



Texas Secretary of State
Service of Process
Submitter Quick Reference Guide



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OVERVIEW

This Quick Reference Guide provides a high-level overview of how external submitters create, manage, and track Service of Process requests in the Texas Secretary of State Service of Process application.

The guide is intended for users submitting requests in the application and highlights common actions performed throughout the lifecycle of a service request, from submission through acceptance and certificate generation.

Screenshots and examples included in this guide are provided for reference and may vary slightly from the user's experience. All requests submitted through the Texas Secretary of State Service of Process application are subject to review and processing in accordance with Texas Secretary of State policies and procedures.

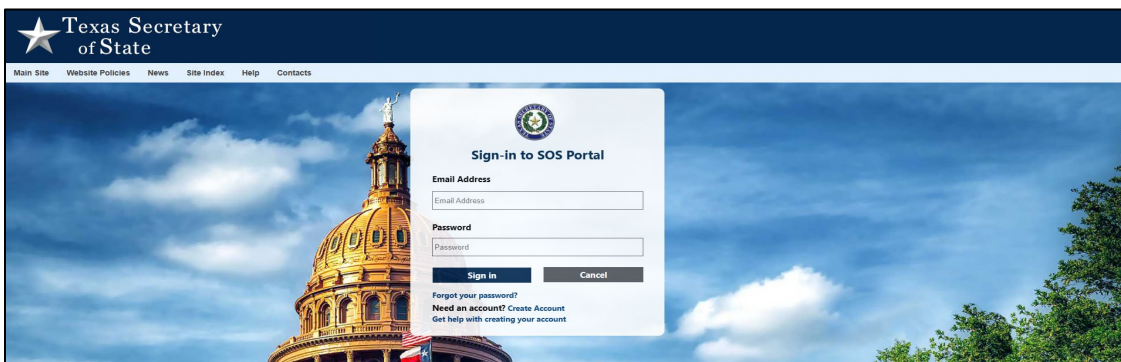
CREATE USER ACCOUNT

[Texas Secretary of State Portal Account Setup and User Access Guide](#)

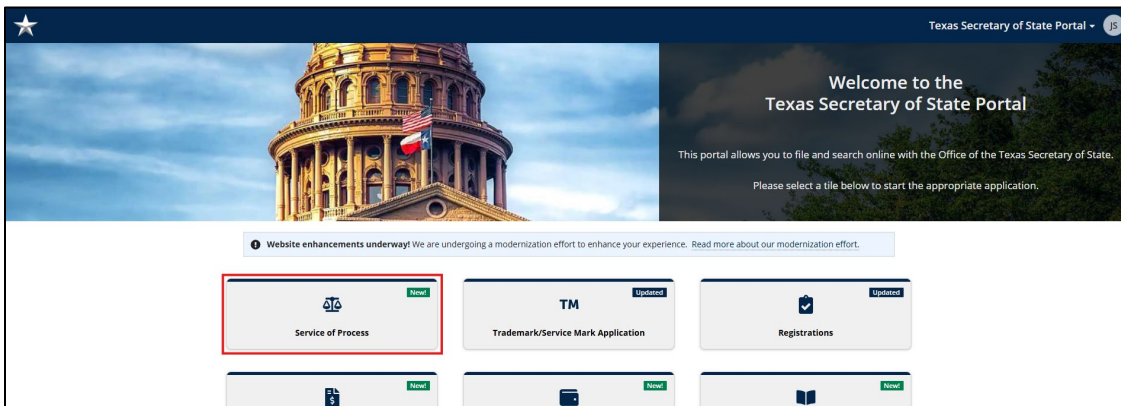
LOGIN

<https://texas-sos.appiancloud.us/suite/sites/home-page>

Login Page



Texas Secretary of State Portal Page





Service of Process Landing Page

Welcome, **Ana Martinez**

[+ NEW REQUEST](#) [+ UPDATE PROFILE](#)

Submitted Requests

SEARCH Requests STATUS: Accepted, Action Required, Draft, Pending Certifi... SUBMITTED ON: Any - Any

Service #	Defendant	Cause #	Status	Date Submitted	Style
2026-7	Pioneer Haulage Ltd.	2025SOP1218A	Submitted	1/6/2026 9:49 AM CST	Hudson T. Barker vs Pioneer Haulage Ltd.

