

# Patent Quality Discussion Series North Carolina Central University School of Law Durham, NC Friday, November 6, 2015 Leading in Quality Excellence – Every Interaction Counts





# **Update on the Enhanced Patent Quality Initiative (EPQI)**

#### Valencia Martin Wallace

Deputy Commissioner for Patent Quality, USPTO

Leading in Quality Excellence – Every Interaction Counts



## **World-Class Patent Quality System**

The Right Time for a Greater Focus on Quality

- America Invents Act (AIA) provides a stable budget to pursue quality initiatives
- USPTO continues to reduce patent application inventory and pendency
- IT and other resource improvement initiatives support our employees
- Enhancing patent quality is a priority





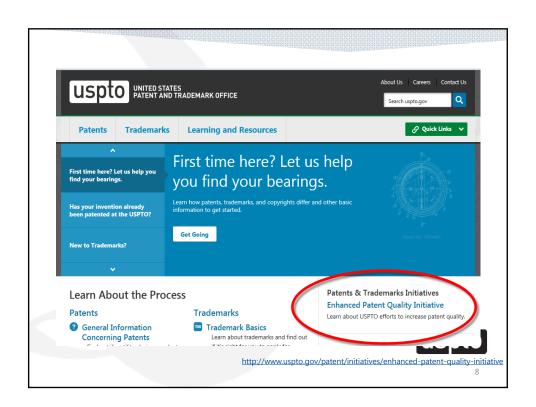
## **World-Class Patent Quality System**

The Right Time for a Greater Focus on Quality

- With AIA Post-Grant Reviews by the Patent Trial and Appeal Board (PTAB), issued patents can be under greater scrutiny
- Non-practicing entities continue to be a concern to the public; frivolous lawsuits hurt the IP system as well as the economy
- With clarity of patent rights comes certainty in patent rights making IP-intensive industries stronger
- USPTO has always made patent quality a priority







## **Enhanced Patent Quality Initiative**

- In February, USPTO announced an Enhanced Patent Quality Initiative (see <u>80 Fed. Reg. 6475</u> (Feb. 5, 2015))
- This initiative was built around three patent quality pillars
  - Excellence in Work Products
  - Excellence in Measuring Patent Quality
  - Excellence in Customer Service
- USPTO presented six proposals to stimulate the public's thinking on patent quality









9

## **Federal Register Quality Proposals**

- I. Excellence in work products
  - 1. Applicant requests prosecution review of selected applications
  - 2. Automated pre-examination search
  - 3. Clarity of the record
- II. Excellence in measuring patent quality
  - 4. Review/improvements to quality metrics
- III. Excellence in customer service
  - 5. Review of current compact prosecution model and effect on quality
  - 6. In-person interview capability with all examiners







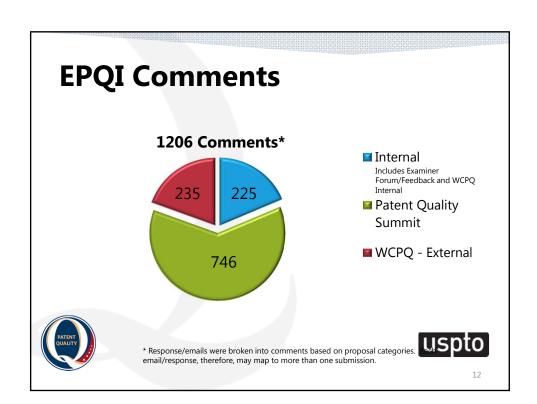


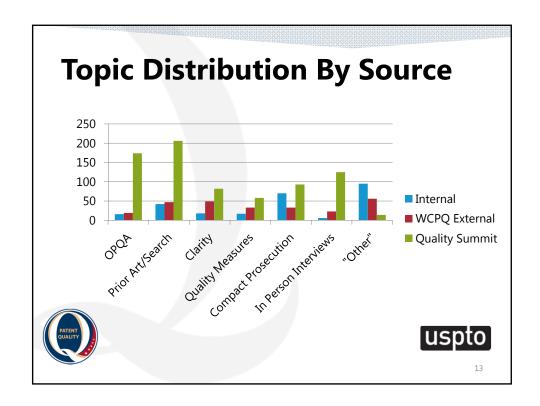
#### **Comment Sources**

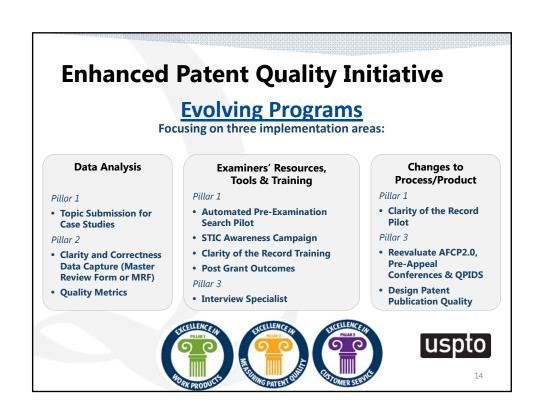
- Examiner Forums/Feedback
- Patent Quality Summit
- World Class Patent Quality Mailbox (WCPQ)
  - Internal
  - External\*
- Roadshows/Roundtables







