

REFERENCE GUIDE

DPW Customer – Invoice Payment Status Inquiry (IPSI)

The web-based DPW Customer-Invoice Payment Status Inquiry (IPSI) application allows Customers to check on the posting of their payments made against Public Works invoices that remained unpaid at the end of Fiscal Year 2007-08 (6/30/2008) or invoices generated in or after Fiscal Year 2008-09 in the electronic Countywide Accounting and Purchasing System (eCAPS). The status for invoices generated from other systems such as the Hazardous Material System (HMS) and the Waterworks Customer Information System (CIS) are not available. IPSI also allows customers to view facsimiles of most Public Works invoices dated on or after August 25, 2011.

To take advantage of IPSI, simply access the Department's home page at <http://dpw.lacounty.gov>, select **Online Services** and click on the **Invoice Payment Status Inquiry** link.



Select DPW Customer - Invoice Payment Status Inquiry (Payment to County).

The screenshot shows a web browser window with the URL <http://dpw.lacounty.gov/financial/invstat/portal.aspx>. The page header features the County of Los Angeles logo and the Department of Public Works logo (dpw.lacounty.gov). A navigation menu includes links for Home, Residents, Businesses, Projects, Online Services, News & Events, and About Us. A search bar is labeled "search Public Works".

Invoice Payment Status Inquiry (IPSI)

[Vendor-Invoice Payment Status Inquiry \(Payment from County\)](#)
Established Public Works vendors can use this web based application to check on the payment status of submitted invoices online. Available 24-hours a day to save you time and money!
For payment ombudsperson, call (626) 458-6537.

[DPW Customer-Invoice Payment Status Inquiry \(Payment to County\)](#)
Public Works customers can use this web based application to view the status of their Public Works Invoices online. Customers have the ability to check on the posting of their payments made to Public Works invoices and to view facsimiles of Public Works automatic invoices dated on or after August 25, 2011.
Available 24-hours a day for your convenience. For the Customer Service Hotline, call (626)458-5990.

The footer contains the following links: lacounty.gov | [Public Works FAQ](#) | [Privacy & Security Policy](#) | [Accessibility](#) | [Terms of Use](#) | [Feedback](#) | [Follow Us](#). Social media icons for Twitter, RSS, and YouTube are also present.

A valid Customer Number and Address ID are required to use the application. Log in with the Customer Number/Address ID.

The screenshot shows a web browser window with the address bar displaying "DPW Customer-Invoice Payment Status Inquiry". The page header includes the "Department of Public Works" logo and the URL "dpw.lacounty.gov". A navigation menu contains links for Home, Residents, Businesses, Projects, Online Services, News & Events, and About Us. A search bar is located on the right side of the header.

The main content area is titled "DPW Customer - Invoice Payment Status Inquiry". Below the title, a message reads: "Please enter your Customer Number and Address ID to login." There are two input fields: "Customer Number:" and "Address ID:", each followed by a question mark icon. Below the input fields are two buttons: "Submit Inquiry" and "Clear Form".

Below the buttons, there is a section titled "Where can I find Customer Number/Address ID?" with the text: "Having difficulty locating your Customer Number/Address ID? Click Here for help or call (626)458-5990 for assistance." A yellow lightbulb icon is positioned above the following text: "For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each invoice and that invoice numbers being paid are clearly identified."

To locate the Customer Number/Address ID, click on **Where can I find Customer Number/Address ID?**

The screenshot shows a web browser window with the address bar displaying "DPW Customer-Invoice Payment Status Inquiry". The page header includes the "Department of Public Works" logo and the URL "dpw.lacounty.gov". A navigation menu contains links for Home, Residents, Businesses, Projects, Online Services, News & Events, and About Us. A search bar is located on the right side of the header.

The main content area is titled "DPW Customer - Invoice Payment Status Inquiry". Below the title, there is a prompt: "Please enter your Customer Number and Address ID to login." This is followed by two input fields: "Customer Number:" and "Address ID:", each with a question mark icon to its right. Below these fields are two buttons: "Submit Inquiry" and "Clear Form".

Below the form, there is a link "Where can I find Customer Number/Address ID?" which is highlighted with a red box. Underneath this link, there is text: "Having difficulty locating your Customer Number/Address ID? Click Here for help or call (626)458-5990 for assistance."

At the bottom of the page, there is a yellow lightbulb icon followed by a tip: "For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each invoice and that invoice numbers being paid are clearly identified."

Below are samples of three different invoice types and the location of the Customer Number and Address ID.

Invoice Type 1:

Where can I find Customer Number/Address ID?
Customer Number/Address ID can be found on top right corner of your invoice.