Resources

Links

- [Rule 71.21](#)
- [Service of Process FAQs](#)

UPDATE PROFILE

Users can update their submitter profile to ensure information is up to date. Keeping the profile current allows submitter details to auto-populate when creating new requests.

Welcome, **DJ Kim Customer**

[+ NEW REQUEST](#) [+ UPDATE PROFILE](#)

CREATING A NEW REQUEST

Service Request Status Overview

Each service request in the Texas Secretary of State Service of Process application displays a status to indicate its current stage. These statuses help users understand when a request is awaiting review, requires user action as a result of a deficiency, or has been accepted.

Users can view the status of their service requests at any time from the Service of Process home page.

Certificates of Service that have been requested and paid can be retrieved from your documents tab when available. An email notification will be sent when the certificate is available.

Important – *When submitting online, you must also mail a physical copy of the documents for the defendant along with the confirmation page to the Secretary of State Service of Process Unit. If the mailed copy is not sent, the service will not be reviewed or accepted.*



On the home page, click on **NEW REQUEST** to start a request.

Service #	Defendant	Cause #	Status	Date Submitted	Style
2025-602	Vanguard Logistics	2025ABC1022V	Processing	12/16/2025 5:00 PM CST	Owen D. Hughes vs Vanguard Logistics
2025-600	D1; D2; D3	123	Submitted	12/16/2025 4:18 PM CST	1 vs 1
2025-599	Eclipse Cargo Co.	2025ABC1024X	Submitted	12/16/2025 3:58 PM CST	Henry J. Barnes vs Eclipse Cargo Co.
2025-598	Phoenix Freight Group	2025ABC1025Y	Submitted	12/16/2025 3:55 PM CST	Aria M. Long vs Phoenix Freight Group
2025-597	Omega Hauling Inc.	2025ABC1026Z	Submitted	12/16/2025 3:53 PM CST	Sebastian R. Ford vs Omega Hauling Inc.
2025-596	Crestline Logistics	2025ABC1027A	Submitted	12/16/2025 3:51 PM CST	Ellie G. Chapman vs Crestline Logistics
2025-595	Terra Freight Systems	2025ABC1028B	Submitted	12/16/2025 3:49 PM CST	Wyatt L. Dean vs Terra Freight Systems
2025-594	Nova Express Inc.	2025ABC1029C	Processing	12/16/2025 3:44 PM CST	Scarlett B. Webb vs Nova Express Inc.
2025-593	Skyline Cargo Co.	2025ABC1030D	Processing	12/16/2025 3:30 PM CST	LEO M. ARMSTRONG vs Skyline Cargo Co.

The request form displays and the process is broken down into four manageable sections:

1. **Case Details** – key case information. Due to the appearance of the style on the certificate of service, it is best to keep information to a 2 name maximum for each party and use et al to cover additional name.
2. **Forwarding Details** – details information about defendant(s), submitter, and request certificate type(s) if applicable
3. **Upload Documents** – documents related to the request that will be forwarded to the defendant. A copy must also be submitted by mail.
4. **Review & Submit** – final review before submission

NAVIGATION

Side panel buttons are enabled once the current section has been completed.



NEXT: Moves to the next section of the request. *Note: All required fields must be entered.*

BACK: Returns to previous section. *Note: Can be used even if the current page is not completed.*

CANCEL: Discard all progress and close the request.

OPTIONAL CHOICES IF APPLICABLE

The Texas Secretary of State Service of Process application adjusts available steps, fees, and actions based on the information entered during request creation. The following common scenarios may help users understand how certain selections affect the submission process:

- Defendant Is a State Agency**
 When a defendant is identified as a state agency, service fees and certificate fees are waived, and the defendant address is not required.
- Unable to Pay Selected**
 Selecting *Unable to Pay* waives applicable service and certificate fees, and the payment step is skipped during submission.
- Submitter Is a State Agency**
 When the submitter is identified as a state agency, service and certificate fees are waived, and the payment step is skipped.