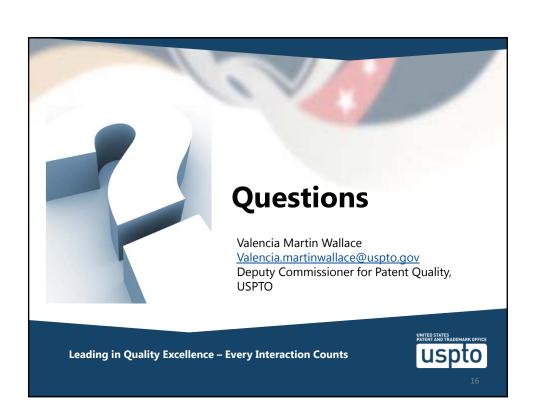




## **Next Steps**

- We will continue to discuss these programs as they evolve and collect feedback through:
  - WorldClassPatentQuality@uspto.gov email box
  - Patent Quality Chat Webinar Series
  - Patent Quality Roadshows/Roundtables
- We will use all feedback in the development of the evolving programs or for new programs
- We encourage all stakeholders to be involved by providing feedback, attending outreach events, or participating in pilot programs





## **Clarity of the Record**

#### **Andrea Wellington**

Senior Advisor to the Deputy Commissioner for Patent Quality, USPTO

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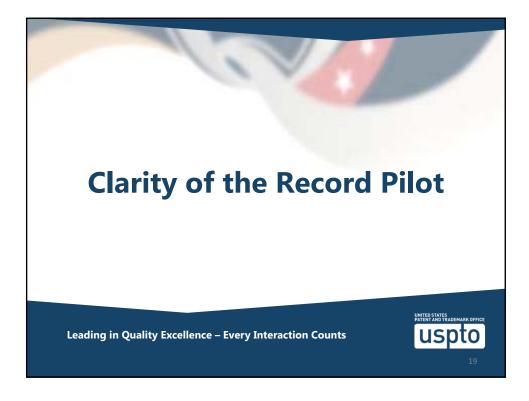
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## **Agenda**

- Clarity of the Record Pilot
  - Background
  - Structure of the Pilot
  - Goals of the Pilot
- Master Review Form (MRF)
  - Background
  - Goals of the MRF
  - Current Structure of the MRF
  - Implementation Plan







#### **Clarity of the Record Proposal**

- Proposal 3 of the February Federal Register Notice sought comments on how to improve the clarity of the record
- It provided three exemplary procedures for comment:
  - 1. Making claim construction explicit on the record
  - 2. Recording interviews (and other oral conferences, such as appeal conferences) in further detail
  - Providing a more detailed summary of the reasons for allowing a claim when a statement of the reasons for allowance is necessary





## **General Takeaways from the Comments**

- Building a complete and clear record through prosecution is important
  - Applicants recognize that patent examination is not an exact science
  - Clearly articulated rejections are critical to allow applicants to rebut on the record
- Examiners need additional training and examining time per case





21

# **Takeaways from the Comments on Proposed Procedures**

- Claim construction is best done through the giveand-take of prosecution
- Interview summaries should allow the public to understand what was agreed upon and why, but requiring too much information can have a chilling effect on the interview
- Detailed reasons for allowance should be provided for every indication of allowable subject matter



#### **Goals of the Clarity of Record Pilot**

- Determine what resources are needed to implement the best practices
  - Training
  - Examining time per case
- Determine the impact of these best practices
  - Prosecution
  - Post-grant outcomes





2:

## **Master Review Form (MRF)**

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#### **Internal Quality Reviews - Background**

- The Office of Patent Quality Assurance (OPQA) collects data for data mining through four types of reviews
  - Final Disposition Compliance
  - In-Process Compliance
  - First Action on the Merits Review
  - Search Review
- SPEs in the Technology Centers also conduct a number of reviews, but the data from these reviews has not been retained for data mining
  - Signatory Panels
  - Performance Appraisal Plan (PAP) Reviews





20

#### **Internal Quality Reviews – Background (con't)**

- These reviews focus on correctness of an examiner's decision
- Data on *clarity* has not been routinely collected as part of these reviews





#### **Master Review Form - Goals**

- To create a single, comprehensive form that may be used by all areas of the Office when reviewing the quality of previously signed work
- To collect information on the *clarity* and *correctness* of Office actions





27

#### **Master Review Form – Design**

- The MRF will allow reviewers to record information on:
  - Search
  - Omitted Rejections
  - Rejections Made (both correctness and clarity)
  - Reply to Applicant
  - Final Rejection
  - Reply to After-Final Response
  - Other Quality Related Items (such as allowable subject matter and restrictions)





## **Master Review Form – Implementation**

- To be piloted by OPQA reviewers and select SPEs in the Technology Centers
- To be rolled out to all SPEs in the Technology Centers at a to-be-determined date







#### **PANEL DISCUSSION**

## Clarity of the Record

#### **Moderator:**

Andrea Wellington, Senior Advisor, Office of Patent Quality Management

#### **Panelists:**

Valencia Martin Wallace, Deputy Commissioner for Patent Quality

Anthony Caputa, Director of the Office of Patent Quality Assurance (OPQA)

Richard T. Matthews, Williams Mullen

Peter D. Siddoway, Myers, Bigel, Sibley & Sajovec

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3

## **PANEL DISCUSSION**

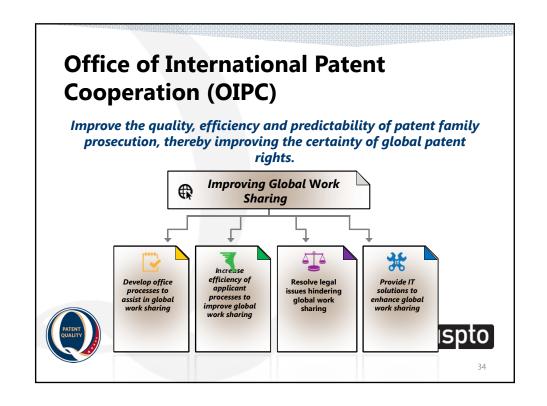
## Clarity of the Record

- Claim Construction
  - Explicit
  - Through Prosecution
- · Memorializing the Oral Record
- Reasons for Allowance

