



Payments for Invoices and Civil Penalties

Your DEQ Online

July 2022



This document was prepared by
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DEQ can provide documents in an alternate format or in a language other than English upon request. Call DEQ at 800-452-4011 or email deqinfo@deq.oregon.gov.

System Overview

The Oregon Department of Environmental Quality has instituted the use of a modernized, cloud-based tool for a selection of compliance programs within the agency and several business processes that involve the public and regulated entities. This document addresses how public users of this system make payments for invoices and civil penalties.

[Your DEQ Online](#) is an Environmental Data Management System designed to combine current DEQ processes across air, land and water divisions in one convenient and easily accessible portal. The system enables users to submit applications, upload reports, enter data, check the status of applications, pay fees or fines, and manage account activity. In addition, the system allows for greater public access to environmental data without the need to request this information from DEQ staff.



State of Oregon
Department of
Environmental
Quality



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1. Technology Fee

Starting July 1, 2022, a 4% technology fee will be added to all financial transactions in Your DEQ Online, except agency-issued penalties. The fee, which was authorized by the 2021 Oregon Legislature, is necessary to pay for the annual operation and maintenance costs of the system. For more information, see the [Technology Fee Frequently Asked Questions](#).

2. Payments for Invoices and Civil Penalties

Your DEQ Online offers three methods for invoice payment: ACH electronic transfer (e-check), credit card, or check by mail. Electronic payments are secure, immediate and enable faster process of submittals. To make an ACH electronic transfer or credit card payment you will need:

1. Your DEQ Online account
2. Invoice/Reference number and FIMS account ID number from the invoice or Civil Penalty statement.

ACH and credit card payments can be made by all three account types: Responsible Official (RO), Consultant and General Public.


2.1 Pay by Paper Check

On the invoice, you will see the mailing instructions and the mailing address at the bottom of the document. This directs your mailed check to a secure bank lockbox that receives DEQ check payments. Checks should not be mailed to the DEQ address noted at the top of the invoice.

Important note: Please tear off and include the lower portion of the invoice to ensure processing of your check payment.

To Pay Online with ACH or Credit Card Visit <https://yourdeqonline.oregon.gov> and select 'Register Account'

PLEASE RETURN THIS PORTION OF YOUR INVOICE WITH YOUR PAYMENT.




INVOICE NUMBER:			
PAYCODE:			
FEE PROGRAM ID:		DUE DATE:	
FIMS ACCT. ID:		AMOUNT DUE:	

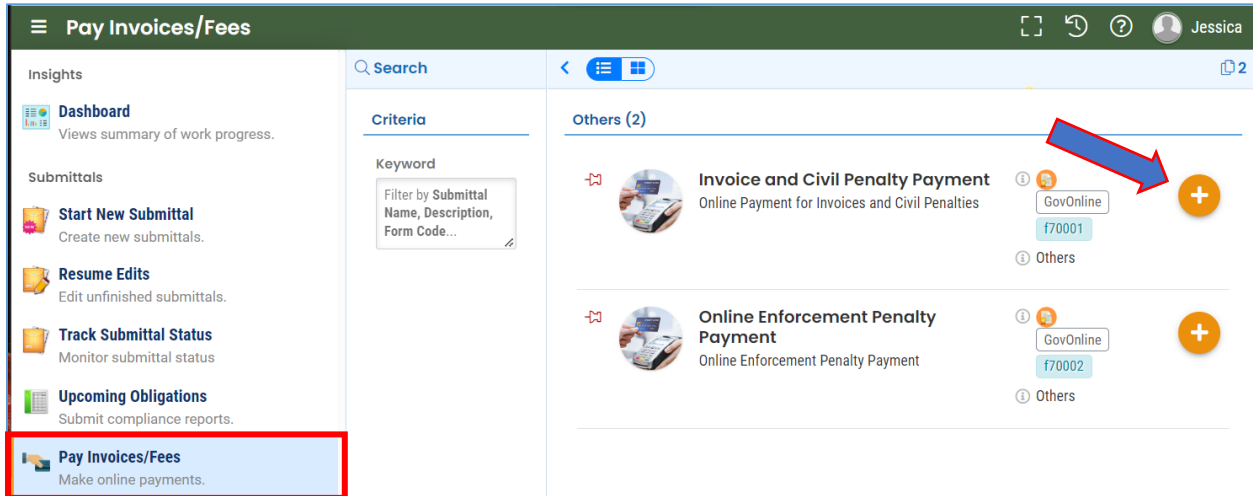
AMOUNT ENCLOSED:


Check this box if updated address information has been provided on the back of the form.