MAKING A PAYMENT

Once all required request details have been entered and reviewed, proceed to payment as follows:

- On the **Checkout** page, select **Payment Type**.
- Click **Proceed to Payment** to continue.

SOP > Create Request

Create Request

Checkout

By completing payment, you give us permission to debit your account for the total amount due. This is permission for a single transaction only, and does not provide authorization for any additional unrelated debits or credits to your account.

Item	Total
Service Of Process	\$40.00
Certificate of service	\$15.00
Subtotal:	\$55.00
Texas.gov Fee** (2.25% (Total Transaction Amount + \$0.25) + \$0.25):	\$1.49
Total:	\$56.49

Note: Your credit card will be charged 56.49, which includes an additional Texas.gov Fee** of 1.49.
**Payment includes Texas.gov cost recovery fees for the State of Texas

Payment Type: Credit Card

Click the ⌵ button to change the payment method.

This link will redirect you to an external page

You will be redirected to the **Texas Secretary of State Payment Information** page.

- Enter all required fields marked with a **red asterisk (*)**.
- Complete the **I am human** CAPTCHA.
- Click **Submit** after all payment details have been entered.

Secretary Of State (SOS) - Payment Information

Card Information

Card Number* Expiration Date* MM / YYYY CVV*

Billing Address

First Name* Last Name*

Address Line 1* Address Line 2

City* State*

Zip* Country*

Phone Email

* Required fields

Service Of Process	\$ 40.00
Certificate of service	\$ 15.00
Texas.gov Fee**	\$ 1.49
Total	\$ 56.49

**Payment includes Texas.gov cost recovery fees for the state of Texas.

I am human



Upon successful payment, a **Confirmation** page will display:

- The assigned **Service Number**
- **Payment details**
- A confirmation PDF

The confirmation PDF **must be printed and placed on top of the physical documents** being mailed to the Secretary of State – Service of Process department.

The screenshot displays the 'Service of Process' website interface. At the top, it shows 'SOP > Create Request' and 'Service Number: 2026-8'. The main content area is titled 'Payment' and features a 'Payment Successful' notification with a green 'PAID' button, a dollar sign, and the date <1/6/2026 1:33 PM CST>. Below this, the 'PAYMENT SOURCE' is listed as '<VISA> ending in <1234>'. A note indicates that the payment confirmation number is currently processing and may take a few moments to reflect on the service request record.

The 'Confirmation' section contains a warning icon and text: 'It is required that the PDF below be printed and included as the cover letter in the mailing packet submitted to the Secretary of State's office.' Below this is a PDF viewer showing a document titled 'The State of Texas' with the following text: 'The State of Texas', 'Service of Process', 'Blair 12079', 'Blair, Texas 78711-2079', 'Jane Nelson, Secretary of State', 'Thank you for submitting your request!', 'Case Name: Doe vs John Smith', 'Case Number: CA9083429204', 'County: Harris County, Texas', 'Submitted on: 1/6/2026 1:28 PM CST', 'Submitted by: Ana Martinez', 'Important Note: Your service request has only been submitted and not received. We will not be considered complete until all required documents have been received in office, reviewed, and formally accepted by the Secretary of State. A copy of the document to forward to the defendant is required. We will update you on its status via email updates. If you need immediate assistance, please do not hesitate to contact our support team via phone at (512) 463-4634 or email at sos.process@sos.texas.gov.', and 'Print this page and submit it with a physical copy of the document to the Secretary of State's office.' At the bottom of the PDF viewer, there is a 'RETURN TO HOMEPAGE' button.



After You Submit a Request

Once a service request has been submitted, it will appear on the Service of Process home page and in the user's list of service requests.

Submitted requests are reviewed by the Texas Secretary of State once they have received the defendant copy in the mail. During this review process, the request status may update to reflect its current state. If additional information or corrections are needed, the request will move to an **Action Required** status and the user will be prompted to update the request accordingly.