Invoice Type 1

RE-PW-1000000000
1/31/11
100000
PW10000
\$104.00

Invoice Type 2:

Invoice Type 2

Alhambra, CA 91802-7437

INVOICE			
CUSTOMER NO.	ADDRESS ID	NUMBER	DATE
100000	PW10000	MA100000000	01/13/11

If you do not have an invoice available, or if you have difficulty in locating your Customer Number and Address ID, then select the [Click Here for help](#) or call the Customer Service Hotline at (626)458-5990.

The screenshot shows a web browser window with the address bar displaying "DPW Customer-Invoice Payment Status Inquiry". The page header includes the "Department of Public Works" logo and the website "dpw.lacounty.gov". A navigation menu contains links for Home, Residents, Businesses, Projects, Online Services, News & Events, and About Us. A search bar is located on the right side of the header.

The main content area is titled "DPW Customer - Invoice Payment Status Inquiry". Below the title, there is a prompt: "Please enter your Customer Number and Address ID to login." This is followed by two input fields: "Customer Number:" and "Address ID:", each with a question mark icon to its right. Below these fields are two buttons: "Submit Inquiry" and "Clear Form".

Below the form, there is a section titled "Where can I find Customer Number/Address ID?" with the text "Having difficulty locating your Customer Number/Address ID?" and a red-bordered box containing the text "Click Here for help or call (626)458-5990 for assistance.".

At the bottom of the page, there is a yellow lightbulb icon and the text: "For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each invoice and that invoice numbers being paid are clearly identified."

Once you select [Click Here for help](#), complete the fields requested and an email confirmation of your inquiry will be sent to you. A Fiscal Customer Service representative will contact you with the Customer Number and Address ID.

DPW Customer-Invoice Payment Status Inquiry

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What is my Customer Number/Address ID?

Please fill in the information below and we will call or send an email with your Customer Number/Address ID.
NOTE: Items with * are required.

*Company/Customer Name:

*Address:

*Contact Name:

*Email Address:

*Confirm Email:

*Phone Number:
xxx-xxx-xxxx

Invoice Number:

[Click here to go back to DPW Customer-Invoice Payment Status Inquiry Home.](#)

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Upon entering a valid Customer Number/Address ID, a listing of invoices and their payment status is shown. You can click on the **Show additional options** button located under the customer address to filter or sort the listing.



DPW Customer-Invoice Payment Status Inquiry

Current Address Customer No. / Address ID
 ANYTOWN 100000 / PW1000
 123 MAIN STREET
 ANYTOWN CA 90000

Show additional options.

Printable View Results per page 10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706932	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
11121905628	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID

*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

By clicking the **Show additional options**, you can filter or sort the listing of the invoices by:

- Invoice From: mm/dd/yyyy To: mm/dd/yyyy
- Invoice Status : All, Paid, Unpaid/Short Paid and Other
- Invoice Number

After entering the filter criteria, select the **Apply** button.

DPW Customer-Invoice Payment Status Inquiry

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DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN CA 90000
Customer No. / Address ID: 100000 / PW1000

Hide additional options: **Show additional options**

Invoices From: To:

Invoice Status: **All** (dropdown menu open showing: All, Paid, Unpaid/Short Paid, Other)

Invoice Number:

Apply

Printable View Results per page: 10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706932	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID

You can sort the listing by **Invoice Number**, **Invoice Post Date** or **Invoice Status** by clicking the respective header.

DPW Customer-Invoice Payment Status Inquiry

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DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN CA 90000
Customer No. / Address ID: 100000 / PW1000

Hide additional options [X]

Invoices From: [] To: []

Invoice Status: All

Invoice Number: Paid, Unpaid/Short Paid, Other

Apply

Printable View Results per page: 10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706932	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID

You can view all invoices of all status by selecting the **All** option located on the right hand corner above the Invoice Status header. Selecting **All** may take several minutes to load all invoices if there are large numbers of invoices.



DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN
123 MAIN STREET
ANYTOWN CA 90000

Customer No. / Address ID: 100000 / PW1000

Show additional options.

Please Wait...

