

Louisiana Department of Revenue

RESOURCES TO HELP TAX PRACTITIONERS

The Louisiana Department of Revenue (LDR) has made powerful resources available to tax preparers to make the filing process faster, more efficient, and more effective than ever.

Tax Preparer Billing & Refund Inquiry Mailbox System

Electronic mailboxes have been established to allow tax preparers to contact a Department of Revenue representative directly to resolve billing and refund problems.

To ensure that your questions are properly assigned, tax preparers should address their inquiries to the appropriate mailbox according to the inquiry type: (Please select one below)

- Individual Income Tax billing inquiries: CPABilling.Inquiry-Ind@la.gov
- Business Tax billing inquiries: CPABilling.Inquiry-Bus@la.gov
- Refund inquiries: CPARefund.Inquiry@la.gov
- General questions: CPAGeneral.Questions@la.gov

Emails sent to the tax preparer mailboxes will be acknowledged automatically upon receipt. Responses will be issued within three business days.

Mobile Tax Service

LDR provides on-site problem resolution through its Mobile Tax Service (MTS). LDR field officers, equipped with wireless tablet PCs, provide real-time access to account information, enabling them to resolve most tax billing issues instantly. To schedule a Mobile Tax Service visit, contact your nearest Louisiana Department of Revenue regional office. Visits will be scheduled within five days of an appointment request.

With the wireless network, MTS agents are able to gain secure access to information that was previously available only in an office setting. Wireless functionality enables MTS agents to perform the following operational tasks in real time:

- Access taxpayer information
- Make changes to accounts
- Identify and register previously unregistered businesses
- Eliminate the need for updating accounts when returning to the office

MOBILE TAX SERVICE

[CLICK HERE to watch a video about the Mobile Tax Service.](#)

Visit The Revenue Stream, LDR's video webpage, to view clips on a variety of tax topics.

Contact your nearest LDR regional office to schedule an on-site Mobile Tax Service visit.

Baton Rouge Headquarters

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Southeast District

Thibodaux
New Orleans
(504) 568-5233

Southwest District

Baton Rouge
Lafayette
(337) 262-5455
Lake Charles
(337) 491-2504

North District

Alexandria
(218) 487-5333
Monroe
(318) 362-3151
Shreveport
(318) 676-7505



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