When a request has been reviewed and accepted, users may proceed with any available post-acceptance actions, including requesting or generating certificates, where applicable.

Users can check the status of their request at any time by selecting the service request from the home page.

UPDATING A REQUEST

After a request is submitted, changes may be made only during the brief window before the Secretary of State begins processing the request. Once processing has started, changes are no longer permitted. To make updates, navigate to the Home page and select the applicable service request.

Service #	Defendant	Cause #	Status	Date Submitted	Style
2025-623	1	1	Draft	12/19/2025 10:27 AM CST	1 vs 1
2025-620	1; 2	2	Submitted	12/17/2025 12:12 PM CST	1 vs 1
2025-618	Falcon Freight Lines	2025ABC1016P	Submitted	12/17/2025 3:58 PM CST	Elijah B. Ross vs Falcon Freight Lines
2025-617	Ironclad Logistics	2025ABC10150	Submitted	12/17/2025 3:55 PM CST	Mia V. Sanders vs Ironclad Logistics
2025-616	Blue Ridge Freight	2025ABC1014N	Submitted	12/17/2025 3:53 PM CST	Logan M. Price vs Blue Ridge Freight

Click on **UPDATE REQUEST** to begin making changes.

Service # 2025-618

Request Status: Draft (12/17/2025), Submitted (12/17/2025), Under Review (Pending), Accepted (Pending), Processing (Pending), Pending Certificate Results (Pending), Complete (Pending)

Case Details

- Cause Number: 2025ABC1016P
- County: CALDWELL
- Court: Small Claims of Caldwell County, Texas
- Style: Elijah B. Ross vs Falcon Freight Lines

Submitter Details

- Name: DJ Kim Customer
- Address: 123 Main st, DALLAS, Alabama 75208-1929
- Email: DKimcustomer@sos.state.tx.us

Payment

Payment Number	Amount	Transaction Date	Submitter
15500075250001	\$55.00	12/17/2025	DJ Kim Customer

Forwarding Details

Actions

- UPDATE REQUEST** (highlighted)
- ADD/EDIT USERS
- CANCEL REQUEST

Created By

- DJ Kim Customer (Contact User, Created: 12/17/2025)



UNEDITABLE FIELDS

The following fields cannot be modified during an update:

- Defendant is a State Agency
- Unable to Pay
- Submitter is a State Agency
- Previously uploaded documents

MAKING CORRECTIONS ON A DEFICIENT REQUEST

When a Service of Process Team Member marks a request as deficient, it means there is a discrepancy between what was submitted online and the documents received. Locate the service request in **Action Required** status. The row will also show with a transparent red background to indicate that action is required.

Service #	Defendant	Cause #	Status	Date Submitted	Style
2025-628	1	1	Draft	12/19/2025 10:27 AM CST	1 vs 1
2025-630	1; 2	2	Submitted	12/18/2025 12:12 PM CST	1 vs 1
2025-618	Falcon Freight Lines	2025ABC1016P	Action Required	12/17/2025 3:58 PM CST	Elijah B. Ross vs Falcon Freight Lines
2025-617	Ironclad Logistics	2025ABC1015D	Submitted	12/17/2025 3:55 PM CST	Mia V. Sanders vs Ironclad Logistics

Click **UPDATE REQUEST** to start making corrections.

Action Required: There are deficiencies associated with your request. Please review and address them. You can resubmit by clicking 'Update Request' in the Actions section on the right side of this page.

Section	Deficiency	Rejection Reason
Falcon Freight Lines	Defendants Name	The defendants name must match the name listed on the citation.

Case Details

Cause Number	2025ABC1016P
County	CALDWELL
Court	Small Claims of Caldwell County, Texas
Style	Elijah B. Ross vs Falcon Freight Lines
Date Received	12/19/2025

Actions

- UPDATE REQUEST** (highlighted)
- ADD/EDIT USERS
- CANCEL REQUEST

Created By

Dj Kim Customer
Contact User
Created: 12/17/2025



MANAGE CERTIFICATES

Once a request has been **accepted by the reviewer**, users can request additional certificate types using the Manage Certificates feature. Click **MANAGE CERTIFICATES** on the service record.