Printable View Results per page: **All**

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706932	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
11121905628	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID
11111604583	11/16/2011	\$866.00	12/21/2011	(\$866.00)	\$0.00	PAID
11111604582	11/16/2011	\$399.00	12/21/2011	(\$399.00)	\$0.00	PAID
11101703278	10/17/2011	\$22.59	11/21/2011	(\$22.59)	\$0.00	PAID
11092101950	09/21/2011	\$55.73	10/19/2011	(\$55.73)	\$0.00	PAID
11061612500	06/16/2011	\$231.44	06/16/2011	(\$231.44)	\$0.00	PAID

*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

Please contact the customer service hotline at (626)458-5990 regarding Invoice Status

Show all status of invoices:

DPW Customer-Invoice Payment Status Inquiry

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DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN
123 MAIN STREET
ANYTOWN CA 90000

Customer No. / Address ID: 100000 / PW1000

Show additional options

Please Wait... [Printable View](#) Results per page: **All**

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706933	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
11121905628	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID
11111604583	11/16/2011	\$866.00	12/21/2011	(\$866.00)	\$0.00	PAID
11111604582	11/16/2011	\$399.00	12/21/2011	(\$399.00)	\$0.00	PAID
11101703278	10/17/2011	\$22.59	11/21/2011	(\$22.59)	\$0.00	PAID
11092101950	09/21/2011	\$55.73	10/19/2011	(\$55.73)	\$0.00	PAID
11061612500	06/16/2011	\$231.44	06/16/2011	(\$231.44)	\$0.00	PAID
11061612438	06/16/2011	\$90.57	08/08/2011	(\$90.57)	\$0.00	PAID

To view the printable view of the status of all invoices, click the **Printable View** option located above the Total Amount Paid header. You can click the **Show additional options**, and enter the filter criteria to select the invoices by clicking **Apply** button.

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DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN CA 90000
Customer No. / Address ID: 100000 / PW1000

Hide additional options [X]

Invoices From: [] To: []

Invoice Status: All [v]

Invoice Number: All [v] [Apply]

Printable View Results per page 10 [v]

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
12041609541	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
12041609436	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
12031608680	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608679	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
12031608668	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
12031608513	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
12021607818	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
12011706932	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID

You can view the facsimiles of most Public Works invoices dated on or after August 25, 2011 by clicking the respective underlined invoice number. Facsimiles are available for invoices with underlined invoice numbers.

DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN CA 90000
 Customer No. / Address ID: 100000 / PW1000

Show additional options.

Printable View Results per page 10

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
<u>12052110685</u>	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID
<u>12041609436</u>	04/16/2012	\$88.76	05/21/2012	(\$88.76)	\$0.00	PAID
<u>12041609541</u>	04/16/2012	\$95.41	05/21/2012	(\$95.41)	\$0.00	PAID
<u>12031608680</u>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<u>12031608679</u>	03/16/2012	\$866.00	04/18/2012	(\$866.00)	\$0.00	PAID
<u>12031608668</u>	03/16/2012	\$314.07	04/18/2012	(\$314.07)	\$0.00	PAID
<u>12031608513</u>	03/16/2012	\$106.32	04/18/2012	(\$106.32)	\$0.00	PAID
<u>12021607818</u>	02/16/2012	\$792.22	03/21/2012	(\$792.22)	\$0.00	PAID
<u>12011706932</u>	01/17/2012	\$804.80	02/24/2012	(\$804.80)	\$0.00	PAID
<u>11121905628</u>	12/19/2011	\$50.01	01/19/2012	(\$50.01)	\$0.00	PAID

*Facsimiles for some invoices are not available at this time. Please see FAQ for detail.

Upon clicking the underlined invoice number, the facsimile of the invoice is opened.

The screenshot shows a web browser window displaying the DPW Customer-Invoice Payment Status Inquiry page. The page header includes the Department of Public Works logo and navigation links. The main content area shows a table of invoices with columns for Invoice Number and Invoice Post Date. The invoice number 12041609541 is underlined and highlighted in blue. To the right, a detailed view of this invoice is displayed, including the County of Los Angeles logo, customer information, and invoice details.

DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN CA 90000
 Customer No. / Address ID: 100000 / PW1000

Invoice Number*	Invoice Post Date
12052110685	05/21/2012
12041609541	04/16/2012
12041609436	04/16/2012
12031608680	03/16/2012
12031608679	03/16/2012
12031608668	03/16/2012
12031608513	03/16/2012
12021607818	02/16/2012
12011706932	01/17/2012
11121905628	12/19/2011

