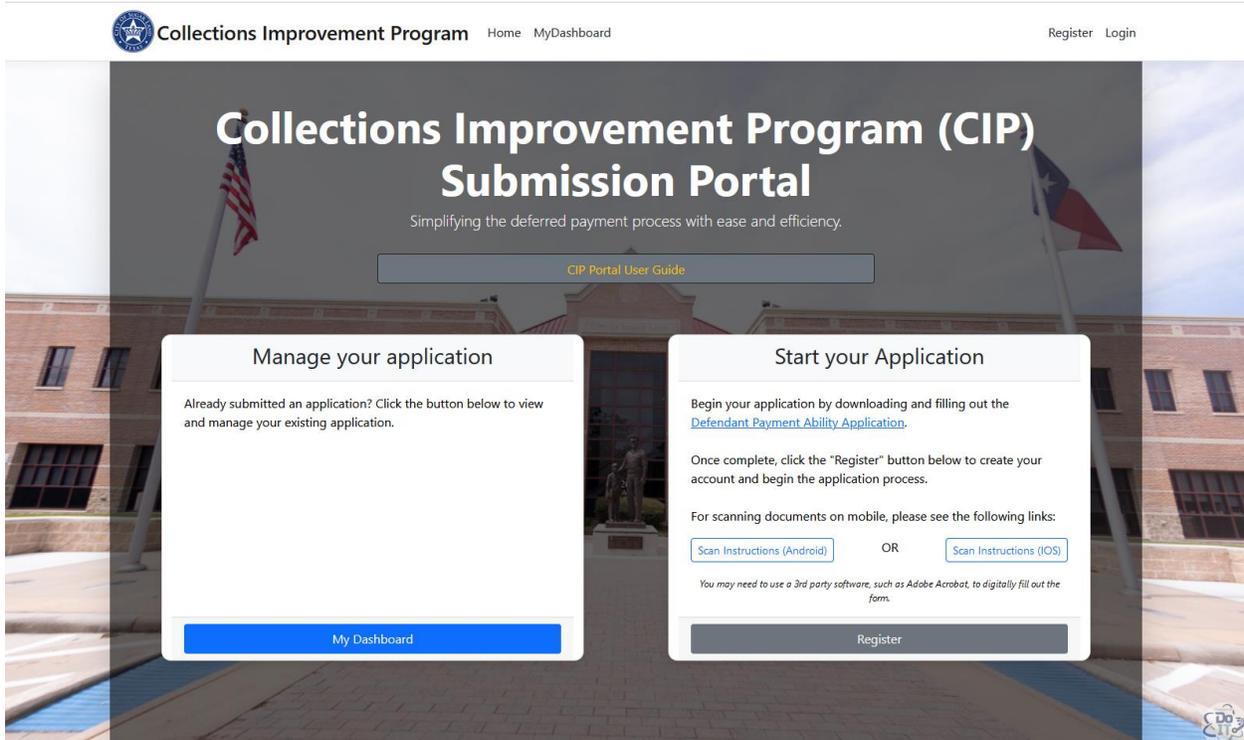


Collections Improvement Program

(Version 1.1)



User's Guide



Information Technology *City of Sugar Land*

07/24/2025



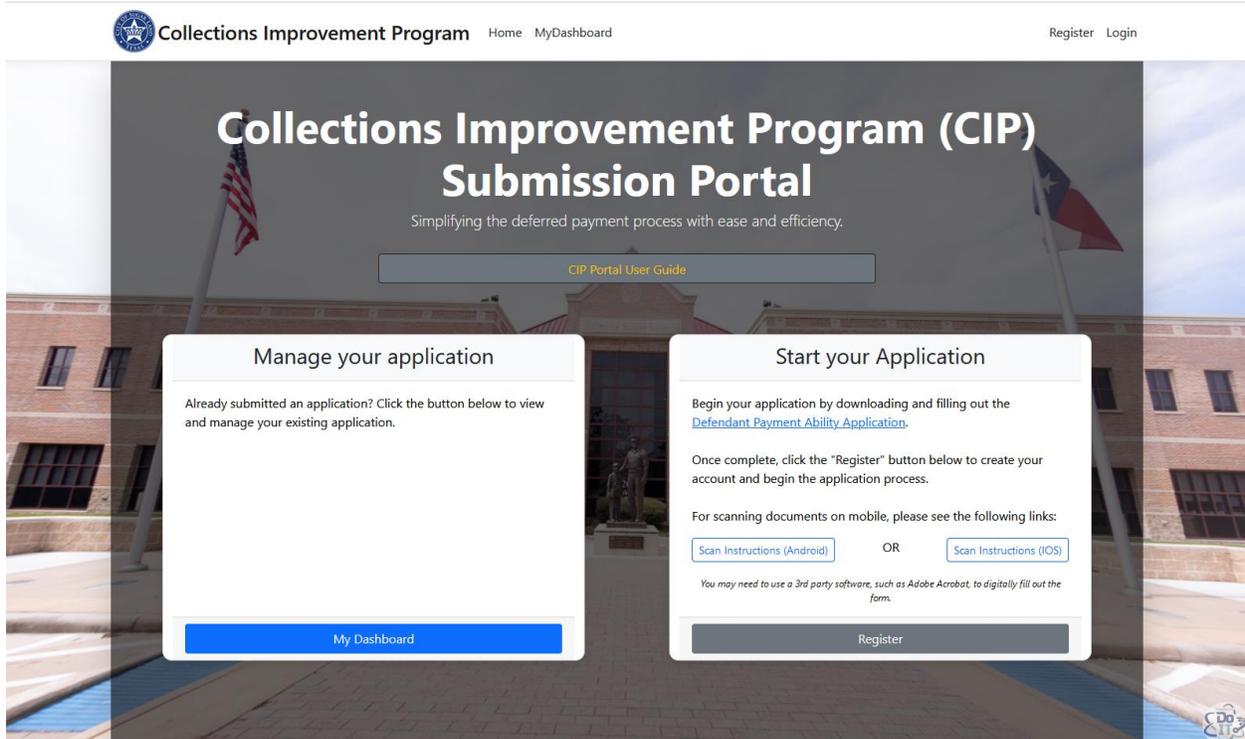
Contents

Web App Link.....	3
Landing Page	3
Create an Account	4
Login	6
Start New Request	9
Form Layout	10
Tabs	11
1 - Defendant Payment Ability Application	12
2 – Photo Identification Verification	13
3 – Bank Statements	14
4 – Pay Stubs	15
5 – Other Verifiable Income	16
6 – Government Assistance / Federal Aid	17
7 – Income Tax Return	18
8 – Housing Expenses	19
9 – Utility Expenses	20
10 – Vehicle Expenses.....	21
11 – Debt Related Expenses.....	22
12 – Other Expenses	23
13 – Miscellaneous	24
Submitting a New Application.....	25
Reviewing Submitted Applications	27
Submission Details Page	28
Uploading Additional Files.....	29
Submission Status	31
The End	32