Mark the checkbox in the **Needed?** column for the desired certificate type. Click **SUBMIT** to request the new certificate.

Note: *Payment is required for any additional certificate requested.*

Certificate	Notice	Needed?	Paid?
Certificate without Results (CertificateNow)	\$15 Per Defendant Generated once review has been completed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Certificate with Results	\$15 Per Defendant Can take up to 2 months before results are received	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

ADD/EDIT USERS

Users can grant or modify access for other registered users to view or edit a request. To manage access, navigate to the service record page. Click **ADD/EDIT USERS**.



Add/Edit Request Users ✕

- All users listed in the grid below will be able to view this application
- Email addresses are case sensitive
- Each user that is added, removed, or has their role changed will be notified via email
- The following roles are available:
 - Submitter:**
 - Primary owner of this application
 - Full access to view and take action on this application
 - Can grant access to other users using this action
 - There must always be one Submitter per application
 - Editor:**
 - Can view and take action on this application
 - Viewer:**
 - Can view this application

User	Role	
DJ Kim Customer (DKimcustomer@sos.state.tx.us) ✕	Submitter	✕
<input type="text" value="Enter a valid email address"/>	-- Select --	✕

[+ Add Users](#)

CANCELING A REQUEST

To cancel a request before it has been accepted, go to the Summary page of the service record and click **CANCEL REQUEST**.

HOME SEARCH
Service of Process DK

Service # 2025-618

Request Status

- ✔ Draft 12/17/2025
- + Submitted 12/17/2025
- ⏸ Under Review Pending
- ⏸ Accepted Pending
- ⏸ Processing Pending
- ⏸ Pending Certificate Results Pending
- ⏸ Complete Pending

Case Details

Cause Number: 2025ABC1016P

County: CALDWELL

Court: Small Claims of Caldwell County, Texas

Style: Elijah B. Ross vs Falcon Freight Lines

Submitter Details

Name: DJ Kim Customer

Address: 123 Main st, DALLAS, Alabama 75208-1929

Email: DKimcustomer@sos.state.tx.us

Payment

Payment Number	Amount	Transaction Date	Submitter
15500075250001	\$55.00	12/17/2025	DJ Kim Customer

Forwarding Details

Actions

- [UPDATE REQUEST](#)
- [ADD/EDIT USERS](#)
- [CANCEL REQUEST](#)

Created By

DK DJ Kim Customer
Contact User
Created: 12/17/2025



SERVICE RECORD

The service record contains all information related to a service request.

SUMMARY

Overview of the service request.

DOCUMENTS

Lists all documents related to the request, available for preview or download.

Click the **Filename** to download the document or click the **Eye Icon** to preview the document.



USERS

Displays all users who have been granted access to the request.

User	Role
Dj Kim Customer (DKimcustomer@sos.state.tx.us)	Submitter

DEFICIENCIES

Exhibits any deficiencies identified by the reviewer to track and resolve issues.

Section	Status	Version	Deficiency	Rejection Reason	Date
Forwarding Details (Falcon Freight Lines)	Closed	1	Defendants Name	The defendants name must match the name listed on the citation.	12/19/2025 11:25 AM CST

PAYMENT

Allows users to check and track all payments associated with the request.

Click the **Payment Number** to view detailed payment information.

Payment Number	Amount	Transaction Date	Submitter
15500075250001	\$55.00	12/17/2025	Dj Kim Customer



Users can download a payment receipt to get a copy of their invoice. Click **Download Receipt**.

Batch Information

Batch Number: 1550007525
Batch Amount: \$55.00
Batch Status: Payment Received

Transaction Information

Payment Status: Retained

Transaction Summary

Subtotal	\$55.00
Service Fee	\$0.00
Total	\$55.00

Payment Receipt

Payment Receipt [Download Receipt](#)

Customer Information

Name: Dj Kim Customer
Email: DJKIMCUSTOMER@SOS.STATE.TX.US

Payor Information

Payor Name: Dj KIM CUSTOMER Receipt Date: 12/17/2025

Billing Information

Billing Address: N/A

SEARCH

Users can search for service requests available in the public database by navigating to the Search page. This feature displays a list of service requests and allows users to view more detailed information for each request. Click the **SEARCH** tab on the Service of Process home page.

