



# e-OfficeAction

## Quick Start Guide

### **Overview**

The e-Office Action program is a new USPTO initiative that is designed to notify applicants, via e-Mail, that new Office communication is available for secure viewing and downloading in Private PAIR. Applicants who opt-in to the program will receive a daily e-Mail notification that will replace the paper mailed delivery of correspondence. In addition, a record of the electronic notification will be placed in the IFW when an e-Office Action notice is sent.

Opting-in to receive electronic notification will automatically stop the Office from sending most Office communication through the postal mail. However, Customers may still receive some paper mailings from USPTO business units that have not yet implemented e-Office Action.

**Please Note:** The e-Office Action program is optional and is based on applications associated to a Customer Number. Applicants with multiple Customer Numbers must enroll each Customer Number.

### ***Benefits of using e-Office Action***

- Less Paper – Improved Processing
  - Minimize risks associated with delayed or lost Office communication sent by mail
  - Reduce paper processing errors and costs
  - Expedite the availability of docketed Office communication in an electronic format
- Easy access to Office Communications in Private PAIR
  - The Office will send a daily e-mail notification to an e-Office Action participant when a new Office communication is available in Private PAIR
  - The e-mail notification will provide comprehensive information regarding the new Office communication, which is easily referenced in Private PAIR
- Flexible Program Features
  - Opt-in or out of the program by Customer Number at any time
  - Assign up to three valid e-mail addresses to receive the e-mail notification
  - Track history of e-Office Action events and view e-mail notification history
  - Receive “reminder” postcards for Office communication that require a response which have not been viewed or downloaded after seven calendar days of notice

## Advisory

- ✓ Any registered attorney or agent of record, or *pro se* inventor who is a named inventor in a patent application associated with a customer number may participate in the e-Office Action program. To access Private PAIR, the participant must have a Public Key Infrastructure (PKI) certificate linked to the participant's Customer Number.
- ✓ To start receiving e-Office Action notifications, users are required to login to Private PAIR and select the "Receive Correspondence Notification via E-mail" option and provide up to three e-mail addresses under the "View Customer Number Details" option.
- ✓ Several areas of the Office have independent mailing processes. Until all USPTO offices implement e-Office Action, users may continue to receive paper mailings, in addition to e-Office Action notifications, for correspondence originating from areas including but not limited to: Solicitors Office, PCT Operations Division - International Branch, BPAI for interference and reexamination proceedings, Central Reexamination Unit and the Office of Enrollment and Discipline.
- ✓ Please add the "USPTO.gov" domain to the white list in your e-mail blocking program to allow our e-Office Action notification messages to be received. E-mail blocking programs, also called a spam filters, are intended to prevent most unsolicited e-mail messages (spam) from appearing your inboxes.
- ✓ Once Customers have opted in, if they choose to opt out it is important to note that at least one e-mail address should be left in Private PAIR for at least 15 days. This is to provide time for documents in process to get to their destination.

