



Oregon Department of Environmental Quality

# How To Find the Bank Convenience Fee for Your DEQ Online Submittals

For complete resources, visit this [Your DEQ Online Payments](#) web page, and the [Payments for Submittals Guide](#). Below is the screenshot:


Open the [Payments for Submittals Guide](#). **Section 2.2 “Pay by Credit Card”** describes the credit card payment process. If you choose to register an account with U.S. Bank, they will securely store your payment methods and provide a record of your online payments.

At the bottom of **page 11**, the Guide states that the convenience fee charge won’t be shown in Your DEQ Online. Instead, you will receive a receipt and confirmation email from U.S. Bank, screenshot below:


## Translation or other formats

[Español](#) | [한국어](#) | [繁體中文](#) | [Русский](#) | [Tiếng Việt](#) | [العربية](#)  
800-452-4011 | TTY: 711 | [deqinfo@deq.oregon.gov](mailto:deqinfo@deq.oregon.gov)

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.

[Continue](#) [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 go to the "Submission" tab to complete the submittal process.

Below is a sample email, sent by **usbank.com**. This will be sent to the email address used in the application (not necessarily the same as in the user's profile). Look for a similar email from "Oregon DEQ GovOnline <epaynoreply@usbank.com>". (NOTE: if you do not see an email from this address, please check your **SPAM** folder):

-----Original Message-----  
From: Oregon DEQ GovOnline <epaynoreply@usbank.com>  
Sent: Friday, June 27, 2025 5:42 PM  
To: [REDACTED] <[REDACTED]>  
Subject: Payment Confirmation for DEQ GovOnline Pymts

[You don't often get email from [epaynoreply@usbank.com](mailto:epaynoreply@usbank.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

CAUTION: External Email. Use caution when opening attachments, clicking links, or responding to this email.

\*\*\* PLEASE DO NOT RESPOND TO THIS EMAIL \*\*\*

Thank you for your payment.

This email is to confirm your payment submitted on Jun-27-2025 for DEQ GovOnline Pymts.

Confirmation Number: DEQEDM00 [REDACTED]  
Payment Amount: \$170.56  
Convenience Fee: \$3.92  
**Total Amount: \$174.48**  
Scheduled Payment Date: Jun-27-2025  
Amount Due: \$170.56


Payer Name: [REDACTED]  
Credit Card Number: [REDACTED]  
Credit Card Type: VISA  
Approval Code: [REDACTED] 5

Merchant: DEQ GOVONLINE  
Website: <https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffordeq-edms-public.govonlinesaas.com%2Fclient%2Fpub%2Fflo7638871626827725047%2F04kpsu%2FDMFbC7fb2d8wU5bYD9eU1bcGkOn8udM4clYQibwLi4uMDAwM4CcllAJOYxW4zMItdkFQieTW5>

Below is a sample of the on-screen payment “Confirmation” receipt you should print right after paying:

11/19/24, 3:40 PM

OR DEQ - DEQ GovOnline Pymt Portal



State of Oregon

DEQ Department of Environmental Quality

[Exit](#)

### Confirmation

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

Confirmation Number **DEQEDM00004**

Payment Details

Description

DEQ GOVONLINE  
DEQ GovOnline Pymts  
<https://ordeq-edms-public.govonlinesaas.com/client/pub/login>

Payment Amount

\$170.56

Convenience Fee

\$3.92

Total Amount

\$174.48

Payment Date

11/19/2024

Status

PROCESSED

Payment Method

Payer Name

Card Number

\*6

Card Type

Visa

Approval Code

Confirmation Email

Billing Address

Address 1

City

State

Zip Code

<https://epayment.epymtservice.com/main/paymentconfirmation/paymentConfirmation>

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## Contact

The Wastewater System Operator Certification Program: email: [opcert@deq.oregon.gov](mailto:opcert@deq.oregon.gov)

Phone: 503-229-5349.

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