MAKE CHECK(S) PAYABLE TO: Department of Environmental Quality
DEQ FINANCIAL SERVICES - LBX4244
PO BOX 4244
PORTLAND OR 97208-4244

2.2 Electronic Payments

To pay an invoice by ACH or credit card, login to [Your DEQ Online](#). Select “Pay Invoices/Fees” from the navigation menu and click the “plus”  icon next to “Invoice and Civil Penalty Payment.”



Enter the FIMS account ID and the invoice/reference number from the invoice. The invoice information and balance due will appear on the screen. Select the “save”  icon and proceed to the Payment tab to complete the payment.

1 Basic Info
2 Attachment
3 Payment
4 Review
5 Submission

Search Criteria

Account ID (From Your Invoice)

! Required.

Invoice Number

! Required.

INVOICE DATE:	July 14, 2022
DUE DATE :	July 31, 2022
TOTAL AMOUNT DUE:	\$818.48

Account Name:	Test Account		
Account Type:	Vendor/Organization/Company	Invoice Number:	WQ1234567
SubSystem ID:		FIMS Acct. ID:	1234

In the Payment tab, select “Pay Amount Due” to choose payment by ACH or credit card.

The screenshot shows the 'Payment' tab selected in a navigation menu. Below the menu, a red banner reads 'Please complete the payment process.' A summary bar displays: Fee \$ 818.48, Paid \$ 0.00, and Due \$ 818.48. A blue callout box with the text 'Select to choose the payment method' and a red arrow points to a blue button labeled 'Pay Amount Due'. Below this, there are sections for 'Fees' (listing 'FIMS Online Payment' for \$ 818.48) and 'Payment Transactions' (stating 'No payment transaction records.').

2.2.1 Pay by ACH

Secure payment by ACH or e-check through U.S. Bank requires routing and account numbers to make a payment. There are no additional fees for using this payment method. Select the ACH option and click “Pay Now.” You will be directed to a secure payment portal, DEQ GovOnline Payments, to complete the payment process.

This screenshot shows the 'Payment' tab with the 'ACH' radio button selected. A blue callout box with the text 'Automated Clearing House (ACH) payment method:' and a red arrow points to the 'ACH' option. Another red arrow points to a red 'Pay Now' button. The summary bar and fee/transaction sections are identical to the previous screenshot.

In the payment portal, you may register an account with U.S. Bank or pay without registering. If you choose to register an account, U.S. Bank will securely store your payment methods and provide a record of your online payments.

The screenshot shows the 'Welcome to DEQ GovOnline Payments' page. It includes a login form with fields for 'User Name' and 'Password', and buttons for 'Log In', 'Register', and 'Pay Without Registering'. The 'Log In' button is highlighted with a red box. There are also links for 'Forgot Your User Name?' and 'Forgot Your Password?'.

For one-time payments, enter your contact information, bank routing and account numbers. Select "Continue" to process the payment. Note: The system will automatically bring in the contact information from the Your DEQ Online account, but you can change if needed.

Make a Payment

My Payment

DEQ GovOnline Pymts

Amount Due \$818.48

Payment Information

Frequency One Time

Payment Amount \$818.48

Payment Date Pay Now

Contact Information

First Name

Last Name

Company (Optional)

Address 1

Address 2 (Optional)

City

State

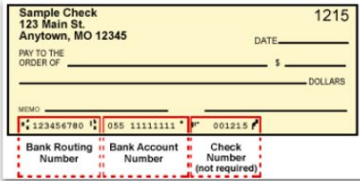
Zip Code (Optional)

Phone Number

Email Address

[Become a Registered User](#)

Payment Method



Sample Check 123456789 1215
123 Main St.
Anytown, MO 12345 DATE _____
PAY TO THE ORDER OF _____ \$ _____ DOLLARS
MEMO _____
⑆123456789⑆ ⑆055 11111111⑆ ⑆001215⑆
Bank Routing Number Bank Account Number Check Number (not required)

Personal Check | [Business Check](#)

Bank Routing Number

Bank Account Number

Bank Account Type Checking Savings
 This is a business account

[Cancel](#)

When the payment is complete, you will receive a receipt and a confirmation email from U.S. bank. **Important note:** Completing a payment does not complete the submittal process. You must select "Return to Your DEQ Online" and to the "Submission" tab to complete the submittal process.