Web App Link

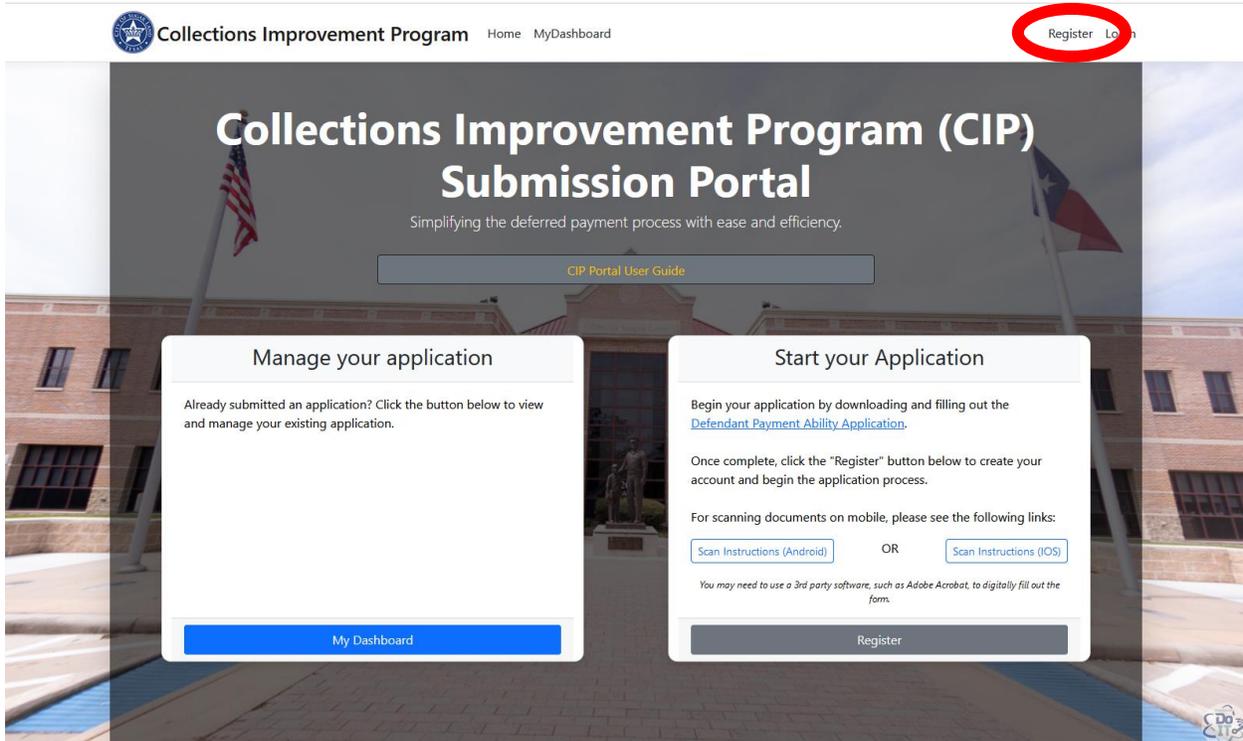
<https://cityapps.sugarlandtx.gov/collections-improvement-program>

Landing Page



Create an Account

To create an account, access the registration page by clicking the “Register” link in the top right of the navbar



On the registration page, fill out the requested fields (all, except Middle Name are required) and then click the “Register” button to create an account.



Register

Create a new account.

First Name Porter
Middle Name Demo
Last Name Chase
Date of Birth [Redacted]
Phone Number [Redacted]
Email pchase@sugarlandtx.gov
Password ●●●●●●●●●●
Confirm Password ●●●●●●●●●●
Register

Once an account has been created, it must be validated by clicking the on the link in the Registration Confirmation email. This step must be completed to log in.

Welcome to the Sugar Land Municipal Court's CIP Portal

Sugar Land Municipal Court Compliance Division <courtcip@sugarlandtx.gov>
To: Porter D. Chase
Cc: courtcip
Retention Policy: IT-112 (2 years)

Expires: 7/9/2027

Start your reply all with: [I confirm.](#) [Completed.](#) [Here is the confirmation.](#) [Feedback](#)

Dear Mr./Ms. Porter Chase,

Thank you for registering with the Sugar Land Municipal Court's Collection Improvement Program (CIP) Portal.

Your account has been successfully created. Please confirm your registration by clicking [here](#). Once your account is confirmed, you will be able to log in and complete the CIP application for review by our Compliance Division.

If you have any questions or need assistance, please contact us at courtcip@sugarlandtx.gov.

Sincerely,

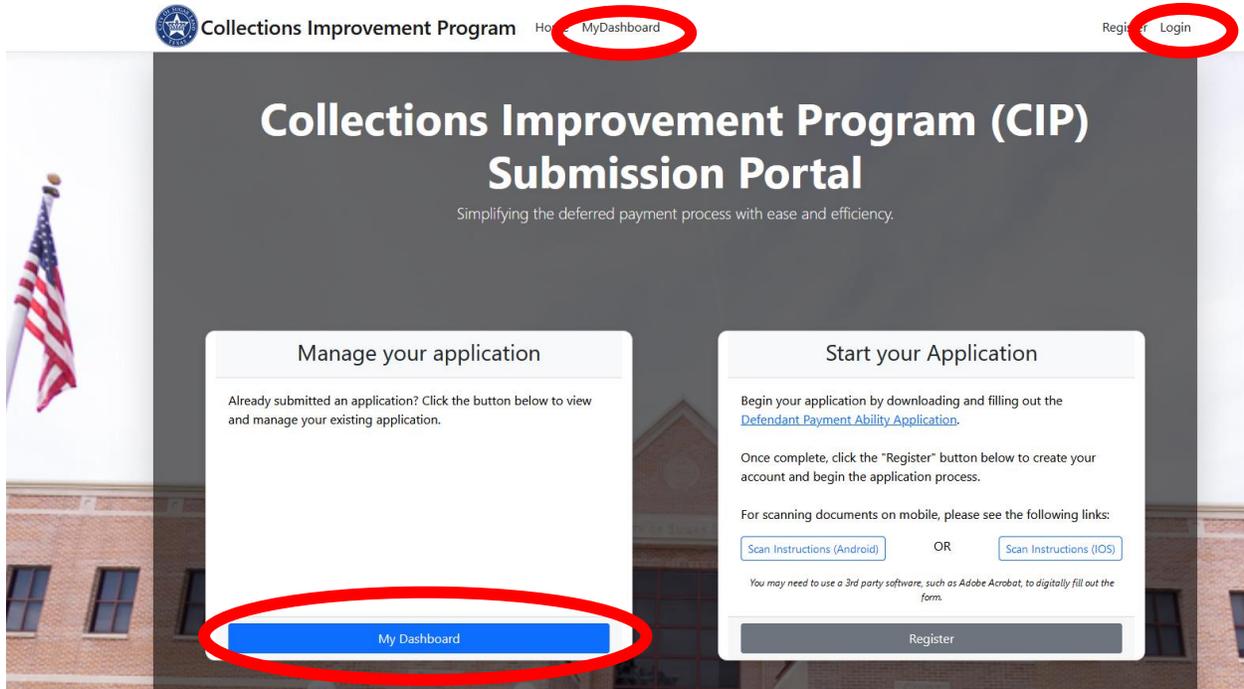
Sugar Land Municipal Court Compliance Division
Collections Improvement Program (CIP) Staff
courtcip@sugarlandtx.gov
(281) 275-2560

This is an automated message. Please do not reply. For further assistance, contact the court via email at courtcip@sugarlandtx.gov.