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#### **Daniel Hunter**

Director of International Work Sharing Planning & Implementation Division
Office of International Patent Cooperation, USPTO

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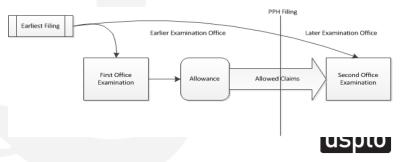


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## **Work Sharing Programs**

**Patent Prosecution Highway (PPH)** – Serial Interoffice Prosecution

 Second Office acts on application after First Office Completes examination

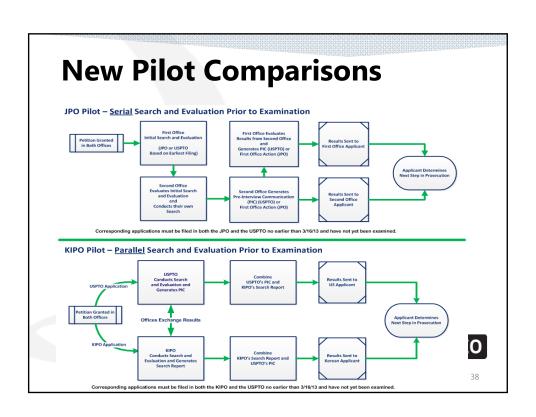


#### **New Collaborative Search Pilots**

- Pilots with JPO and KIPO
- Parallel Pilots testing prosecution efficiencies taking different approaches to initial search and examination
  - JPO <u>Serial search</u> on substantially similar claims prior to Pre Interview Communication
  - KIPO **Parallel search** on substantially similar claims
    - Both office's searches sent to applicant for consideration in response to Pre Interview Communication







## **Collaborative Search Pilots**

- Applications made special for first action
- Based on First Action Interview (FAI) Program
  - Claim Limits 3 Independent/20 Total
  - Claim Matching –claims must correspond (slight difference between JPO and KIPO)
- Applicant Requirements:
  - Petition in both offices
    - Applicant consents to permit the USPTO and its partner offices to share information with partner offices under portions of 35 USC 122
      - (a) for sending to KIPO search results from unpublished US Applications
      - (c) & (e) for receiving KIPO/JPO search results and commentary in published US applications
- Pilot Duration is Two Years
  - JPO Pilot started August 1, 2015
    - 200 applications per year per office of first search







## **CSP Statistics**

as of 10/14/15

	JPO	USPTO
PO - USPTO (8/1/15 - 7/31/17)	200/yr	200/y
First Office - Number of Petitions Received	12	2
second Office - Number of Petitions Received	2	12
Granted Petitions	8	9
Percentage of Goal Obtained	4%	5%

KIPO – USPTO (9/1/15 - 8/31/17)	KIPO 400 max.	USPTO 400 max.
First Priority - Number of Petitions Received	15	6
Second Office - Number of Petitions Received	6	15
Granted Petitions	13	10
Percentage of Goal Obtained	3%	3%





## **CSP Benefits**

Greater consistency in examination = More certainty of IP rights

Applications taken out of turn = Expedited search results and final disposition



It's FREE to file Petition!



41

## **More Information Needed?**

#### **CSP@USPTO.GOV**

#### **Dan Hunter**

Director, International Work Sharing Planning & Implementation, USPTO (571) 272-8050

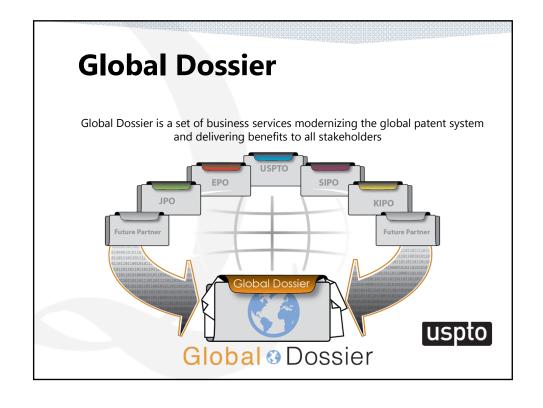
#### **Amber Ostrup**

Program Manager, International Work Sharing Planning & Implementation, USPTO (571) 272-7984









## **Global Dossier Task Force**

#### Members:

#### - IP5 Offices

- United States Patent and Trademark Office (USPTO)
- European Patent Office (EPO)
- Japan Patent Office (JPO)
- Korean Intellectual Property Office (KIPO)
- State Intellectual Property Office of the People's Republic of China (SIPO)

#### Industry IP5 Members

- American Intellectual Property Law Association (AIPLA)
- Intellectual Property Owners Association (IPO)
- Japan Intellectual Property Association (JIPA)
- Korea Intellectual Property Association (KINPA)
- Patent Protection Association of China (PPAC)
- BUSINESSEUROPE





#### **IP5 Priorities for Global Dossier**

- USPTO "Proof-of-Concept for Inter-Office Exchange"
  - Sharing documents between offices including for example, prior art exchanges, bib data updates, and supporting documents. Viewed as a first step towards cross-filing
- EPO "Alerting"
  - Automated mechanism whereby each office alerts all the other offices, applicants, and representatives of changes in status to an application
- JPO "XML"
  - Enabling each office, and possibly applicants and representatives, to download all application-related data from applications pending in other offices in XML format
- KIPO "Applicant Name Standardization"
  - An automated mechanism that will assign a single, unique name to entities with applications pending in multiple office, including in instances where those entities may have used multiple names, or variations of a single name. to identify themselves



- SIPO -- "Legal Status"
  - A mechanism to allow users to view the legal status of an application



## **Global Dossier – Why Use it?**

#### **Coming November 2015:**

- Access to all available information about applications and patents in the participating offices with the first service – Dossier access
- Applicants can efficiently track and manage related applications across jurisdictions
- Easier and less costly to perform functions associated with due diligence, technology transfer, and litigation and appeal processes.