*Facsimiles for some invoices

INVOICE NO: RE-PW-12041609541
INVOICE DATE: 04/16/12
CUSTOMER NO: 100000
ADDRESS ID: PW10000
AMOUNT DUE: \$35.41

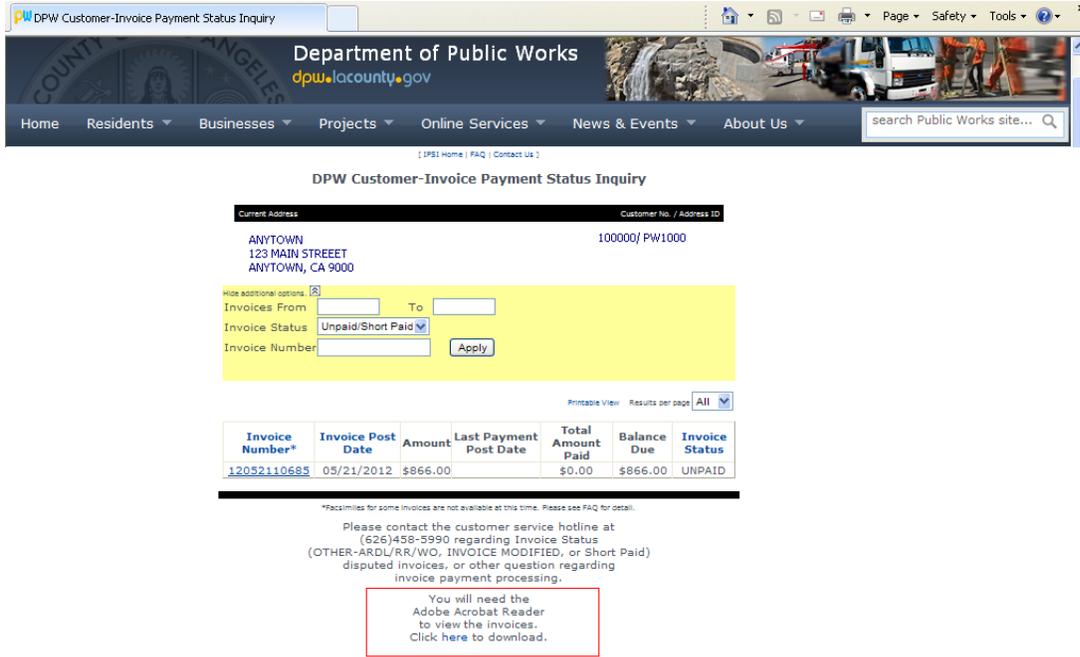
**COUNTY OF LOS ANGELES
 DEPARTMENT OF PUBLIC WORKS
 900 SOUTH FREMONT AVENUE, ALHAMBRA, CA 91803**

CUSTOMER NAME: ANYTOWN
CUSTOMER ADDRESS: 123 MAIN STREET, ANYTOWN CA 90000

BILLING PERIOD: THROUGH MARCH 2012. PLEASE NOTE LABOR AND EQUIPMENT CHARGES ARE THROUGH THE 15TH OF THE MONTH.

DRAWDOWN GROUP: C20855

You will need Adobe Acrobat Reader to view the facsimile of the invoice. You can download the Adobe Acrobat Reader by clicking the **Click here to download.**



DPW Customer-Invoice Payment Status Inquiry

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DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN, CA 9000

Customer No. / Address ID: 100000/ PW1000

Hide additional options: [X]

Invoices From: [] To: []

Invoice Status: Unpaid/Short Paid [v]

Invoice Number: [] [Apply]

Printable View Results per page: All [v]

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID

*Facsimiles for some invoices are not available at this time. Please see FAQ for details.

Please contact the customer service hotline at (626)458-5990 regarding Invoice Status (OTHER-ARDL/RR/WO, INVOICE MODIFIED, or Short Paid) disputed invoices, or other question regarding invoice payment processing.

You will need the Adobe Acrobat Reader to view the invoices. Click here to download.

For a new inquiry with a different Customer Number/Address ID, please select [Click here for a new inquiry.](#)

DPW Customer-Invoice Payment Status Inquiry

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DPW Customer-Invoice Payment Status Inquiry

Current Address: ANYTOWN, 123 MAIN STREET, ANYTOWN, CA 9000

Customer No. / Address ID: 100000/ PW1000

Hide additional options: [X]

Invoices From: [] To: []

Invoice Status: Unpaid/Short Paid

Invoice Number: []

Printable View Results per page: All

Invoice Number*	Invoice Post Date	Amount	Last Payment Post Date	Total Amount Paid	Balance Due	Invoice Status
12052110685	05/21/2012	\$866.00		\$0.00	\$866.00	UNPAID

*Facilities for some invoices are not available at this time. Please see FAQ for details.

Please contact the customer service hotline at (626)458-5990 regarding Invoice Status (OTHER-ARDL/RR/WO, INVOICE MODIFIED, or Short Paid) disputed invoices, or other question regarding invoice payment processing.

You will need the Adobe Acrobat Reader to view the invoices.
Click here to download.