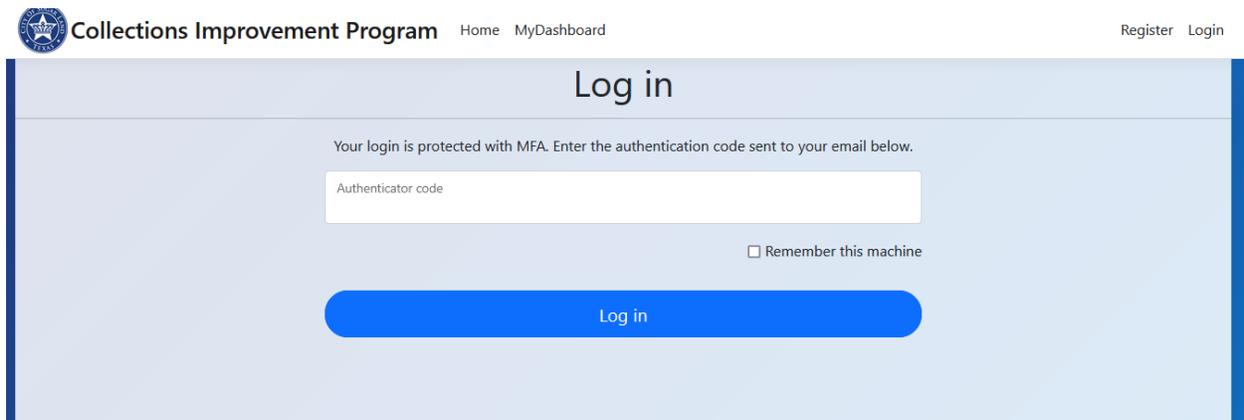


Login

If not currently logged in, clicking either the “MyDashboard” button, the “Login” link or the “MyDashboard” link will direct to the log in page.



After the email address and password fields are filled, click the “Login” button will direct to the Multi-Factor-Authorization(MFA) page.



The code is sent via email to the email addressed used to register. MFA codes expire after 10 minutes of use or the first successful login (whichever comes first).

Collections Improvement Program -- One-Time Code

 Sugar Land Municipal Court Compliance Division <courtcip@sugarlandtx.gov>
To  Porter D. Chase
Retention Policy IT-112 (2 years)

Expires 8/5/2027

Dear Mr./Ms. Porter Chase,

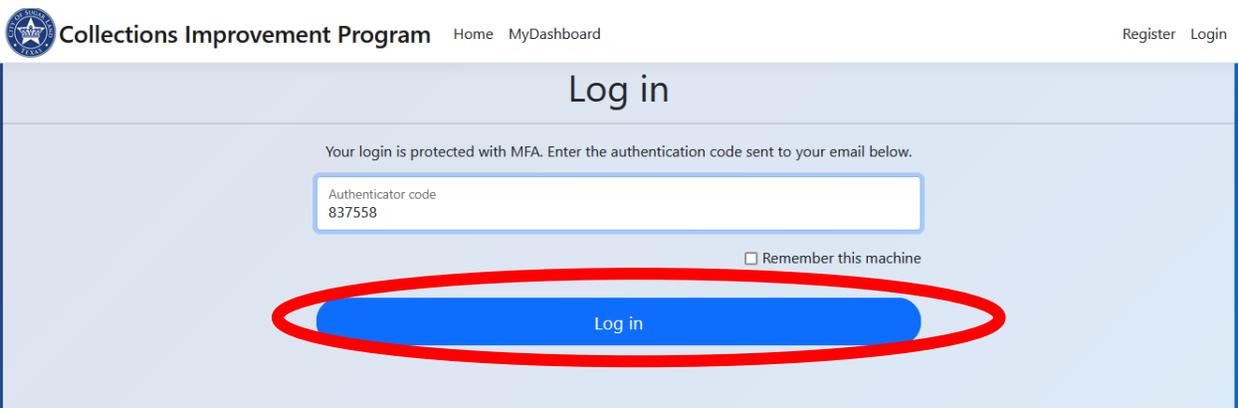
Use the following token to complete your login process: **837558**. Please enter this code on the login verification page within the next 10 minutes to securely access your account.

If you did not request this token, please ignore this email or contact support immediately.

Thank you,

Sugar Land Municipal Court Compliance Division
Collections Improvement Program (CIP) Staff
courtcip@sugarlandtx.gov
(281) 275-2560

This is an automated message. Please do not reply. For further assistance, contact the court via email at courtcip@sugarlandtx.gov.



 **Collections Improvement Program** Home MyDashboard Register Login

Log in

Your login is protected with MFA. Enter the authentication code sent to your email below.

Authenticator code
837558

Remember this machine

Log in

Successfully logging in by entering the correct MFA code and clicking login button directs back to the landing (home) page.



Collections Improvement Program (CIP) Submission Portal

Simplifying the deferred payment process with ease and efficiency.

Manage your application

Already submitted an application? Click the button below to view and manage your existing application.

[My Dashboard](#)

Start your Application

Begin your application by downloading and filling out the [Defendant Payment Ability Application](#).

Once complete, click the "New Submission" button below to start a new application.

For scanning documents on mobile, please see the following links:

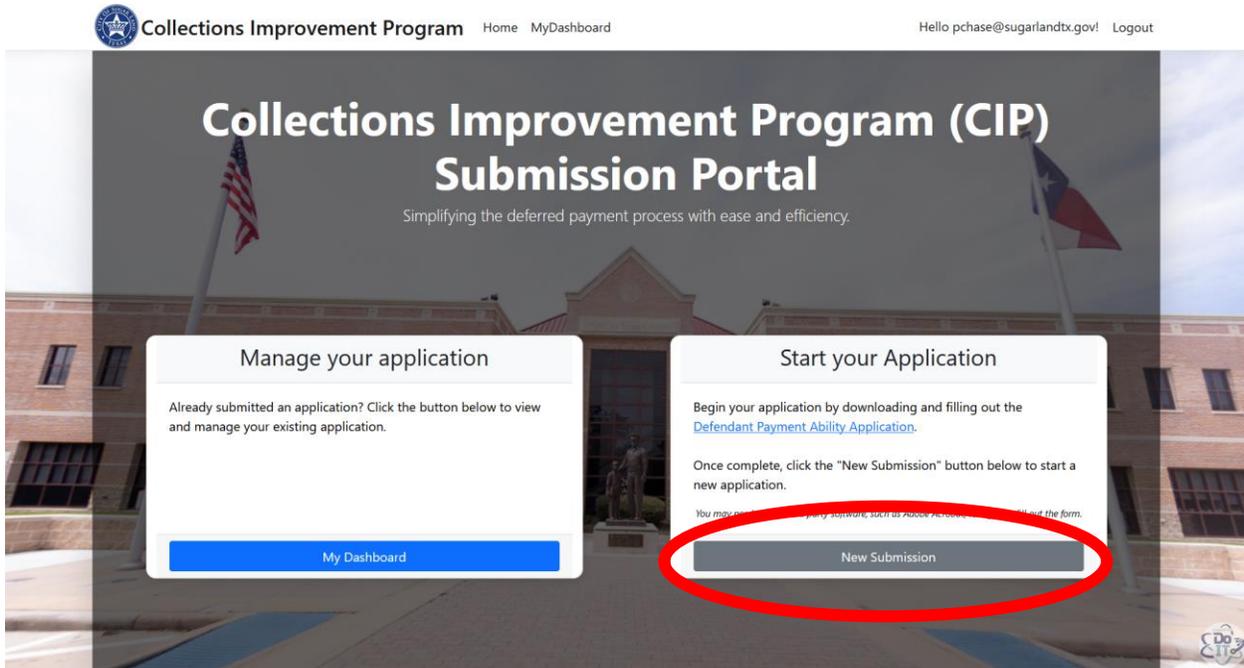
[Scan Instructions \(Android\)](#) OR [Scan Instructions \(IOS\)](#)

You may need to use a 3rd party software, such as Adobe Acrobat, to digitally fill out the form.

