos	Agent Accreditation - Emergency	\$436.00	Add to Cart
Asbestos	Agent Accreditation - Normal	\$291.00	Add to Cart
Asbestos	Duplicate Certificate	\$37.00	Add to Cart
Asbestos	Trainer Recognition per Trainer - Emergency	\$109.00	Add to Cart
Asbestos	Trainer Recognition per Trainer - Normal	\$73.00	Add to Cart
Asbestos	Training Organization Recognition - Emergency	\$654.00	Add to Cart
Asbestos	Training Organization Recognition - Normal	\$436.00	Add to Cart
Asbestos	Worker Accreditation - Emergency	\$109.00	Add to Cart
Asbestos	Worker Accreditation - Normal	\$73.00	Add to Cart

You will be given a menu of items to “Add To Cart”. Fees submitted should only be for the AI indicated.

Paying Application Fees (Continued)

As a note: You may pay fees for multiple applications at one time as long as all the applications are for the AI you indicated.

For certification fees, please submit payment under the AI for each applicant. Paying the application fees for multiple persons under a single AI will cause a delay in the processing of your applications.

Click **View Cart & Checkout** then click **Continue to Payment** and it will take you to the Check-Out screen.

Your Shopping Cart

Your Cart Contents:

Description	Base Fee	Quantity	Line Total
Training Organization Recognition - Normal	\$436.00	1	\$436.00
Agent Accreditation - Normal	\$291.00	1	\$291.00

Cart total: **\$727.00**

* Please do not refresh the page or go back to the previous page during a transaction. It may cause the browser to initiate another payment request.

[Back to Product Selection](#) **Continue To Payment**

Paying Invoices

All LDEQ invoices are available for online payment.

If you are trying to pay a fee and have not received an invoice, it may be a prepaid application fee. Please see the previous section if you are paying an application fee.

On the Payments screen input your AI Number and ensure the **Pay Invoices** radial button is selected (*It is the default selection*) and click **Continue**.

AI Number

Pay Invoices
 Pay Application Fees

Continue

On the next screen all open invoices will display.

Open Invoices

Select the invoices you wish to pay at this time and click the "Pay Invoices" button. For more detailed information, click the individual invoice number(s).

Click [here](#) to download the current fiscal year Naturally Occurring Radioactive Material (NORM) inventory report for Radiation NORM invoices.

<input checked="" type="checkbox"/>	Invoice Number	Division	Description	Date	Due Date	Amount	Applied Payments	Balance	Late Fee	Invoice Total
<input checked="" type="checkbox"/>	851765	AIR QUALITY	PERMIT FEE	04/17/2023	05/17/2023	\$2,053.00	\$0.00	\$2,053.00	\$0.00	\$2,053.00
<input checked="" type="checkbox"/>	837456	HAZARDOUS WASTE	REGISTRATION, LAND DISPOSAL PROHIBITION FEE	02/03/2023	03/05/2023	\$634.00	\$0.00	\$634.00	\$0.00	\$634.00

Total Outstanding: \$2,687.00

Total to Pay: \$2,687.00

Pay Selected Invoices

You can view the invoice details by selecting the invoice number. A popup window will open displaying the invoice information.

Invoice #851765

Invoice Date: Monday, April 17, 2023
Due Date: Wednesday, May 17, 2023

AI:

Name:

State: LA
Media: AIR QUALITY
Description: PERMIT FEE

Line Items

Description	Assessment Desc.	Applied Payments	Amount	Balance
PERMIT FEE	Permit Id.: UNF000000009 Location:Environmental Operations Plant; Fee Code:0630; Rate:\$8.29; Multiplier: 1; Calculated Fee: \$8.29; Minor Modification Minimum Fee; Total Fee:\$2053	\$0.00	\$2,053.00	\$2,053.00

Total

Amount: \$2,053.00
Applied Payments: \$0.00
Balance: \$2,053.00
Late Fee: \$0.00
Invoice Total: **\$2,053.00**

Paying Invoices (Continued)

Once you have selected the invoices you wish to pay, select **Pay Selected Invoices** to begin the check-out process.

Open Invoices

Select the invoices you wish to pay at this time and click the "Pay Invoices" button. For more detailed information, click the individual invoice number(s).

Click [here](#) to download the current fiscal year Naturally Occurring Radioactive Material (NORM) inventory report for Radiation NORM invoices.

<input checked="" type="checkbox"/>	Invoice Number	Division	Description	Date	Due Date	Amount	Applied Payments	Balance	Late Fee	Invoice Total
<input checked="" type="checkbox"/>	851765	AIR QUALITY	PERMIT FEE	04/17/2023	05/17/2023	\$2,053.00	\$0.00	\$2,053.00	\$0.00	\$2,053.00
<input checked="" type="checkbox"/>	837456	HAZARDOUS WASTE	REGISTRATION, LAND DISPOSAL PROHIBITION FEE	02/03/2023	03/05/2023	\$634.00	\$0.00	\$634.00	\$0.00	\$634.00

Total Outstanding: \$2,687.00
Total to Pay: \$2,687.00

[Pay Selected Invoices](#)

The Fee Payment Checkout screen will display a list of the invoices to pay in your cart (You cannot pay for invoices for multiple AI's at the same time). Click **Continue to Payment**.

Fee Payment Checkout

Your Cart Contents:

Description	Base Fee	Quantity	Line Total
851765 - PERMIT FEE	\$2,053.00	1	\$2,053.00
837456 - REGISTRATION, LAND DISPOSAL PROHIBITION FEE	\$634.00	1	\$634.00

Subtotal: \$2,687.00

* Please note the method of payment (credit card or e-check) determines the bank fee.

* Please do not refresh the page or go back to the previous page during a transaction. It may cause the browser to initiate another payment request.

[Continue To Payment](#)

Checking Out

Please note payments made online are not immediately posted to the invoice.

Once you begin the checkout process, please do not refresh the page or go back to the previous page during a transaction. It may cause the browser to initiate another payment request.

You may pay by echeck or credit card. You will select **New Bank Account** or **New Card Account** from the drop down under **Payment Method**.

Fee Payment Checkout

Your Cart Contents:

Description	Base Fee	Quantity	Line Total
851765 - PERMIT FEE	\$2,053.00	1	\$2,053.00
837456 - REGISTRATION, LAND DISPOSAL PROHIBITION FEE	\$634.00	1	\$634.00

Subtotal: \$2,687.00

* Please note the method of payment (credit card or e-check) determines the bank fee.

* Please do not refresh the page or go back to the previous page during a transaction. It may cause the browser to initiate another payment request.

Personal Details

Email

Payment method

New Card Account

New Bank Account

New Card Account

Name on Card

Billing Address

Overseas Address

Address Line 1

City State Zip Code

I agree to the [Terms and Conditions](#)

[PAY](#)

Checking Out (Continued)

Credit Card Payments

Payments may be made using Visa, Master Card, Discover, or American Express. When using this method of payment, there is a **1.95%** service charge added to the total payment.

The billing address for credit card payments is the address associated with the credit card account.

Personal Details

Email

Payment method

New Card Account

Card Number  CVV Exp. Date

Name on Card

Billing Address

Overseas Address

Address Line 1

City State Zip Code

I agree to the [Terms and Conditions](#)

PAY

eCheck Payments

When using this method of payment, there is a service charge in the amount of **\$0.50** added to the total payment.

Personal Details

Email

Payment method

New Bank Account

Account Type Account Holder Type

Routing Number 

Account Number  Confirm Account Number

Name of Account Holder

I agree to the [Terms and Conditions](#)

PAY