## How to Participate in e-Office Action

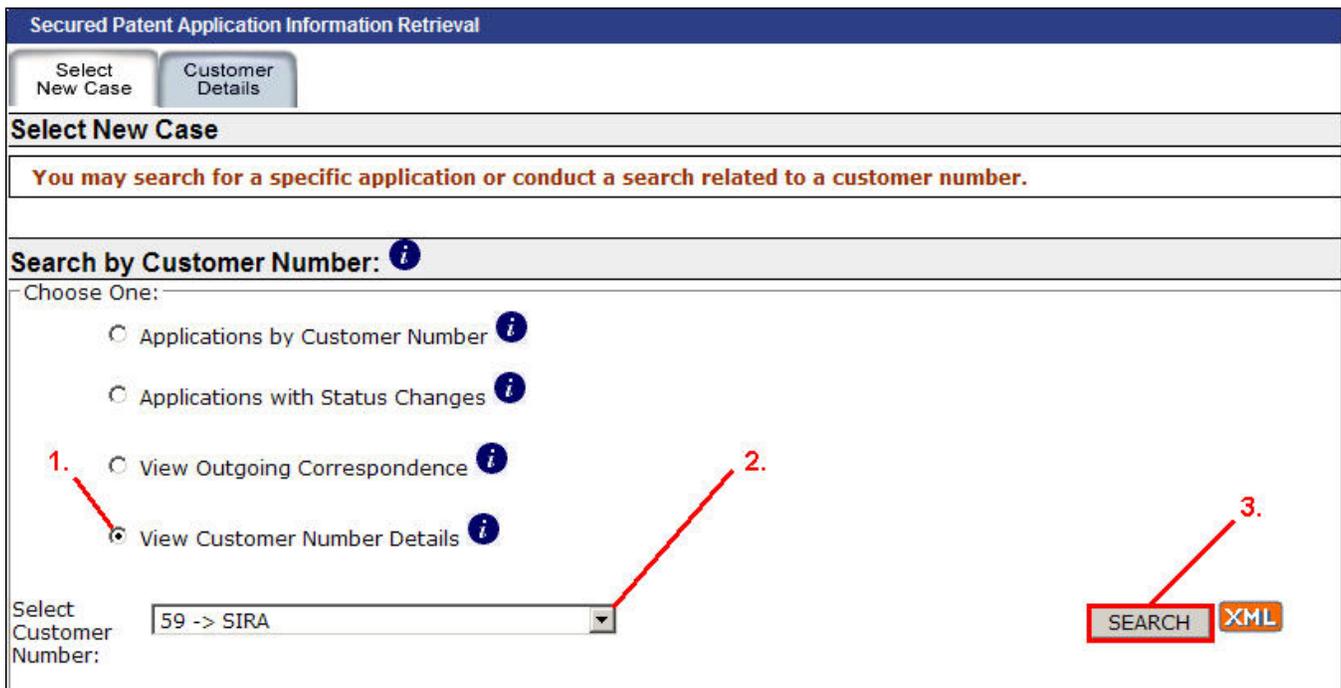
A few simple steps make it easy to begin participating in the USPTO's e-Office Action program. First, log-in to Private PAIR and select 'View Customer Number Details' from the menu list. This will take you to the Details for Customer Number screen so you can review current Customer Number details. Next, select the 'Request Customer Data Change(s)' button to enter the Edit Customer Details screen. In the heading section on the Edit Customer Details screen, select: '**Receive Correspondence Notification via e-Mail**'. Finally, enter up to a maximum of three e-mail address(s) where the notifications will be sent, preview your changes, and then submit your change request to the USPTO. After completing this process, PAIR will send a test email to each modified or new e-mail address.

### Steps for Opting-in to Receive e-Mail Notices

The following steps will show you how to elect to receive electronic notification when newly arrived Outgoing Correspondence is available for viewing in Private PAIR.

#### PAIR Main Search Screen

1. From the main PAIR search page, choose 'View Customer Number Details'.
2. From the drop-down, select the Customer Number for which you wish to receive electronic notification of Outgoing Correspondence.
3. Click on the 'Search' button. This brings up the 'Customer Details' screen.



The screenshot displays the 'Secured Patent Application Information Retrieval' interface. At the top, there are two buttons: 'Select New Case' and 'Customer Details'. Below this is a section titled 'Select New Case' with a sub-header: 'You may search for a specific application or conduct a search related to a customer number.' The main search area is titled 'Search by Customer Number:' and includes a dropdown menu labeled 'Choose One:'. The dropdown menu has four options: 'Applications by Customer Number', 'Applications with Status Changes', 'View Outgoing Correspondence', and 'View Customer Number Details'. A red arrow labeled '1.' points to the 'View Customer Number Details' option. Below the dropdown is a text input field labeled 'Select Customer Number:' containing the text '59 -> SIRA'. A red arrow labeled '2.' points to the dropdown arrow. To the right of the input field are two buttons: 'SEARCH' and 'XML'. A red arrow labeled '3.' points to the 'SEARCH' button.

Figure 1

## Customer Details Screen

1. On the 'Customer Details' screen, you can review the data currently on file. To update this information and/or enroll in e-Office Action, click on the 'Request Customer Data Change(s)' button.