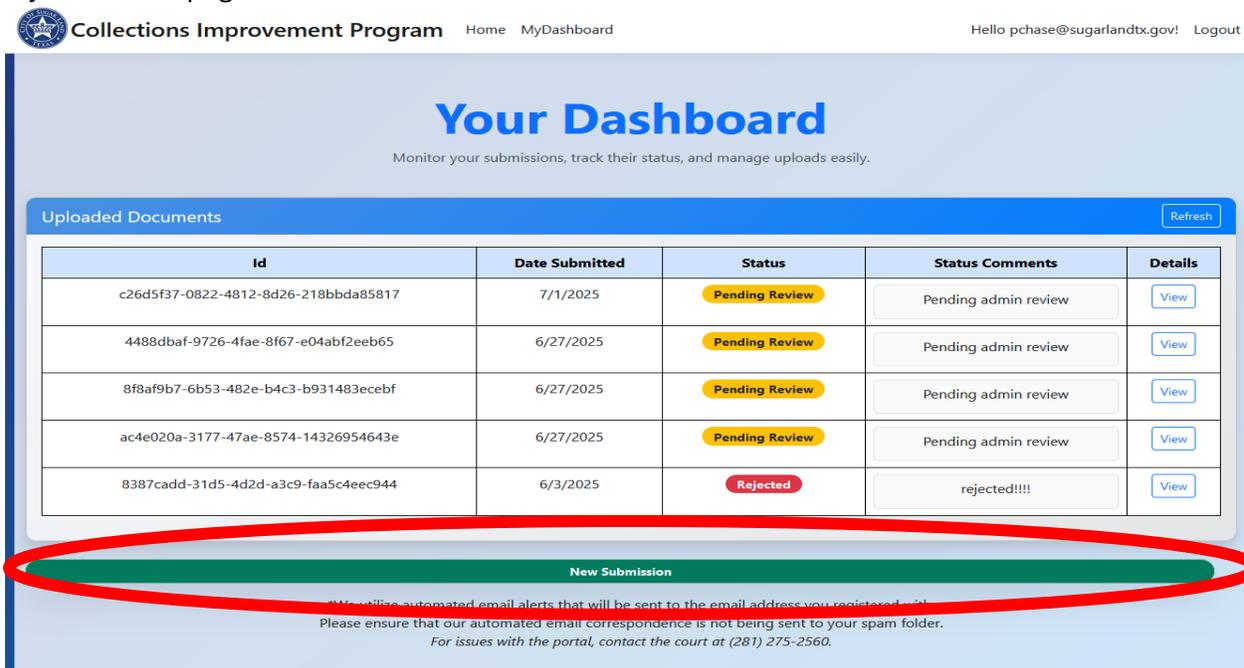
[New Submission](#)

Start New Request

Option 1: Click the “New Submission” link on the landing page



Option 2: Click the “New Submission” button at the bottom of the List of Submissions table on the MyDashboard page.



Form Layout

The applications consists of 4 sections

1. **Tabs**
2. **Expected Content Guideline/Example**
3. **File Upload**
4. **Sign & Submit**

Application Submission

Please upload the required documents, electronically sign your name, and submit your application. Unless otherwise stated, only .pdf documents are accepted.

- Defendant Payment Ability Application
- Photo Identification Verification
- Bank Statements
- Pay Stubs
- Other Verifiable Income
- Government Assistance / Federal Aid
- Income Tax Return
- Housing Expenses
- Utility Expenses
- Vehicle Expenses
- Debt Related Expenses
- Other Expenses
- Miscellaneous

Submitting the **Defendant Payment Ability Application** is the first step into applying for the *Approved Ability to Pay Plan*. The **Defendant Payment Ability Application** will be evaluated to determine if you qualify to make a smaller payment or alternative payment options.

In addition to the application, you are **required** to submit supporting financial documents along with your completed financial information form.

Once all necessary documents have been received your application will be reviewed for approval. The Court may interview you and discuss your financial ability to pay and/or request further information.

If you have not yet completed the **Defendant Payment Ability Application** click the button below to begin. Once completed return to this tab to upload the completed document (*Downloading and filling the form out in another software like Adobe Acrobat may be required.*)

PLEASE NOTE: A downpayment may be required to initiate a payment arrangement once the application is approved.

[Click here to download Defendant Payment Ability Application](#)

Example

Downpayment (Capias Pro Fine Warrants)

WARRANT AMOUNT RANGE	\$1.00 – \$500	\$500.01 – \$1000	\$1000.01 – \$1500	\$1500.01+
PERCENTAGE OF PAYMENT REQUIRED FOR WARRANT TO BE CLEARED	20% <i>BUT NOT LESS THAN \$50.00</i>	25%	30%	35%

A downpayment is required for Capias Pro Fine warrants. The table above can assist in determining how much may be required.

Upload Defendant Deferred Payment Application

Browse... No file selected.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application



Tabs

The required file upload sections are divided into types at the top of the page.

Each tab will have an icon to the right of its title indicating the status of that section. The statuses are divided into 4 types:

-  : Required (No file selected)
-  : File Added
-  : Not Applicable
-  : Optional

Additionally, each tab contains:

- A description of the files expected in this section (ex. Proof of income)
- A section showing examples of a completed document or additional guidelines (if applicable)
- A document upload section
- A selected document section (allowing the user to add/remove files as needed prior to upload)
- A Not-Applicable checkbox that allows the user to mark this tab as not applicable to their request, rendering this tab as “Not Required” (if applicable).

There are 13 tabs, each with their own expectations for files:

- 1.) Defendant Payment Ability Application
- 2.) Photo Identification Verification
- 3.) Bank Statements
- 4.) Pay Stubs
- 5.) Other verifiable Income
- 6.) Government Assistance / Federal Aid
- 7.) Income Tax Return
- 8.) Housing Expenses
- 9.) Utility Expenses
- 10.) Vehicle Expenses
- 11.) Debt Related Expenses
- 12.) Other Expenses
- 13.) Miscellaneous

1 - Defendant Payment Ability Application

This tab is for uploading a completed Defendant Payment Ability Application and subsequently accepts only a single .pdf file which can be uploaded here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application. Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application Photo Identification Verification Bank Statements Pay Stubs Other Verifiable Income

Government Assistance / Federal Aid Income Tax Return Housing Expenses Utility Expenses Vehicle Expenses Debt Related Expenses

Other Expenses Miscellaneous

Submitting the Defendant Payment Ability Application is the first step into applying for the Approved Ability to Pay Plan. The Defendant Payment Ability Application will be evaluated to determine if you qualify to make a smaller payment or alternative payment options.