#### **Example of Future Services:**

- Document exchange functionality
- Alerts



- XML functionality
- Linkage to WIPO CASE



#### **Benefits of Global Dossier**

Cost savings - exploit more IP!

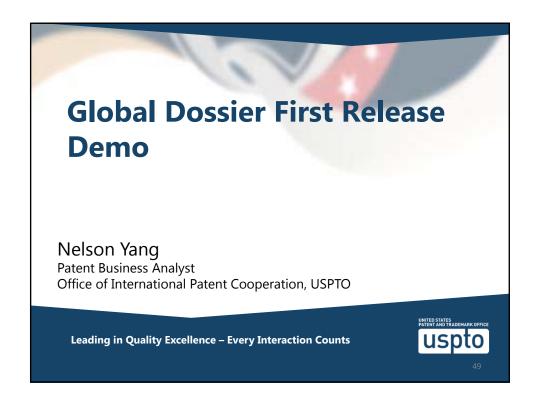
**Improved patent quality** 

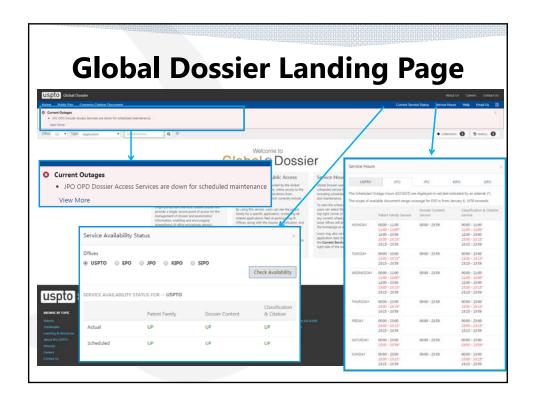
**Higher value patents** 

**Decreased time to file internationally** 

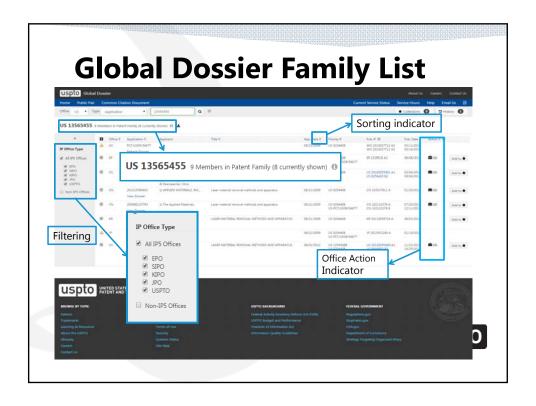
**Increased ease of international filing** 