[Click here for a new inquiry.](#)

You can click on **FAQ** for list of Frequently Asked Questions.

The screenshot shows a web browser window with the following content:

- Browser Tab:** DPW Customer-Invoice Payment Status Inquiry
- Page Header:** Department of Public Works, dpw.lacounty.gov
- Navigation Menu:** Home, Residents, Businesses, Projects, Online Services, News & Events, About Us
- Search Bar:** search Public Works site...
- Links:** [PSI Home] **FAQ** [Contact Us]
- Section Header:** DPW Customer - Invoice Payment Status Inquiry
- Text:** Please enter your Customer Number and Address ID to login.
- Form Fields:** Customer Number: [input field]?, Address ID: [input field]?
- Buttons:** Submit Inquiry, Clear Form
- Text:** Where can I find Customer Number/Address ID? Having difficulty locating your Customer Number/Address ID? [Click Here](#) for help or call (626)458-5990 for assistance.
- Text:** For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each invoice and that invoice numbers being paid are clearly identified.

Upon clicking the **FAQ**, a list of **Frequently Asked Questions (FAQ)** is shown.

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Frequently Asked Questions (FAQ)

- 1 What is the DPW Customer-Invoice Payment Status Inquiry?
- 2 Who can I contact if I do not know my Customer Number/Address ID or if I have an invalid Customer Number/Address ID for the DPW Customer-Invoice Payment Status Inquiry screen?
- 3 Why am I unable to view and print facsimiles of some invoices listed in the DPW Customer-Invoice Payment Status Inquiry?
- 4 Who can I contact regarding short paid or disputed invoices?
- 5 Are written instructions on the use of the DPW Customer-Invoice Payment Status Inquiry application available?
- 6 What if the status of the invoice in the DPW Customer-Invoice Payment Status Inquiry screen is Unpaid but I have already submitted my payment?

Still can't find your information? [Edit your Search Criteria](#) or [Ask your Question](#)

Search for: [\[Advanced Search\]](#)

To search, enter keyword(s) found in the frequently asked questions or answers.

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If you need to contact us for questions other than an inquiry about your Customer Number/Address ID, please select the **Contact Us** option.

The screenshot shows a web browser window with the title "DPW Customer-Invoice Payment Status Inquiry". The browser's address bar shows "http://www.dpw.lacounty.gov". The page header features the "Department of Public Works" logo and the URL "dpw.lacounty.gov". A navigation menu includes "Home", "Residents", "Businesses", "Projects", "Online Services", "News & Events", and "About Us". A search bar is located on the right side of the header. Below the navigation menu, there are links for "IPSI Home", "FAQ", and "Contact Us". The main content area is titled "DPW Customer - Invoice Payment Status Inquiry". It contains a form with two input fields: "Customer Number:" and "Address ID:", each followed by a question mark icon. Below the input fields are two buttons: "Submit Inquiry" and "Clear Form". A section of text asks "Where can I find Customer Number/Address ID?" and "Having difficulty locating your Customer Number/Address ID?" with a link "Click Here" and the phone number "(626)458-5990". A final note with a lightbulb icon states: "For efficient posting of your payment, please ensure that payments are mailed to the specific remittance address indicated on each invoice and that invoice numbers being paid are clearly identified."

Complete the fields requested for [Contact Us](#) and an email confirmation of your inquiry will be sent to you. A Fiscal Customer Service representative will contact you via email or by phone.

The screenshot shows a web browser window with the address bar displaying "DPW Customer-Invoice Payment Status Inquiry". The page header includes the County of Los Angeles logo and the Department of Public Works (DPW) logo with the website URL "dpw.lacounty.gov". A navigation menu contains links for Home, Residents, Businesses, Projects, Online Services, News & Events, and About Us. A search bar is located on the right side of the header.

Contact Us

Customer Service
Customer Service Hotline: 626-458-5990

Hours of Operation
Monday - Thursday
7:00AM to 5:00PM
except Holidays

Please fill in the information below and we will call or send an email response to your inquiry.
Note: Items with * are required.

Information

*Company/Customer Name :	<input type="text"/>	*Contact Name :	<input type="text"/>
*Email Address :	<input type="text"/>		
*Confirm Email :	<input type="text"/>		
*Phone No :	<input type="text" value="(XXX-XXX-XXXX)"/>		
*Question :	<input type="text"/>		
*Is your question related to a specific invoice?	<input type="radio"/> Yes <input type="radio"/> No		

The footer contains links to lacounty.gov, Public Works FAQ, Privacy & Security Policy, Accessibility, Terms of Use, Feedback, and Follow Us, along with social media icons for Twitter, RSS, and YouTube.