Secured Patent Application Information Retrieval

Select New Case Customer Details

**Customer Details** Last Private PAIR Update:01-29-2009 16:12:38

Details For Customer Number : 59 Outgoing Correspondence:MAIL

Correspondence Address:	SIRA PTO CARLYLE 600 DULANY MADISON EAST 8TH FLOOR ALEXANDRA VA 22314 UNITED STATES				
Correspondence E-Mail:	pair@uspto.gov -				
Telephone Numbers:	703-305-9887 - -				
Fax Numbers:	- -				
Associated Individuals:	<table border="1"><tr><td>D0007 Dtest2, Dtest</td></tr><tr><td>L0001 Ltest1, Ltest</td></tr><tr><td>L0002 Ltest2, Ltest</td></tr><tr><td>L0004 Ltest4, Ltest</td></tr></table>	D0007 Dtest2, Dtest	L0001 Ltest1, Ltest	L0002 Ltest2, Ltest	L0004 Ltest4, Ltest
D0007 Dtest2, Dtest					
L0001 Ltest1, Ltest					
L0002 Ltest2, Ltest					
L0004 Ltest4, Ltest					

Request Customer Data Change[s]

Figure 2

## Edit Customer Details Screen

Follow the steps below to edit the customer number details.

1. A Practitioner Registration Number must be entered to submit your Customer data changes unless you are a Pro Se inventor (in which case, this field will not appear).
2. Select the radio button labeled '**Receive Correspondence Notification via e-Mail**' to enroll. If you wish to Opt-out later, you may return to this screen and select the '**Receive Correspondence via Postal Mail**' radio button.
3. Enter at least one e-mail address into the Customer Number address screen. You may enter up to three e-mail addresses. When new Outgoing Correspondence is available for viewing in Private PAIR, an e-mail notification will be sent to the listed e-mail addresses.
4. You will also be required to enter a Point of Contact (POC) name, telephone number and e-mail address.
5. Click on 'Preview Changes' to verify the changes you have made.

Secured Patent Application Information Retrieval

Select New Case Customer Details

### Edit Customer Details

*\* indicates a required field*

**Details For Customer Number : 59** **Outgoing Correspondence:EMAIL**

These address changes apply only to the US applications associated with the Customer Number. PCT applicants must file a paper under PCT Rule 92bis with to change the correspondence address for an international application.

Name of Individual Submitting Request Joe Attorney \* Practitioner No.(required): 1. — 12345

Outgoing Correspondence Notification as-of 02-10-2009:

Receive Correspondence via Postal Mail

Receive Correspondence Notification via e-Mail **2.**

**Please enter Customer Number address changes below: **3.****

SIRA	* Firm or Individual Name Line 1
PTO CARLYLE	Firm or Individual Name Line 2
600 DULANY	* Address Line 1
MADISON EAST 8TH FLOOR	Address Line 2
ALEXANDRA	* City
VA	State
22314	Zip
UNITED STATES	* Country
703-305-9887	* Telephone
	Telephone2
	Telephone3
pair1@uspto.gov	E-Mail
pair2@uspto.gov	E-Mail2 <b>3.</b>
pair3@uspto.gov	E-Mail3

Figure 3

## Review Changes Screen

1. Verify the changes you have made. If there is an error, click on 'Edit Changes' to return to the previous screen and continue making changes.
2. When the changes are correct, click on 'Transmit Request to USPTO'. A test message will be sent to each new or modified e-mail address. If you do not receive the test message, please contact the Electronic Business Center (EBC).

