



LOUISIANA

DEPARTMENT of REVENUE

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Department of Revenue encourages online customer service options during COVID-19 public health emergency

March 16, 2020

BATON ROUGE – During the state's COVID-19 declared public health emergency, the Louisiana Department of Revenue (LDR) encourages taxpayers to take advantage of the online customer service options available through its website. As part of the statewide effort to slow the spread of the virus, and in keeping with state and federal guidance, LDR is joining other state agencies in reducing the amount of face-to-face interaction at state facilities.

Individuals

Taxpayers can file their state individual income tax returns, make payments and check their refund status through **Louisiana File Online**, the state's free web portal for individual filers, at www.revenue.louisiana.gov/fileonline.

Taxpayers who have questions and cannot get through on the phone can submit [email inquiries](#) through the Contact page of the LDR website.

Businesses

Businesses can pay all state business taxes and file returns for state sales, tobacco, withholding and several other state tax types, request corporate income filing extensions and apply for payment plans through the **Louisiana Taxpayer Access Point (LaTAP)** at www.revenue.louisiana.gov/LaTAP.

Businesses can also submit state, parish and municipal sales tax returns and payments through the **Parish E-File** portal at www.revenue.louisiana.gov/parishe-file.

Tax Practitioners

[Tax professionals](#) can submit email inquiries through the Contact page of the LDR website on a variety of topics including corporate, individual and sales taxes.

"We appreciate the patience of all of our individual and business taxpayers as the state manages this public health emergency," Secretary of Revenue Kimberly Lewis Robinson said. "We are taking these steps out of an abundance of caution and in the interest of the health and well-being of our taxpayers and employees."

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