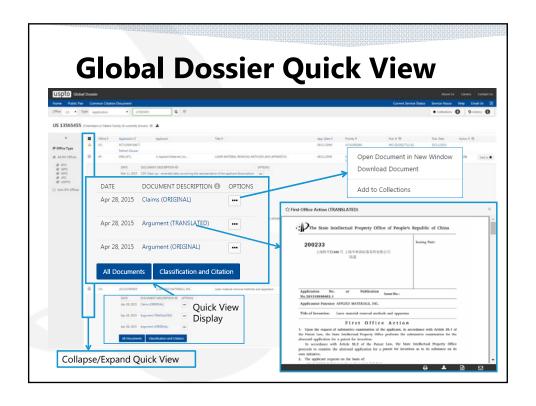


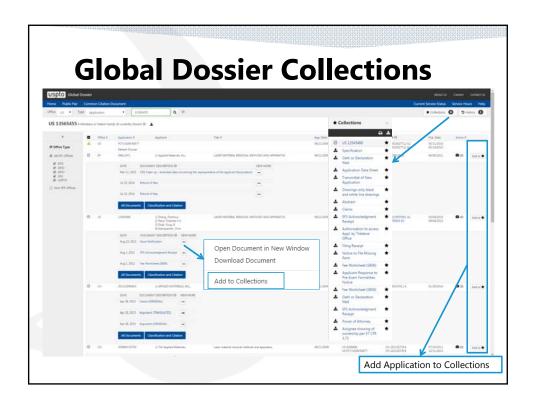


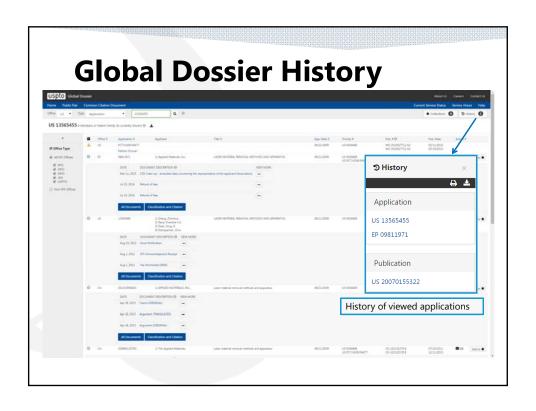


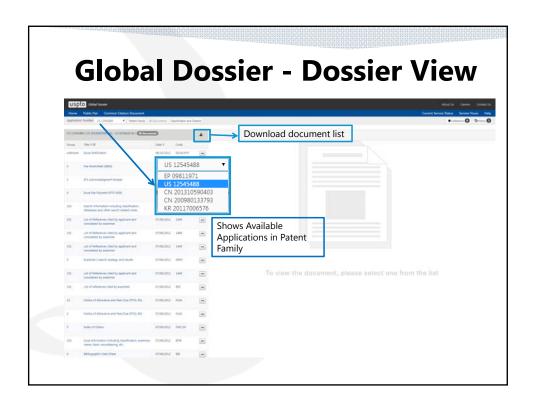


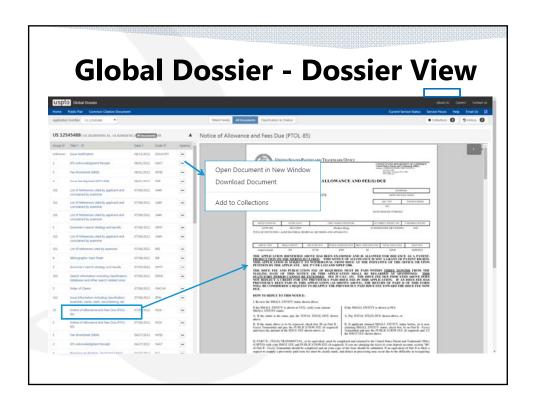


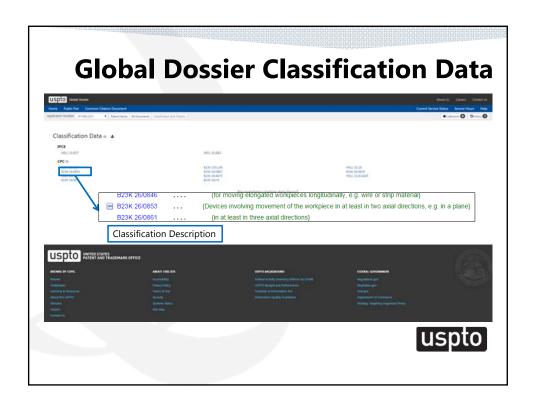


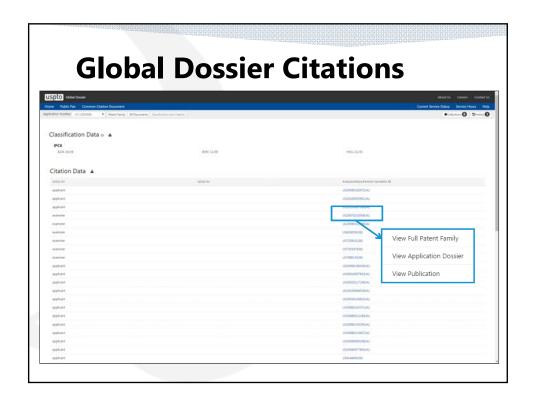










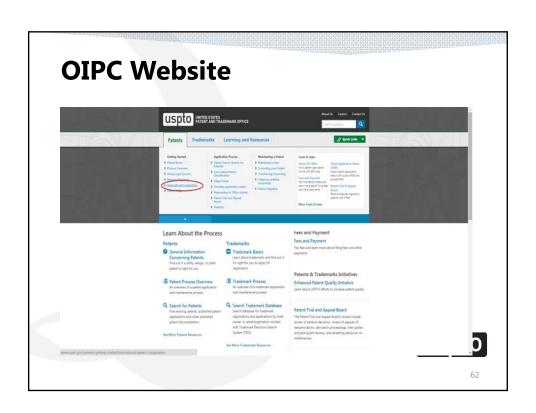


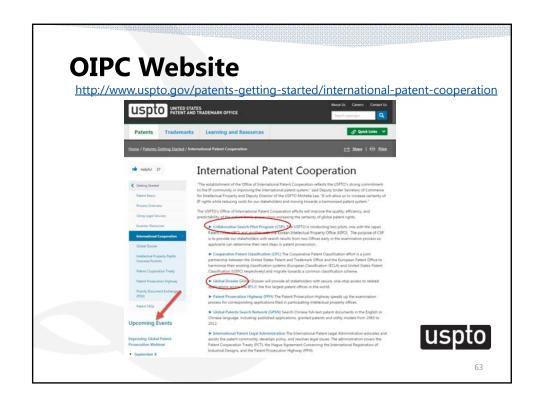
## **Future Plans (post-2015)**

- Timeline view for applications
- Providing access to foreign publications
- Enhanced OA indicator
- Legal Status
- Providing XML data
- Linking to WIPO CASE



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## **Global Dossier Contacts**

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#### **Overview**

- OPQA Structure
- Work Product Reviews
- Surveys
- Examiner Transactional Data
- Quality Composite
- Master Review Form
- Next Steps





6

# Office of Patent Quality Assurance (OPQA)

- OPQA is responsible for the overall assessment and measurement of patent examination quality at the USPTO
- Measurement accomplished through:
  - Work product reviews
  - Administration of satisfaction-based surveys
  - Analysis of examiner transactional data





# Office of Patent Quality Assurance – Make-Up

- 55 Review Quality Assurance Specialists (RQAS)
  - Former primary examiners with demonstrated skills in examination quality, productivity, efficiency, mentoring and training
    - Avg. 22 years patent examination experience
  - Tasks include review of examiner work product, training, mentoring, and serving as subject matter experts
    - Assigned to specific technology in which they have examination experience





69

## Office of Patent Quality Assurance - Duties

- RQAS Duties:
  - 75% of time dedicated to review of work product
  - 25% of time providing Technology Center training and assistance
- 8 Supervisory RQASs (SRQAS) oversee the RQASs
  - Ensure consistency among reviewers
  - Validate issues raised and interact with Patent Corps
- Statisticians and program analysts



#### **Work Product Reviews**

 Randomly selected Office Actions to ensure that any metric we generate represents a true picture of all patent corps work product