Secured Patent Application Information Retrieval		
Select New Case	Customer Details	
<b>Customer Data - Review corrections prior to submission</b>		
<b>Data Changes For Customer Number: 59</b>		<b>Outgoing Correspondence:MAIL</b>
These address changes apply only to the US applications associated with the Customer Number. PCT applicants must file a paper under PCT Rule 92bis with either the receiving to change the correspondence address for an international application.		
Name of Individual Submitting Request	Joe Attorney	
Practitioner No.	12345	
<b>Changed address is as follows:</b>		
	<b>Previous</b>	<b>New</b>
Firm or Individual Name Line 1:	SIRA	SIRA
Firm or Individual Name Line 2:	PTO CARLYLE	PTO CARLYLE
Address Line 1:	600 DULANY	600 DULANY
Address Line 2:	MADISON EAST 8TH FLOOR	MADISON EAST 8TH FLOOR
City:	ALEXANDRA	ALEXANDRA
State:	VA	VA
Zip:	22314	22314
Country:	UNITED STATES	UNITED STATES
Telephone:	703-305-9887	703-305-9887
Telephone2:		
Telephone3:		
E-Mail:	pair1@uspto.gov	pair1@uspto.gov
E-Mail2:	pair2@uspto.gov	pair2@uspto.gov
E-Mail3:		pair3@uspto.gov
Fax:		
Fax2:		
Receive Outgoing Correspondence Notification:	MAIL	EMAIL
<b>Practitioner(s) to be deleted:</b>		
<b>Practitioner(s) to be added:</b>		
<b>Point of Contact:</b>		
Point of Contact Name:	Joe Attorney	
Telephone :	555-555-5555	
E-Mail:		
		<div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="border: 1px solid red; padding: 2px;">Edit Changes</span> <span style="border: 1px solid red; padding: 2px;">Transmit Request to USPTO</span> </div>

Figure 4

## Corrections Accepted Screen

Once the changes are submitted, the system will display a confirmation screen. This screen will include a message at the top stating whether or not the request was successfully submitted.

Secured Patent Application Information Retrieval		
<input type="button" value="Select New Case"/> <input type="button" value="Customer Details"/>		
<b>Customer Number - Corrections Accepted</b>		<b>Last Private PAIR Update:02-10-2009 10:23:30</b>
<b>Change request successfully submitted.</b>		
<b>From:</b> Time: 02-10-2009::10:23:30 Change Request for Customer Number: 59 Outgoing Correspondence:MAIL		
Name of Individual Submitting Request		
Practitioner No.		
<b>Changed address is as follows:</b>		
	<b>Previous</b>	<b>New</b>
Firm or Individual Name Line 1:	SIRA	SIRA
Firm or Individual Name Line 2:	PTO CARLYLE	PTO CARLYLE
Address Line 1:	600 DULANY	600 DULANY
Address Line 2:	MADISON EAST 8TH FLOOR	MADISON EAST 8TH FLOOR
City:	ALEXANDRA	ALEXANDRA
State:	VA	VA
Zip:	22314	22314
Country:	UNITED STATES	UNITED STATES
Telephone:	703-305-9887	703-305-9887
Telephone2:		
Telephone3:		
E-Mail:	pair@uspto.gov	pair@uspto.gov
E-Mail2:	Huong.Esposito@uspto.gov	pair2@uspto.gov (Test E-Mail will be sent)
E-Mail3:		
Fax:		
Fax2:		
Receive Outgoing Correspondence Notification:	MAIL	EMAIL
<b>Practitioner Number(s) to be deleted:</b>		
<b>Practitioner Number(s) to be added:</b>		
<b>Point of Contact:</b>		
Point of Contact Name:	Joe Attorney	
Telephone :	571-272-5555	
E-Mail:		

Figure 5

**Note!** Please see the advisory on page two (2) of this document that warns against eliminating all e-mail addresses. If opting out, Private PAIR e-Office Action participants are advised to leave at least one e-mail address in Private PAIR for 15 days so that email notifications in process can reach their destination.

## View Outgoing Correspondence

To view or download Outgoing Correspondence in Private PAIR, follow the steps below.

### PAIR Main Search Screen

1. To begin searching for Outgoing Correspondence, select 'View Outgoing Correspondence'.
2. Select the desired search parameters.
3. Choose the Customer Number from the 'Select Customer Number' dropdown list.
4. Click on the 'Search' button.