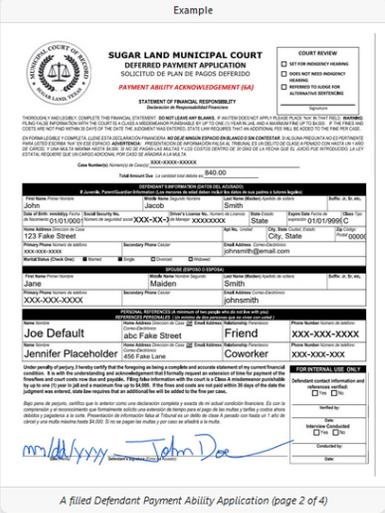
In addition to the application, you are required to submit supporting financial documents along with your completed financial information form.

Once all necessary documents have been received your application will be reviewed for approval. The Court may interview you and discuss your financial ability to pay and/or request further information.

If you have not yet completed the Defendant Payment Ability Application click the button below to begin. Once completed return to this tab to upload the completed document (Downloading and filling the form out in another software like Adobe Acrobat may be required)

[Click here to download Defendant Payment Ability Application](#)

Example



A filed Defendant Payment Ability Application (page 2 of 4)

Downpayment (Capias Pro Fine Warrants)

WARRANT AMOUNT RANGE	\$1.00 – \$500	\$500.01 – \$1000	\$1000.01 – \$1500	\$1500.01+
PERCENTAGE OF PAYMENT REQUIRED FOR WARRANT TO BE CLEARED	20% <i>BUT NOT LESS THAN \$50.00</i>	25%	30%	35%

A downpayment is required for Capias Pro Fine warrants. The table above can assist in determining how much may be required.

[Upload Defendant Deferred Payment Application](#)

Browse...

Uploaded Files:

SL Payment Ability Form And Supporting Financial Info. ✖

The Defendant Payment Ability Application can be downloaded by clicking the button at the bottom of the tab description section.



2 – Photo Identification Verification

This tab is for uploading documentation for ID verification. This tab **allows Images (.jpg, .jpeg, .png) as well as .pdf files.**

Select files for upload here

The screenshot shows the 'Application Submission' page. At the top, there's a title 'Application Submission' and instructions: 'Please upload the required documents, electronically sign your name, and submit your application. Unless otherwise stated, only .pdf documents are accepted.' Below this are several tabs: 'Defendant Payment Ability Application' (checked), 'Photo Identification Verification' (highlighted with a red box and arrow), 'Bank Statements', 'Pay Stubs', 'Other Verifiable Income', 'Government Assistance / Federal Aid', 'Income Tax Return', 'Housing Expenses', 'Utility Expenses', 'Vehicle Expenses', 'Debt Related Expenses', 'Other Expenses', and 'Miscellaneous'. A text box explains: 'Upload a government issued photo ID. Acceptable submissions include, but are not limited to, State-Issued Driver's License, Passport, State-issued photo ID card, U.S. military ID card, etc. Images of your ID are accepted for this upload, but scans are preferred.' Below this is the 'Upload Identification Proof' section, which contains a 'Browse...' button and 'No files selected.' (highlighted with a red box and arrow). Underneath is the 'Uploaded Files:' section with a checkbox 'This is not applicable to me.' (highlighted with a purple box and arrow) and a note: 'NOTE: Incorrectly checking this box can lead to delays in the processing of your application.' Further down are input fields for 'Citation #' and 'Docket #' with example numbers. At the bottom, there's a 'Sign Your Application' section with a large empty box for a signature, a yellow 'Clear Signature' button, and a blue 'Submit Application' button.

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

3 – Bank Statements

This tab is for uploading Bank Statements. This tab **ONLY** allows .pdf files.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, **only .pdf documents** are accepted.

Defendant Payment Ability Application Photo Identification Verification **Bank Statements** Pay Stubs Other Verifiable Income
Government Assistance / Federal Aid Income Tax Return Housing Expenses Utility Expenses Vehicle Expenses Debt Related Expenses
Other Expenses Miscellaneous

Upload your full bank statement for each active bank account you have for the last 3 months.

Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.

Images of these documents are **NOT** accepted.

If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Bank Statements (Last 3 Months)

Browse... No files selected.

Uploaded Files:

This is not applicable to me.
NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

4 – Pay Stubs

This tab is for uploading the last 3 months of pay stubs (from all sources). This tab **ONLY allows .pdf files**.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application Photo Identification Verification Bank Statements **Pay Stubs** Other Verifiable Income
Government Assistance / Federal Aid Income Tax Return Housing Expenses Utility Expenses Vehicle Expenses Debt Related Expenses
Other Expenses Miscellaneous

Upload your paystubs from the last three months.

Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.

Images of these documents are **NOT** accepted.

If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Pay Stubs (Last 3 Months)

Browse... No files selected.

Uploaded files:

This is not applicable to me.
NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #: Examples: 123456, 123456V, 234567

Docket #: Examples: 065845045, 068685469

Sign Your Application

Clear Signature

Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

5 – Other Verifiable Income

This tab is for uploading income sources that do not come from employment (such as income received from alimony/child support) This tab **ONLY allows .pdf files**.

Select files for upload here

The screenshot shows the 'Application Submission' page. At the top, it says 'Please upload the required documents, electronically sign your name, and submit your application. Unless otherwise stated, only .pdf documents are accepted.' Below this is a navigation bar with tabs: 'Defendant Payment Ability Application', 'Photo Identification Verification', 'Bank Statements', 'Pay Stubs', 'Other Verifiable Income', 'Government Assistance / Federal Aid', 'Income Tax Return', 'Housing Expenses', 'Utility Expenses', 'Vehicle Expenses', 'Debt Related Expenses', 'Other Expenses', and 'Miscellaneous'. The 'Other Verifiable Income' tab is selected. The main content area contains instructions: 'Upload documents of additional income. This section is for regular income received that is not included on your paystubs, such as income to digital wallets and/or income from child support/alimony, or other financial support. Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document. Images of these documents are NOT accepted. If this does not apply to you, check the "This is not applicable to me." checkbox below.' Below the instructions is a file upload section titled 'Upload Other Income Documentation' with a 'Browse...' button and 'No files selected.' text. Below that is an 'Uploaded Files:' section with a checkbox labeled 'This is not applicable to me.' and a note: 'NOTE: Incorrectly checking this box can lead to delays in the processing of your application.' Below this is a section for 'Enter the Citation Number(s) or Docket Number(s) for this request.' with input fields for 'Citation #' and 'Docket #'. At the bottom is a 'Sign Your Application' section with a large text area, a 'Clear Signature' button, and a 'Submit Application' button. Red annotations include a line pointing from the text 'Select files for upload here' to the 'Browse...' button, and a box around the 'Upload Other Income Documentation' section. Purple annotations include a box around the 'This is not applicable to me.' checkbox and a line pointing from the text '(optional) Mark this tab as Not Applicable by clicking the checkbox here.' to the checkbox.