Welcome, **Dj Kim Customer** + NEW REQUEST | UPDATE PROFILE

Submitted Requests

Search Requests: SEARCH STATUS: Accepted, Action Required, Draft, Pending Certificate Re... SUBMITTED ON: Any--Any

Service #	Defendant	Cause #	Status	Date Submitted	Style
2025-628	Lone Star Freight Ltd.	1234	Processing	12/19/2025 1:06 PM CST	Sasha P. Kim vs Lone Star Freight Ltd.
2025-627	Round Rock Tech Partners: Kayla J. Ortiz	1234	Action Required	12/19/2025 1:04 PM CST	Avery Q. Soto vs Round Rock Tech Partners, Kayla J. Ortiz et al.

Resources

Links

- Rule 71.21
- Service of Process FAQs

Enter details in any of the search fields to look for a service request. Click the **Service Number** for a more detailed view of the service request.

Service Number	Cause Number	Style	Defendant Name	Court
613	2025-613	2025ABC1016P	Elijah B. Ross vs Falcon Freight Lines	Falcon Freight Lines
				Small Claims of Caldwell County, Texas, TX

Search Form:

Cause Number:

Style:

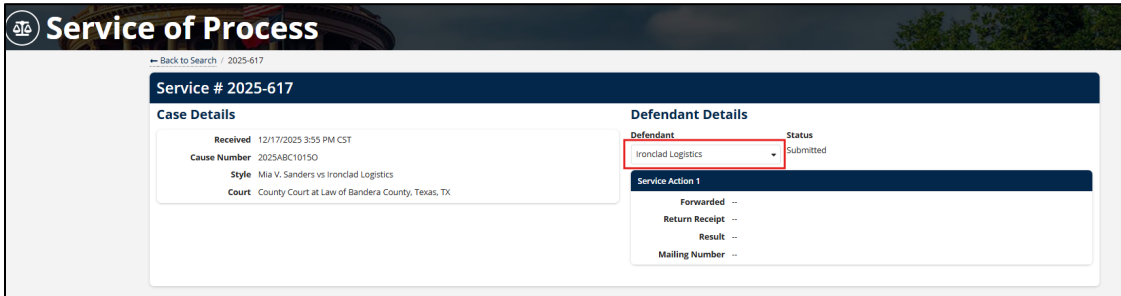
Defendant Name:

Use the **Defendant** drop-down to select a specific defendant for a detailed view.



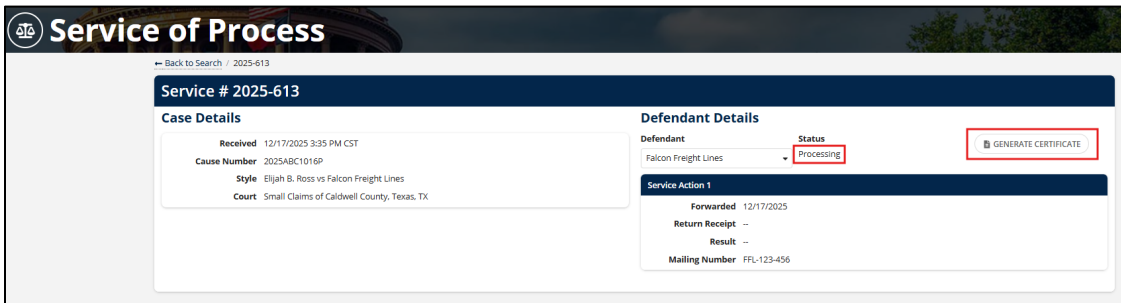
SEARCH-BASED GENERATE CERTIFICATE

Users can generate a copy of a certificate for any request that has reached the **Accepted** status.