7

#### **Work Product Reviews (con't)**

- Key metrics derived from work product reviews:
  - Final Disposition Compliance Rate
    - Measures correctness of the final determination made by an examiner – either the decision to allow a patent or finally reject it
    - Review for improper or omitted rejections, improper finality, failure to treat arguments
  - In-Process Compliance Rate
    - Measures correctness and reasonableness of Office Actions during prosecution (non-final actions)
    - Review for improper or omitted rejections, improper restriction practice, failure to treat arguments, and other issues that may significantly inhibit the advancement of prosecution





#### **Other Work Product Reviews**

- First Action on the Merits (FAOM) and Search:
  - Implemented in 2011 to better capture quality at initial stages of prosecution
  - Provides more insight into clarity issues than normal compliance reviews
    - · Key focus of current quality initiative
- Targeted Reviews
  - Ad hoc reviews to assist in evaluating the effectiveness of training and the impact of programs on quality
    - e.g., 101 rejections, use of 3<sup>rd</sup> party art submissions, restriction practice





73

# **Internal Quality Survey**

- Conducted semi-annually
- Measures patent examiner satisfaction with various factors that lead to the ability to perform high quality patent examination
  - Evaluates overall **examiner** experience in past 3 months with respect to:
    - o Office-related factors: tools, training, etc.
    - o Applicant-related factors: incoming patent applications, applicant responses, etc.





# **External Quality Survey**

- Conducted semi-annually
- Measures applicant and practitioner satisfaction with patent examination quality
  - Evaluates overall **applicant** experience in past 3 months with respect to:
    - Consistency
    - Reasonableness of rejections
    - Adhering to rules and procedures





7

# **Quality Index Reporting (QIR)**

- Statistical analysis of data representing examination events (examiner trends) occurring during prosecution
  - Data taken from the USPTO internal database
- Statistical analysis identifies outlier populations that can signal the presence of quality or procedural issues that represent best practices or opportunities for improvement
- Typically a process-based evaluation of quality rather than an end-product inspection





# **Uses of Quality Data**

- In addition to generating metrics of quality to gauge performance, USPTO uses OPQA data to:
  - Develop training
  - Measure effectiveness of training
  - Determine the impact of USPTO programs on quality



• Telework programs, etc.



77

# **Quality Composite**

• In 2011, USPTO implemented a Quality Composite in an attempt to consolidate the wide variety of quality metrics and generate a single index that could be used to quickly assess progress towards Office goals through 2015





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# **Moving Forward**

- Implement Master Review Form
  - Establish Clarity Metric(s)
- Eliminate Roll Up Metrics to Composite
- Update Metrics in response to User Feedback



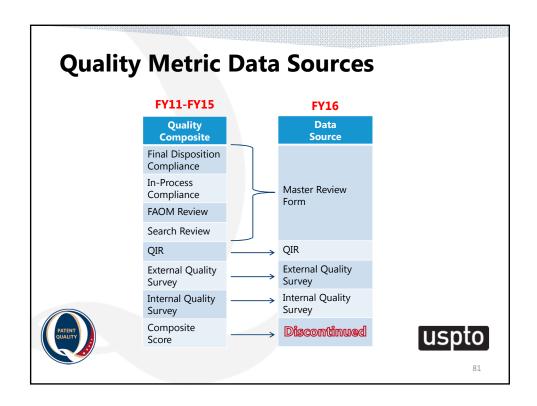
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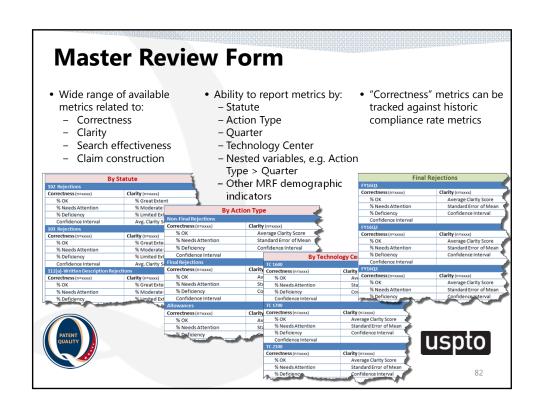
#### **Master Review Form - Goals**

- To create a single, comprehensive form that is used by all areas of the Office when reviewing the quality of previously signed work
  - This will allow uniform standards to be applied to all such reviews
  - This will allow more reviews to be captured for data collection purposes
- To collect information on the clarity of Office actions









### **Other Data Sources**

- Quality Index Reporting (QIR)
  - Survey of SPEs driving metrics to be reported
  - Report variables individually rather than as an average of a few selected variables
  - Expanding items reported avoids one-size-fits-all approach employed since FY10 where reported metrics may not have adequately represented quality for specific technologies and/or changes in priorities and initiatives
  - Ability to compare to pre-FY16 levels

#### External Quality Survey

- Continued semi-annual administration of survey
- Key metric remains "overall quality" rating
- Expand metrics that can be reported from survey since not bound by single metric being used for composite. Currently gather perceptions related to:
  - Soundness of rejections, by statute
  - · Consistency of examination among examiners

Key metric remains "overall quality environment" rating



#### Internal Quality Survey

- Continued semi-annual administration of survey



83

Questions

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Assurance (OPQA), USPTO

Marty Rater
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Chief Statistician, OPQA, USPTO

# **Enhancing Patent Quality through Remote Examiner Interviews**

#### Tariq Hafiz

Director of Technology Center 2600, USPTO

**Leading in Quality Excellence – Every Interaction Counts** 



8.