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application ✓ Photo Identification Verification ✗ Bank Statements ✓ Pay Stubs ✗ Other Verifiable Income ⓘ
Government Assistance / Federal Aid ⓘ Income Tax Return ⓘ Housing Expenses ⓘ Utility Expenses ⓘ Vehicle Expenses ⓘ Debt Related Expenses ⓘ
Other Expenses ⓘ Miscellaneous ⓘ

Upload documents of additional income. This section is for regular income received that is not included on your paystubs, such as income to digital wallets and/or income from child support/alimony, or other financial support.
Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.
Images of these documents are **NOT** accepted.
If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Other Income Documentation
Browse... No files selected.

Uploaded Files:
 This is not applicable to me.
NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #: Examples: 123456, 123456V, 234567
Docket #: Examples: 065845945, 068685469

Sign Your Application

Clear Signature
Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

6 – Government Assistance / Federal Aid

This tab is for uploading income sources that specifically come from government/federal aid such as, SNAP/WIC/Medicare Subsidies. This tab **ONLY allows .pdf files**.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, **only .pdf documents** are accepted.

Defendant Payment Ability Application ✔Photo Identification Verification ⊗Bank Statements ✔Pay Stubs ⊗Other Verifiable Income ⊗

Government Assistance / Federal Aid ⓂIncome Tax Return ⓂHousing Expenses ⓂUtility Expenses ⓂVehicle Expenses ⓂDebt Related Expenses Ⓜ

Other Expenses ⓂMiscellaneous Ⓜ

Upload statements of income from government assistance. This includes, but is not limited to, any governmental financial supplements or assistance including food, Supplemental Nutrition Assistance Program (SNAP), WIC, housing, Medicare subsidies etc.

Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.

Images of these documents are **NOT** accepted.

If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Government Assistance Documentation

Browse... No files selected.

Uploaded Files:

This is not applicable to me

NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

7 – Income Tax Return

This tab is for uploading the most recent federal tax return This tab **ONLY allows .pdf files**.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application Photo Identification Verification Bank Statements Pay Stubs Other Verifiable Income
Government Assistance / Federal Aid **Income Tax Return** Housing Expenses Utility Expenses Vehicle Expenses Debt Related Expenses
Other Expenses Miscellaneous

Upload your most recent federal Income Tax return documents (W-2, 1099, etc).
Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.
Images of these documents are **NOT** accepted.
If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Income Tax Return
Browse... No files selected.

Uploaded Files:
 This is not applicable to me
NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #: Examples: 123456, 123456V, 234567
Docket #: Examples: 065845945, 068685469

Sign Your Application

Clear Signature
Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

8 – Housing Expenses

This tab is for uploading expenses related to housing (rent/mortgage/.etc) This tab **ONLY allows .pdf files**.

Select files for upload here

The screenshot shows the 'Application Submission' page. At the top, it says 'Please upload the required documents, electronically sign your name, and submit your application. Unless otherwise stated, only .pdf documents are accepted.' Below this is a navigation bar with tabs: 'Defendant Payment Ability Application' (checked), 'Photo Identification Verification' (unchecked), 'Bank Statements' (checked), 'Pay Stubs' (unchecked), 'Other Verifiable Income' (unchecked), 'Government Assistance / Federal Aid' (checked), 'Income Tax Return' (unchecked), 'Housing Expenses' (unchecked), 'Utility Expenses' (unchecked), 'Vehicle Expenses' (unchecked), 'Debt Related Expenses' (unchecked), 'Other Expenses' (unchecked), and 'Miscellaneous' (unchecked). The 'Housing Expenses' tab is highlighted with a red box. Below the tabs, there is a section for uploading documents with instructions: 'Upload your most recent federal Income Tax return documents (W-2, 1099, etc). Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document. Images of these documents are NOT accepted. If this does not apply to you, check the "This is not applicable to me." checkbox below.' Below the instructions is a file upload area with a 'Browse...' button and 'No files selected.' text, circled in red. Below that is a checkbox labeled 'This is not applicable to me' with a purple box around it and a note: 'NOTE: Incorrectly checking this box can lead to delays in the processing of your application.' Below the checkbox is a section for entering citation or docket numbers. At the bottom, there is a 'Sign Your Application' section with a large empty box for a signature, a yellow 'Clear Signature' button, and a blue 'Submit Application' button. A red arrow points from the text 'Select files for upload here' to the file upload area. A purple arrow points from the text '(optional) Mark this tab as Not Applicable by clicking the checkbox here.' to the checkbox.

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

9 – Utility Expenses

This tab is for uploading expenses related to utilities (water/electric/.etc) This tab **ONLY allows .pdf files**.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application ✓ Photo Identification Verification ✗ Bank Statements ✓ Pay Stubs ✗ Other Verifiable Income ✗
Government Assistance / Federal Aid ✗ Income Tax Return ✓ Housing Expenses ✗ **Utility Expenses ①** Vehicle Expenses ① Debt Related Expenses ①
Other Expenses ① Miscellaneous ①

Upload your most recent utility expenses in your name (electricity bill, phone bill, water bill, etc.).

Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.

Images of these documents are **NOT** accepted.

If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Utility Expenses

Browse... No files selected.

Uploads of Files:

This is not applicable to me
NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

10 – Vehicle Expenses

This tab is for uploading expenses related to vehicle ownership (loan payments / lease agreements)
This tab **ONLY** allows .pdf files.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application ✓ Photo Identification Verification ⊗ Bank Statements ✓ Pay Stubs ⊗ Other Verifiable Income ⊗
Government Assistance / Federal Aid ⊗ Income Tax Return ✓ Housing Expenses ⊗ Utility Expenses ⊗ Vehicle Expenses ⚠ Debt Related Expenses ⚠
Other Expenses ⚠ Miscellaneous ⚠

Upload full billing statements of your expenses pertaining to vehicle ownership. This includes car notes, car insurance, etc.

Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.

Images of these documents are **NOT** accepted.

If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Vehicle Ownership Documentation

Browse... No files selected.

Uploaded Files:

This is not applicable to me
⚠ Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

11 – Debt Related Expenses

This tab is for uploading expenses related to debt. The documents provided must include proof of payments. This tab **ONLY allows .pdf files**.

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application ✓ Photo Identification Verification ⊗ Bank Statements ✓ Pay Stubs ⊗ Other Verifiable Income ⊗
Government Assistance / Federal Aid ⊗ Income Tax Return ✓ Housing Expenses ⊗ Utility Expenses ⊗ Vehicle Expenses ⊕ Debt Related Expenses ⊕
Other Expenses ⊕ Miscellaneous ⊕

Upload full billing statements of your expenses pertaining to vehicle ownership. This includes car notes, car insurance, etc.

Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document.

Images of these documents are **NOT** accepted.

If this does not apply to you, check the "This is not applicable to me." checkbox below.

Upload Vehicle Ownership Documentation

Browse... No files selected.

Uploaded Files:

This is not applicable to me
NOTE: Incorrectly checking this box can lead to delays in the processing of your application.

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

12 – Other Expenses

This tab is for uploading documentation of verifiable expenses pertaining to Childcare and/or Spousal support (such as *court ordered support). This tab **ONLY allows .pdf files**.