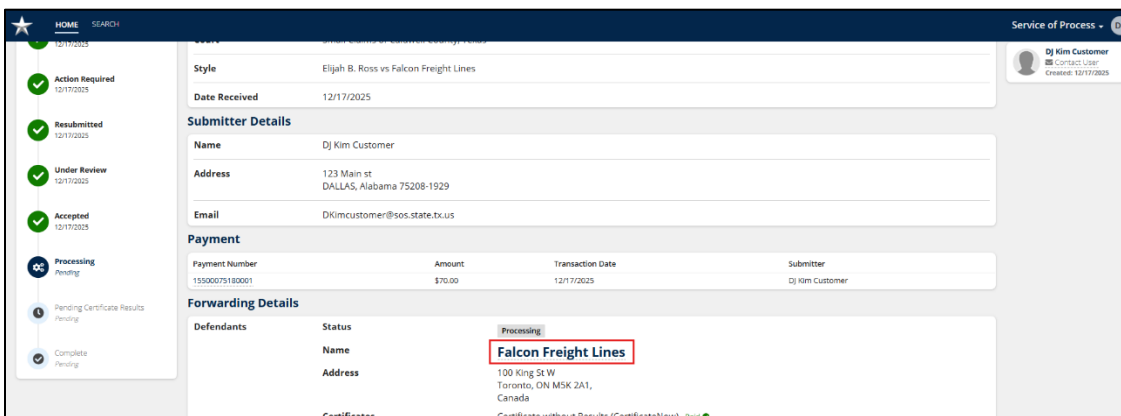
If the selected request has previously requested a certificate type and has passed the **Accepted** status, the user will have the option to generate a new certificate. Click **GENERATE CERTIFICATE** to request a certificate copy.

Note: If this certificate is generated for the first time, payment will be required to receive a copy. The payment will remain valid for the rest of the day; if the certificate is requested again on a different date, a new payment will be required.



DEFENDANT

Users can view a service action record of defendant details and access a comprehensive view of the defendant associated with a specific request. Navigate to the desired **Service Request**. Click on the **Defendant Name**.





DEFENDANT-LEVEL GENERATE CERTIFICATE

Users can generate a copy of a certificate for the selected defendant, if the request has previously requested a certificate type and has passed the **Accepted** status.

Click **GENERATE CERTIFICATE** to request a certificate copy.

Note: *If this certificate is generated for the first time, payment will be required to receive a copy. The payment will remain valid for the rest of the day; if the certificate is requested again on a different date, a new payment will be required.*

HOME SEARCH Service of Process

2025-613: Falcon Freight Lines

Service # 2025-613

Defendant Status

- Draft (12/17/2025)
- Action Required (12/17/2025)
- Submitted (12/17/2025)
- Accepted (12/17/2025)
- Processing (Pending)
- Pending Certificate Results (Pending)
- Complete (Pending)

Service Request Details

Service Number	2025-613
Cause Number	2025ABC1016P
County	CALDWELL
Court	Small Claims of Caldwell County, Texas
Style	Elijah B. Ross vs Falcon Freight Lines
Date Received	12/17/2025

Defendant Details

Status	Processing
Name	Falcon Freight Lines
Address	100 King St W Toronto, ON M5K 2A1, Canada

Certificates

Certificate without Results (CertificateNow) - Paid	✔
Certificate with Results - Paid	✔

Court Certificates Required

Actions

- GENERATE CERTIFICATE

SUPPORT & ESCALATION

Support & Escalation Guide

If you experience technical issues while accessing or using the Texas Secretary of State Service of Process application, such as system errors, login issues, or unexpected behavior, please contact the Secretary of State Service of Process technical support for assistance.

Technical Support (Application Issues):

Email: serviceofprocess@sos.texas.gov

For general questions related to Service of Process, including procedural questions not related to system functionality, users may contact the Texas Secretary of State using the information below:

Texas Secretary of State – Service of Process

Phone: (512)463-1662

Email: serviceofprocess@sos.texas.gov

When reaching out for support, users are encouraged to include their **Service Number** and a brief description of the issue to help ensure timely assistance.