# **Overview**

- Interview Survey Results
- WebEx Interviews
- Authorization Policy
- Interview Resources
  - ➤Interview Specialist
  - ➤ Public Interview Rooms
  - ➤ Website & Email box





# **Interview Surveys**

- Surveys on interviews for both Examiners and Applicants were conducted in 2014
- Learn more about interview practice during prosecution
- Identify training opportunities

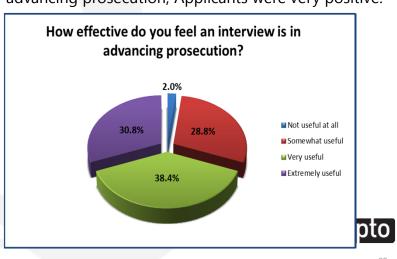




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# **Interview Survey Results**

• For advancing prosecution, Applicants were very positive.

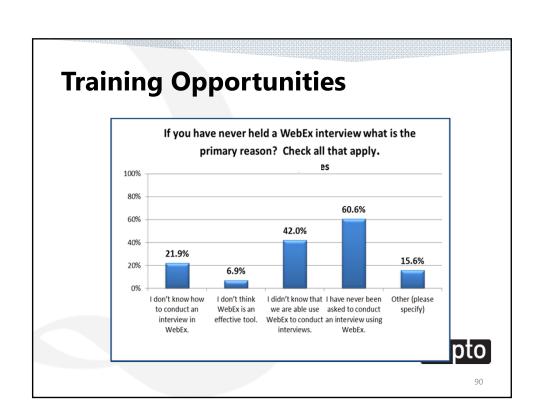


# **Interview Survey Summary**

- Most interviews are initiated by Applicants according to both surveys
- 99% of Applicants indicated that request for interviews are usually granted.







#### **Verbal Authorization for Video Conferencing**

# **Change to Internet Usage Policy to Permit Oral Authorization for Video Conferencing Tools**

- Policy has been updated to make it easier for Applicants to authorize the use of video conferencing tools to conduct examiner interviews.
- MPEP § 502.03 now allows a <u>verbal request to</u> <u>authorize a WebEx interview</u>, instead of submitting a written request.
- The verbal authorization is limited to the video conference interview and does not extend to other communications regarding the application.

91

#### **Automated Interview Request (AIR) Form**

- New web-based tool that allows Applicants to schedule an interview with an Examiner for their pending patent application.
- Enables an Applicant to submit a request for an interview from our Interview Practice website
   (<a href="http://www.uspto.gov/patent/laws-and-regulations/interview-practice">http://www.uspto.gov/patent/laws-and-regulations/interview-practice</a>) by simply filling out the AIR form. The request will then be sent directly to the Examiner's E-mail box.



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#### **Automated Interview Request (AIR) Form (con't)**

- The submitted AIR form will provide the authorization (MPEP §502.03) needed for internet communication between the Applicant and the Examiner and will be in effect until the Applicant provides a written withdrawal of authorization to the Examiner of record.
- The proposed interview date/time must be at least one week from the date of the request.
- Applicant should receive a communication from the Examiner within 2 business days via either the telephone or E-mail.

93

#### USPTO Automated Interview Request (AIR) Form Recognizing that Internet communications are not secure, I hereby authorize the USPTO to communicate with the undersigned and any practitioner of record or acting in a representative capacity in accordance with 37 CFR 1.33 and 37 CFR 1.34 concerning a subject matter of this application via video conference or electronic mail. I understand that a copy of these communications will be made of record in the application file \* $\square$ I acknowledge that this communication will be recorded as part of the application file \*Name: Registration Number: (5 Digit Numeric Only: 12345) \*U.S. Serial Number: (8 Digit Numeric Only: 12345678) \*Confirmation Number: (4 Digit Numeric Only: 1234) \*E-mail Address: (10 Digit Numeric Only: 0123456789) \*Proposed Date and Time of Requested Interview must be at least one (1) week later than current date: (Note: Confirmation of actual interview date and time will be arranged between examiner and requester) MM ✓ DD ✓ YYYY ✓ Time (EST) ✓ \*Proposed Type of Interview: Please select a Interview 🗡 (Examiners working remotely will offer Video Conference or Telephonic interviews) $* \square$ I am the applicant or applicant's representative for this application. Submit \* Indicates fields that are required

#### **WebEx Basics**

- You need a computer and a high-speed Internet connection is recommended.
- WebEx is a web-based service, so you can use it from any computer (Windows, Mac, Linux, or Solaris).
- No software needs to be downloaded or purchased.
- A telephone will be used to join the audio component of the meeting while a video camera may be used as part of the visual component.





9

### **Click Link for Examiner**

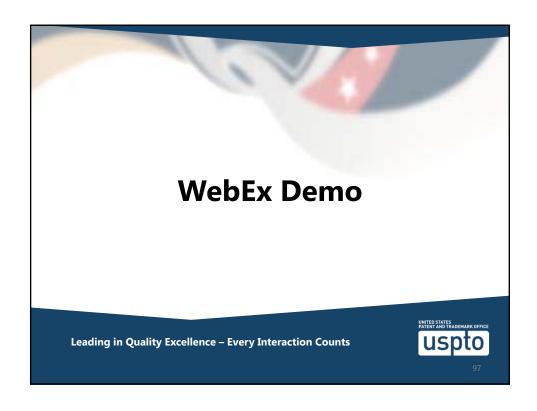
Open the email containing the WebEx online meeting invitation and click on the link to join the visual component of the online meeting.

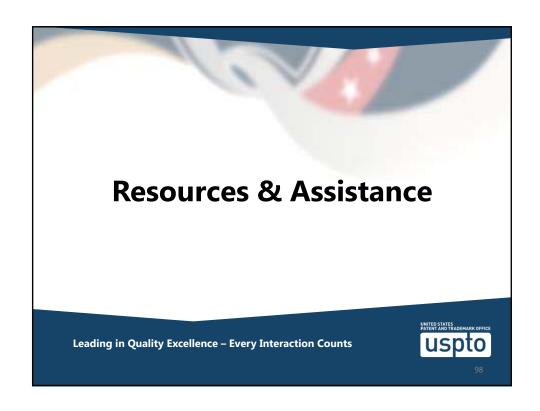
To join the online meeting (Now from mobile devices!)