Confirmation

Please click the Return to 'Your DEQ Online' button to complete the payment process.
Please keep a record of your Confirmation Number, or [print this page](#) for your records.

Confirmation Number **DEQTST000010891**

Return to Your DEQ Online



Once you have returned to Your DEQ Online, the processed payment will be shown in the Payment tab. Proceed to the "Submission" tab to submit the invoice.

Fees			Payment Transactions	
FIMS Online Payment	\$ 818.48		✓ Credit Card	\$ 818.48
① FIMS Online Payment			07/19/2022	07/19/2022
#DEQTST000010899				

In the Submission tab, select "Submit" to send the completed invoice to DEQ.

Submit

2.2.2 Pay by Credit Card

For secure payments by credit card through U.S. Bank, you are required to enter card holder and card information. U.S. Bank will add a convenience charge of 2.3% to the total amount due. This convenience charge will not be reflected in Your DEQ Online, and it will appear as a separate item on your credit card statement.

In the Payment tab, select the credit card option and select "Pay Now." You will be directed to the payment portal, DEQ GovOnline Payments, to complete the payment process.

1 Basic Info 2 Attachment 3 **Payment** 4 Review 5 Submission

Please complete the payment process.

Fee	-	Paid	=	Due	
\$ 818.48		\$ 0.00		\$ 818.48	

[Pay Amount Due](#)

ACH
 Credit Card

Credit Card payment method:

When clicking **Pay Now** button, you will be **redirected** to agency's payment portal to finish the payment.
 Once finished, you will be redirected back to the system to finish the task.

Pay Now

In the payment portal, you may register an account with U.S. Bank or pay without registering. If you choose to register an account, U.S. Bank will securely store your payment methods and provide a record of your online payments.

Welcome to DEQ GovOnline Payments

Please enter your User Name and Password and click Log In. Select **Pay Without Registering** to complete a one-time payment.

User Name [Forgot Your User Name?](#)

Password [Forgot Your Password?](#)

Log In

[Register](#)

[Pay Without Registering](#)

For one-time payments, enter your contact and credit card information. Select "Continue" to process the payment. Note: The system will automatically bring in the contact information from the Your DEQ Online account, but you can change it if needed.

Make a Payment

My Payment

DEQ GovOnline Pymts

Amount Due \$818.48

Payment Information



Frequency One Time
Payment Amount \$818.48
Payment Date Pay Now

Contact Information

First Name
Last Name
Company (Optional)
Address 1
Address 2 (Optional)
City
State
Zip Code (Optional)
Phone Number
Email Address

[Become a Registered User](#)

Payment Method

Card Number 
Expiration Date Month Year
Card Security Code 
Card Billing Address Use my contact information address
 Use a different address

A 2.3% convenience fee will be added by US Bank for this credit card transaction. The convenience fee will be displayed on the next page where you can cancel or confirm your payment. The fee will not be shown in Your DEQ Online. There will be two (2) charges on your credit card statement, one for the DEQ payment and one for the convenience fee.

NOTE: US Bank does not add convenience fees for ACH e-payments. If you would like to select a different payment method, click the Exit link in the upper right hand corner of this page.

[Cancel](#)

When the payment is complete, you will receive a receipt and a confirmation email from U.S. Bank. **Important note:** Completing a payment does not complete the submittal process. You must select "Return to Your DEQ Online" to complete the submittal process.

Confirmation

Please click the Return to 'Your DEQ Online' button to complete the payment process.
Please keep a record of your Confirmation Number, or [print this page](#) for your records.

Confirmation Number **DEQTST000010891**



Once you have returned to Your DEQ Online, the processed payment will be shown in the Payment tab. Proceed to the Submission tab to submit the invoice payment.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

No amount due.

Fee Paid Balance
\$ 818.48 - \$ 818.48 = \$ 0.00

Fees Payment Transactions

FIMS Online Payment \$ 818.48

Credit Card \$ 818.48
07/19/2022 07/19/2022
#DEQTST0000110899

In the Submission tab, select “Submit” to send the completed invoice to DEQ.

1 Basic Info 2 Attachment 3 Payment 4 Review 5 Submission

Submit

3. Helpdesk and Resources

If you have questions about invoice payment or your account, please consult the [Your DEQ Online Helpdesk](#). General information, training and resources are available on [Your DEQ Online Help page](#). Stay connected to news about Your DEQ Online by signing up for [GovDelivery email messages](#).