The screenshot displays the 'Secured Patent Application Information Retrieval' interface. At the top, there are two buttons: 'Select New Case' and 'Customer Details'. Below this is a section titled 'Select New Case' with a sub-header: 'You may search for a specific application or conduct a search related to a customer number.' The main search area is titled 'Search by Customer Number:' and includes a 'Choose One:' section with four radio button options: 'Applications by Customer Number', 'Applications with Status Changes', 'View Outgoing Correspondence' (selected), and 'View Customer Number Details'. To the right of these options, there are search parameters: 'for the past' followed by a dropdown menu set to '7 days', 'sort by' followed by a dropdown menu set to 'Image UploadDate', and a 'Choose Search type:' section with 'All' selected and 'Unviewed' as an option. At the bottom left, there is a 'Select Customer Number:' dropdown menu with '59 -> SIRA' selected. At the bottom right, there are two buttons: 'SEARCH' and 'XML'. Red arrows and numbers (1, 2, 3, 4) point to the 'View Outgoing Correspondence' option, the search parameters, the 'Select Customer Number' dropdown, and the 'SEARCH' button, respectively.

Figure 6

## Outgoing Correspondence Results Screen

The total number of documents found for the entered day range under the selected Customer Number will be displayed as shown in Figure 7.

<input type="checkbox"/>	Application Number	Patent Number	Attorney Docket Number	Customer Number	Mailing Date	Image Date	Document Code	Document Description	Earliest Image View Date
<input type="checkbox"/>	<a href="#">59/300,020</a>	-	-	59	02-13-2009	02-12-2009	APP.FILE.REC	<a href="#">Filing Receipt</a>	-
<input type="checkbox"/>	<a href="#">59/300,020</a>	-	-	59	02-13-2009	02-12-2009	APP.FILE.REC	<a href="#">Filing Receipt</a>	-
<input type="checkbox"/>	<a href="#">59/971,174</a>	-	-	59	02-03-2009	02-03-2009	PET.DEC.AUTO	<a href="#">Petition automatically processed and granted by EFS</a>	-
<input type="checkbox"/>	<a href="#">59/120,500</a>	-	3.19.1	59	12-08-2008	12-06-2008	APP.FILE.REC	<a href="#">Filing Receipt</a>	01-29-2009
<input type="checkbox"/>	<a href="#">59/120,100</a>	-	docket	59	12-02-2008	12-01-2008	APP.FILE.REC	<a href="#">Filing Receipt</a>	01-29-2009
<input type="checkbox"/>	<a href="#">59/120,100</a>	-	docket	59	12-02-2008	12-01-2008	APP.FILE.REC	<a href="#">Filing Receipt</a>	01-29-2009
<input type="checkbox"/>	<a href="#">59/120,100</a>	-	docket	59	12-02-2008	12-01-2008	APP.FILE.REC	<a href="#">Filing Receipt</a>	01-29-2009
<input type="checkbox"/>	<a href="#">59/112,900</a>	-	USPTO Test Docket	59	12-01-2008	11-29-2008	APP.FILE.REC	<a href="#">Filing Receipt</a>	01-29-2009

Figure 7

- Documents may be downloaded in PDF or XML format.
- Search results can be sorted by selecting the up/down icon  next to each column header.
- Select the Application Number hyperlink to view Application data and access the Image File Wrapper (IFW).
- Select the Document Description hyperlink to view the new Office communication.
- The Mailing Date is the commencement of your period to reply. The Image Date is the date on which the document was loaded into the IFW database.
- After a document has been viewed or downloaded, the 'Earliest Image View Date' column will be time stamped with that day's date.
- Documents accessed through Private PAIR's IFW tab will also populate the 'Earliest Image View Date' column as though viewed via the Outgoing Correspondence page.

---

### Contact Information – Questions?

---

If you have any questions regarding the e-Office Action Program for Private PAIR, please contact the Patent Electronic Business Center (EBC) at 866-217-9197 (toll-free) or 571-272-4100 from 6 a.m. to 12 Midnight Eastern Time, Monday - Friday or e-mail the EBC at [ebc@uspto.gov](mailto:ebc@uspto.gov)