- 1. Click the following link: Join the meeting
- 2. If requested, enter your name and email address.
- 3. If a password is required, enter the meeting password:
- 4. Click "Join".









# **Interview Specialist**

- Subject matter expert on interview practice and policy in each Technology Center
- To assist Examiners and Applicants in facilitating effective interviews
- The list of TC Specialists can be found here: <a href="http://www.uspto.gov/patent/laws-and-regulations/interview-practice/interview-specialist">http://www.uspto.gov/patent/laws-and-regulations/interview-practice/interview-specialist</a>





90

# **WebEx Training & Assistance**

- Applicants who are interested in more detailed WebEx training may request a <u>one-on-one</u> WebEx training session with an interview specialist.
- Please email your request to <u>ExaminerInterviewPractice@USPTO.gov</u>
  - Include preferred dates and times
  - Please give at least one week notice



Email questions to PatentQualityEventParticipationBox@uspto.gov

# **Public Interview Rooms**

- A Public Interview Room is a video conference room on each USPTO campus designated for Applicants to use to connect and collaborate with examiners that are working remotely or at a different USPTO campus
- Currently in Alexandria, Detroit
   & Denver
- Coming soon to San Jose & Dallas





# **Public Interview Rooms**

- Must be reserved by Examiner <u>at</u> least two business days prior to interview.
- Written or verbal authorization to communicate electronically is required prior to reserving a public interview room (see MPEP § § 502.03 and 713.01, and 80 Fed. Reg. 23787, April 2015).



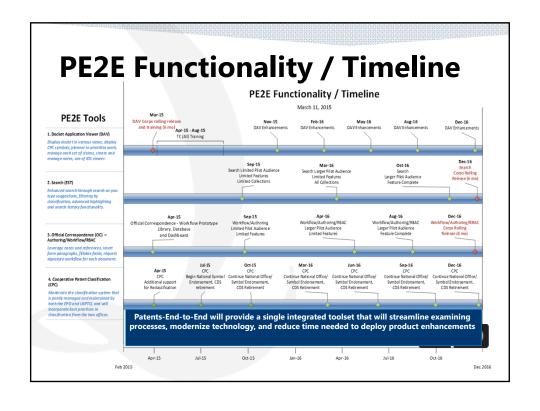


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Effort	<b>E Examination Description</b>	Release Date
Docket & Application Viewer (DAV)* in Examination Tools & Infrastructure (ET&I) project (replaces eDan)	Case management tool: docket with multiple views; planner to prioritize work; document, claims, application management; IDS viewer, electronic notes	Released Mar 2015 training underway (key dates on next slide)
Official Correspondence (Office Actions/replaces OACS)	Authoring & workflow solution; integrates with DAV by leveraging notes, references, & dispositions	Production release target Dec 2016 Pilot release December 2015
Examiner Search (replaces EAST/WEST)	Modern, scalable enterprise search for Patent Examiners	Production release target Dec 2016 Pilot release December 2015
Cooperative Patent Classification (CPC)	Harmonization & modernization of classification jointly managed between USPTO & EPO. Facilitates collaborative maintenance of classification system	Released Jan 2013 Enhancements release July 2015
Central Enterprise Data Repository (CEDR)	Create new operational database to replace PALM that supports PE2E	Incremental releases for critical path items from above efforts

# **Major PE2E External User Products**

- Patent Center
  - Patent application filing, viewing and management
  - New, streamlined, and secure
  - Replaces EFS-Web, Public PAIR, and Private PAIR
  - Developed under the eMod Project, which aims to improve the electronic patent application process by modernizing its filing and viewing systems
    - Recent Features Released:
      - EFS-Web 85b
      - PAIR Self-Administration Tools





# EFS-Web 85b

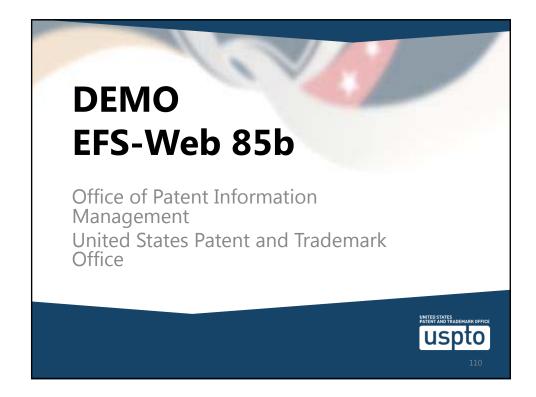
- Web 85b (Web Based Issue Fee Transmittal) allows filers with Power of Attorney to complete and submit a streamlined, highly automated web form
  - Replaces the traditional PTOL-85 Part B form which is required in every issued application (a paper form, or a flat PDF file submitted through EFS-web)
  - Benefits:
    - Automated generation of the 85b Issue Fee Transmittal based on user input or data retrieved from USPTO official
    - Automated processing of the following:

      - Change of Entity Status
        Change of Correspondence Address
        Change of Fee Address









# **PAIR Administration**

- PAIR Administration is a new set of functionality in Private PAIR that enable users to self-administer a number of routine tasks that previously required submitting a form which then was manually processed
- New PAIR Administration functionality:
  - Create New Customer Numbers
  - Change Entity Status
  - Update Application Correspondence and/or Maintenance Fee Address
  - View Saved and Completed Requests





11

# **DEMO PAIR Administration**

Office of Patent Information Management United States Patent and Trademark Office