Select files for upload here

The screenshot shows the 'Application Submission' page. At the top, it says 'Please upload the required documents, electronically sign your name, and submit your application. Unless otherwise stated, only .pdf documents are accepted.' Below this is a list of tabs: Defendant Payment Ability Application, Photo Identification Verification, Bank Statements, Pay Stubs, Other Verifiable Income, Government Assistance / Federal Aid, Income Tax Return, Housing Expenses, Utility Expenses, Vehicle Expenses, Debt Related Expenses, Other Expenses, and Miscellaneous. The 'Other Expenses' tab is selected. The main content area contains instructions: 'Upload your most recent documentation of verifiable expenses pertaining to Childcare and/or Spousal support (such as *court ordered support). Do not provide partial documents as this will be rejected and can result in a delay in the processing of your application. Submit the statements as a .pdf document. Images of these documents are NOT accepted. If this does not apply to you, check the "This is not applicable to me." checkbox below.' Below the instructions is a red-bordered box for 'Upload documents' with a 'Browse...' button and 'No files selected.' text. Underneath is an 'Uploaded Files:' section with a checkbox labeled 'This is not applicable to me' and a note: 'NOTE: Incorrectly checking this box can lead to delays in the processing of your application.' Below this is a section for 'Enter the Citation Number(s) or Docket Number(s) for this request.' with input fields for 'Citation #' and 'Docket #'. At the bottom, there is a 'Sign Your Application' section with a large empty box for a signature, a yellow 'Clear Signature' button, and a blue 'Submit Application' button. Red arrows point from the text 'Select files for upload here' to the 'Upload documents' box and the 'This is not applicable to me' checkbox. A purple arrow points from the text '(optional) Mark this tab as Not Applicable by clicking the checkbox here.' to the same checkbox.

(optional) Mark this tab as Not Applicable by clicking the checkbox here.

13 – Miscellaneous

This tab is for uploading supporting documentation (income / expenses) that does not fit any of the other tabs. **This tab is Optional** allows .pdf files and Images (.jpg, .jpeg, .png).

Select files for upload here

Application Submission

Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, **only .pdf documents** are accepted.

Defendant Payment Ability Application ✓Photo Identification Verification ✕Bank Statements ✓Pay Stubs ✕Other Verifiable Income ✕

Government Assistance / Federal Aid ✕Income Tax Return ✓Housing Expenses ✕Utility Expenses ✕Vehicle Expenses ✕Debt Related Expenses ✕

Other Expenses ✕Miscellaneous ⚠

Want to provide documents that do not fit in any of the other categories? Upload them here.

Images are accepted for this section, but scans are preferred.

This section is optional. If this does not apply to you, you may disregard this section.

Upload Miscellaneous Files

Browse... No files selected.

Uploaded Files:

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #:

Docket #:

Sign Your Application

Clear Signature

Submit Application

Submitting a New Application

Once all files have been uploaded, or set as “Not Applicable”, The Citation/Docket numbers of the fine that a payment plan is being requested for can be added in the Citation # / Docket # fields, respectively.

After the signature field is signed, the request can be submitted via the “Submit Application Button”.

1. Enter Citation / Docket number(s):
2. Sign your name
3. Click Submit Application

Application Submission
Please upload the required documents, electronically sign your name, and submit your application.
Unless otherwise stated, only .pdf documents are accepted.

Defendant Payment Ability Application ✓ Photo Identification Verification ✗ Bank Statements ✓ Pay Stubs ✗ Other Verifiable Income ✗
Government Assistance / Federal Aid ✗ Income Tax Return ✓ Housing Expenses ✗ Utility Expenses ✗ Vehicle Expenses ✗ Debt Related Expenses ✗
Other Expenses ✗ Miscellaneous ⚠

Want to provide documents that do not fit in any of the other categories? Upload them here.
Images are accepted for this section, but scans are preferred.
This section is optional. If this does not apply to you, you may disregard this section.

Upload Miscellaneous Files
Browse... No files selected.

Uploaded Files:

Enter the Citation Number(s) or Docket Number(s) for this request.

Citation #: 123456VA
Docket #: 587964581

Sign Your Application

John Doe

Clear Signature
Submit Application

The screenshot shows a web form titled "Application Submission". At the top, there are several categories of documents that can be uploaded, each with a checkmark or an 'x' indicating its status. Below this is a section for uploading miscellaneous files, which is currently empty. The form then asks for Citation and Docket numbers, with input fields containing "123456VA" and "587964581" respectively. A purple arrow points from step 1 of the instructions to the Citation field. Below this is a "Sign Your Application" section with a signature field containing a handwritten signature "John Doe". A blue arrow points from step 2 to the signature field. At the bottom, there are two buttons: "Clear Signature" (yellow) and "Submit Application" (blue). A green arrow points from step 3 to the "Submit Application" button.

Submitting the page will be redirect to the MyDashboard page where all submissions are listed, along with their status, in the Submissions table.

An email stating that the Municipal Court has received the submission will be sent shortly afterwards:

Collections Improvement Program - New Submission (Id: e3115566-52b8-4370-99d4-b039245b...

Dear Mr./Ms. Porter Chase

The court has received your Application for Determination of Ability to Pay

You will receive an email once your request has been reviewed.

You can view all of your submissions on the [My Dashboard](#) page. Click the "View" button to see the details of the selected submission.

Thank you,

This is an automated message. Please do not reply. For further assistance, contact the court via email at courtqip@sugarlandtx.gov.

Reviewing Submitted Applications

On the MyDashboard page, the details of a submitted application can be viewed by clicking the “View” button in the Details column for that submission.

Collections Improvement Program Home MyDashboard Hello pchase@sugarlandtx.gov! Logout

Your Dashboard

Monitor your submissions, track their status, and manage uploads easily.

Submissions Refresh

Id	Date Submitted	Status	Status Comments	Details
e3115566-52b8-4370-99d4-b039245b8d27	7/31/2025	Pending Review	Pending admin review	View

New Submission

*We utilize automated email alerts that will be sent to the email address you registered with. Please ensure that our automated email correspondence is not being sent to your spam folder. For issues with the portal, contact the court at (281) 275-2560.

This will redirect to the Submission Details page for the selected submission:

Collections Improvement Program Home MyDashboard Hello pchase@sugarlandtx.gov! Logout

Submission Details

Review the details of your submission.

Submission ID: e3115566-52b8-4370-99d4-b039245b8d27

Citation #: 123456VA Docket #: 587964581

Submission Date: 7/31/2025

User Name: Porter D. Chase

Phone: 2813308004

Email: pchase@sugarlandtx.gov

Status: Pending Review

History:

Status	Comment	Date	Updated By
Pending Review	New submission.	7/31/2025 10:54:41 PM	Porter Chase

Uploaded Documents

File Name	File Type	File Size	Actions
user.png	Identification	15.44KB	View Download
SL Payment Ability Form And Supporting Financial Info.pdf	Defendant Document	838.05KB	View Download
File1.pdf	Income Tax Return	477.88KB	View Download

3 files submitted

Review Only

[Back to Dashboard](#)

Submission Details Page

The Submission Details Page presents the details of a selected submission.