GLOSSARY OF TERMS

Action Required

A request status indicating that the Texas Secretary of State reviewer identified a deficiency and the submitter must update or correct information before processing can continue.

Accepted

A request status showing that the submission has been reviewed and approved by the Texas Secretary of State. Once accepted, post acceptance actions such as requesting or generating certificates may be available.

Additional Certificates

Extra copies or types of service certificates that may be requested after a service request has been accepted. Additional certificates may require payment.

Bar Card (Texas Bar Card)

A unique identification number issued to licensed Texas attorneys. This is required when a submitter identifies as a Texas attorney during request creation.

Cancel Request

An action that allows a submitter to cancel a service request before it has been accepted by the Texas Secretary of State.

Certificate (Certificate of Service)

An official document issued by the Texas Secretary of State certifying that service of process has been completed.

Confirmation Page / Confirmation PDF

A page and downloadable PDF generated after successful payment that includes the service number and payment details. This document is printed and included with mailed service documents.

Defendant

The individual or entity to whom service of process is being issued. Each service request must include at least one defendant.

Defendant Is a State Agency

A designation indicating the defendant is a State of Texas agency. When selected, service and certificate fees are waived, and a defendant address is not required. Certificates will not be issued if defendant is a state agency

Defendant-Level Generate Certificate

A feature that allows a submitter to generate a certificate for a specific defendant once the request has been accepted and a certificate type has been requested.

Deficiency

An issue identified by a Service of Process Team Member when submitted information does not



match the documents received or required information is missing. Deficiencies must be corrected by the submitter.

Documents Tab

A section of the service record that lists all documents related to a service request and allows users to preview or download files. Required documents are those that will be sent to the defendant. List the documents that will be printed on the certificate of service such as Citation and Plaintiffs Original Petition. Do not list documents that you do not want on the certificate.

Forwarding Details

A section of the request form where defendant information, submitter details, and certificate-related selections are entered.

Generate Certificate

An action that allows a submitter to generate or re-generate a certificate once a request has reached an accepted status. Payment may be required depending on timing and prior requests.

Manage Certificates

A feature available after acceptance that allows submitters to request additional certificate types for a service request. Payment may be required depending on timing and prior requests.

Payment Number

A unique identifier assigned to a completed payment that allows submitters to view payment details and download receipts.

Plaintiff

The individual or entity that initiates the legal action and on whose behalf service of process is being requested. The plaintiff may be different from the submitter, who is the user creating and managing the request in the application.

Service Number

A unique number assigned to each service request after submission and payment. This number is used to track the request and should be referenced when contacting support.

Service Record

The complete record of a service request, including summary details, documents, users, deficiencies, and payment information.

Service Request

A submission created by a user to request service of process through the Texas Secretary of State Service of Process application.

Service Request Status

An indicator showing the current stage of a request, such as Submitted, Action Required, or Accepted.



Submitter

The individual or organization that creates, submits, and manages a service request in the application. The submitter is responsible for entering request information, uploading documents, making updates, and completing payment, if applicable. The submitter may be acting on behalf of the plaintiff.

Submitter Is a State Agency

A designation indicating the submitter is a Texas state agency. When selected, service and certificate fees are waived, and the payment step is skipped.

Submitter Is a Texas Attorney

A designation indicating the submitter is a licensed Texas attorney. Selecting this option requires entry of a valid Texas Bar Card number.

Unable to Pay

An option indicating the submitter cannot pay service or certificate fees. When selected, all applicable fees are waived and the payment step is skipped. Requires court stamped documentation to be mailed in with the defendant copy. Failure to show proof will result in a deficiency due to nonpayment.

Uneditable Fields

Fields that cannot be modified after submission, such as state agency designations, inability to pay selections, and previously uploaded documents.

Update Request

An action that allows a submitter to make changes to a previously submitted request. Certain fields may be locked and unavailable for editing.

Users Tab / Add or Edit Users

A feature that allows the submitter to grant other registered users access to view or edit a service request.