It consists of the following sections:

1. General Application Details
2. History of Actions
3. List of documents uploaded
4. Upload Additional Files button (If in "Pending User Response" status)

The screenshot shows the 'Submission Details' page for the 'Collections Improvement Program'. The page header includes the program name, navigation links ('Home', 'MyDashboard'), and user information ('Hello pchase@sugarlandtx.gov! Logout'). The main title 'Submission Details' is in a blue banner, followed by the instruction 'Review the details of your submission.' The submission ID is 'e3115566-52b8-4370-99d4-b039245b8d27'. The 'General Application Details' section (red callout) includes fields for Citation # (123456VA), Docket # (587964581), Submission Date (7/31/2025), User Name (Porter D. Chase), Phone (2813308004), Email (pchase@sugarlandtx.gov), and Status (Pending Review). The 'History of Actions' section (purple callout) is a table with columns for Status, Comment, Date, and Updated By, showing a 'Pending Review' status with a comment 'New submission.' on 7/31/2025. The 'List of documents uploaded' section (blue callout) is a table with columns for File Name, File Type, File Size, and Actions. It lists three files: 'user.png' (15.44KB), 'SL Payment Ability Form And Supporting Financial Info.pdf' (838.05KB), and 'File1.pdf' (477.88KB). Each file has 'View' and 'Download' buttons. A yellow callout points to these buttons. Below the table, it says '3 files submitted'. A green callout points to a 'Review Only' button at the bottom of the submission details. A 'Back to Dashboard' button is at the very bottom.

Collections Improvement Program Home MyDashboard Hello pchase@sugarlandtx.gov! Logout

Submission Details

Review the details of your submission.

Submission ID: e3115566-52b8-4370-99d4-b039245b8d27

Citation # : 123456VA Docket # : 587964581

Submission Date: 7/31/2025

User Name: Porter D. Chase

Phone: 2813308004

Email: pchase@sugarlandtx.gov

Status: Pending Review

History:

Status	Comment	Date	Updated By
Pending Review	New submission.	7/31/2025 10:54:41 PM	Porter Chase

Uploaded Documents

File Name	File Type	File Size	Actions
user.png	Identification	15.44KB	View Download
SL Payment Ability Form And Supporting Financial Info.pdf	Defendant Document	838.05KB	View Download
File1.pdf	Income Tax Return	477.88KB	View Download

3 files submitted

Review Only

[Back to Dashboard](#)

Uploaded documents can be viewed or downloaded by clicking their respective button

Uploading Additional Files

If a Municipal Court admin deems that sufficient information has not been provided, they will mark the application as “Pending User Response” requesting that the user submit additional information.

Collections Improvement Program Home MyDashboard Hello pchase@sugarlandtx.gov! Logout

Your Dashboard

Monitor your submissions, track their status, and manage uploads easily.

Submissions Refresh

Id	Date Submitted	Status	Status Comments	Details
e3115566-52b8-4370-99d4-b039245b8d27	7/31/2025	Pending User Response	Additional items are required to show sufficient need. Please include expenses (along with proof of payment) that highlight why you need to request a payment plan.	View

[New Submission](#)

**We utilize automated email alerts that will be sent to the email address you registered with. Please ensure that our automated email correspondence is not being sent to your spam folder. For issues with the portal, contact the court at (281) 275-2560.*

When a request is in the “Pending User Response” status, the “Upload Additional Files” button will be visible.

Collections Improvement Program Home MyDashboard Hello pchase@sugarlandtx.gov! Logo

Submission ID: e3115566-52b8-4370-99d4-b039245b8d27

Citation #: 123456VA Docket #: 587964581

Submission Date: 7/31/2025

User Name: Porter D. Chase

Phone: 2813308004

Email: pchase@sugarlandtx.gov

Status: Pending User Response

History:

Status	Comment	Date	Updated By
Pending User Response	Additional items are required to show sufficient need. Please include expenses (along with proof of payment) that highlight why you need to request a payment plan.	8/1/2025 1:10:04 AM	Porter Chase
Pending Review	New submission.	7/31/2025 10:54:41 PM	Porter Chase

Uploaded Documents

File Name	File Type	File Size	Actions
user.png	Identification	15.44KB	View Download
SL Payment Ability Form And Supporting Financial Info.pdf	Defendant Document	838.05KB	View Download
File1.pdf	Income Tax Return	477.88KB	View Download

3 files submitted

[Upload Additional Files](#)

[Back to Dashboard](#)

Clicking the button opens an Upload file modal containing the same 13 tabs seen when first creating the application.

Documents Submitted
✕

Upload New Documents

Application

Photo Identification

Bank Statements

Pay Stubs

Other Income

Government Assistance

Income Tax Return

Housing Expenses

Utility Expenses

Vehicle Expenses

Debt-Related Expenses

Other Expenses

Misc.

Upload [Defendant Payment Ability Application](#)

Browse... No file selected. No file selected.

Uploaded Files:

Cancel

Upload

After selecting which files to upload and clicking submit, the status of the submission will change back to “Pending Review” and files can no longer be added.

Collections Improvement Program
Home MyDashboard
Hello pchase@sugarlandtx.gov! Logout

Submission ID: **e3115566-52b8-4370-99d4-b039245b8d27**

Citation # : 123456VA	Docket # : 587964581
Submission Date:	7/31/2025
User Name:	Porter D. Chase
Phone:	2813308004
Email:	pchase@sugarlandtx.gov
Status:	Pending Review

History:

Status	Comment	Date	Updated By
Pending Review	Added Files: DocumentViewer.pdf,	8/1/2025 1:16:04 AM	Porter Chase
Pending User Response	Additional items are required to show sufficient need. Please include expenses (along with proof of payment) that highlight why you need to request a payment plan.	8/1/2025 1:10:04 AM	Porter Chase

Uploaded Documents

File Name	File Type	File Size	Actions
DocumentViewer.pdf	Housing Expenses	203.66KB	<div style="display: flex; gap: 5px;"> <div style="background-color: #2e8b57; color: white; padding: 2px 5px; border-radius: 3px;">View</div> <div style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px;">Download</div> </div>
user.png	Identification	15.44KB	<div style="display: flex; gap: 5px;"> <div style="background-color: #2e8b57; color: white; padding: 2px 5px; border-radius: 3px;">View</div> <div style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px;">Download</div> </div>
SL Payment Ability Form And Supporting Financial Info.pdf	Defendant Document	838.05KB	<div style="display: flex; gap: 5px;"> <div style="background-color: #2e8b57; color: white; padding: 2px 5px; border-radius: 3px;">View</div> <div style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px;">Download</div> </div>
File1.pdf	Income Tax Return	477.88KB	<div style="display: flex; gap: 5px;"> <div style="background-color: #2e8b57; color: white; padding: 2px 5px; border-radius: 3px;">View</div> <div style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px;">Download</div> </div>

4 files submitted

Review Only



Submission Status

Keeping track of the statuses for a submission can be done via the MyDashboard page. Each submission will have one of the following statuses

1. Pending Review
 - a. All applications will be given this status after the initial submission. This status indicates that the submission requires a review from an Admin from the Municipal Courts team.
2. Pending User Response
 - a. If a Municipal Court admin reviews the application and requires additional information, the submission will be set to the “Pending User Response” status. This status allows the uploading of additional files via the details page.
3. Rejected
 - a. If, after review, a Municipal Court admin deems that the provided documentation and applications does not support need for a payment plan, the application will be rejected, and no further edits can be made.
4. Approved
 - a. If, after review, a Municipal Court admin deems that the provided documentation and applications supports the need for a payment plan, the application will be Approved, and no further edits can be made.
 - b. An email pending the payment plan agreement (if applicable) will be attached to the status update email

For each status change, an alert email will be sent.

The End

