Patents Customer Partnership Meetings (CPM) are built upon the engagement of both internal and external stakeholders to provide enhanced communication channels. This provides a valuable opportunity for our external stakeholders to meet directly with USPTO representatives in a collaborative forum.
For further information concerning Customer Partnership Meetings including upcoming meetings visit the Patents Customer Meetings homepage.

www.uspto.gov/patent/cpm
Business methods overview

• Incentive programs, coupons, and advertisement
• Operations research and analysis
• E-shopping
• Healthcare
• Business processing, Electronic negotiation (miscellaneous)
• Point of sale, inventory, accounting
• Cost/price, reservations, shipping, transportation
• Business cryptography and voting
• Insurance, banking, and finance
Business methods art units and SPEs

Jim Trammell, Director

Finance
- 3691 Alexander Kalinowski 14 1 1 16
- 3692 Sarah Montefelt 13 1 1 16
- 3693 Shahid Merchant 13 1 1 16
- 3694 Bennett Segmond (Dan) 10 1 1 16
- 3695 Ryan Donlon 13 0 3 16
- 3696 Pinky Boreja (H) 12 1 2 15
- 3697 Jerry O’Connor 10 0 6 16

QAS Shop
- Beth Boswell (MQAS) 0
- Bob Weinhardt (TQAS) - on detail
- Jami Plucinski (TQAS)
- Marc Jimenez (TQAS)
- vac (TQAS)
- proposed-vac (TQAS)

Crypto
- 3686A Calvin Hewitt 12 2 2 16
- 3685B vac - SPE on detail 11 1 1 16
- 3685C Neha Petal 10 3 4 17

TCOM
- John Hayes 11
- Ilana Spar

E-Shopping
- 3625A Jeffrey Smith 15 0 0 15
- 3625B Marissa Thein 12 0 0 12
- 3684 Jason Dunham 13 0 1 14

Healthcare
- 3625A Robert Morgan (H) 10 0 2 12
- 3625B Janice Mooneyham 10 0 2 12
- 3626C Fonny Long (H) 11 0 2 13
- 3686A Elaine Gort (H) 11 0 2 13
- 3686B Victoria Augustine (Det) 11 0 2 13

Tariq Hafiz, Director

Advertising
- 3621 vac 14 0 0 14
- 3622 Peter Choi (Dal) 13 0 0 13
- 3681 vac 14 0 0 14
- 3682 vac - SPE on detail 14 0 1 15
- 3688 Kambiz Abdi 14 0 1 15

OR
- 3623A vac 13 0 2 15
- 3623B Matthew Gart 15 0 0 15
- 3624A Anita Coupe 15 0 0 15
- 3624B Christine Behncke 13 0 2 15
- 3683A vac 11 0 3 14
- 3683B Eric Stamber 14 0 2 16

Transportation
- 3624A Shannon Campbell (H) 13 0 3 16
- 3624B Kevin Flynn 13 0 4 17
- 3624C vac - SPE on detail 14

Inventory
- 3627 Ryan Zeender (H) 14 0 0 14
- 3687A Fahad Obeid 9 0 2 11
- 3687B Nathan Uber 10 0 2 12

Miscellaneous
- 3694 Lynda Jasmin (H) 13 1 2 16
- 3689 Minah Seoh 16 0 0 16

SPEs
- current PTA FY19 to Hire Total
- 18 Totals (Trammell) 211 11 44 206
- 33 449 12 68 529
- SPE to examiner ratio (ALL RM) 13.6
- Total Art Units: 39

SPEs
- current PTA FY19 to Hire Total
- 15 Total (Hafiz) 238 1 24 263
- 32
Top assignees for patent grants in class 705 (USPC)

<table>
<thead>
<tr>
<th>Rank</th>
<th>Assignee</th>
<th>FY2017</th>
<th>FY2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>INTERNATIONAL BUSINESS MACHINES CORPORATION</td>
<td></td>
<td>GOOGLE LLC</td>
</tr>
<tr>
<td>2</td>
<td>MASTERCARD INTERNATIONAL INCORPORATED</td>
<td></td>
<td>SQUARE, INC.</td>
</tr>
<tr>
<td>3</td>
<td>WALMART APOLLO, LLC</td>
<td></td>
<td>BANK OF AMERICA CORPORATION</td>
</tr>
<tr>
<td>4</td>
<td>MICROSOFT TECHNOLOGY LICENSING, LLC</td>
<td></td>
<td>VISA INTERNATIONAL SERVICE ASSOCIATION</td>
</tr>
<tr>
<td>5</td>
<td>WELLS FARGO BANK, N.A.</td>
<td></td>
<td>EBAY INC.</td>
</tr>
<tr>
<td>6</td>
<td>STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY</td>
<td></td>
<td>UIPCO, LLC</td>
</tr>
<tr>
<td>7</td>
<td>AMAZON TECHNOLOGIES, INC.</td>
<td></td>
<td>INTUIT INC.</td>
</tr>
<tr>
<td>8</td>
<td>FACEBOOK, INC.</td>
<td></td>
<td>TOSHIBA TEC KABUSHIKI KAISHA</td>
</tr>
<tr>
<td>9</td>
<td>CAPITAL ONE SERVICES, LLC</td>
<td></td>
<td>FUJITSU LIMITED</td>
</tr>
<tr>
<td>10</td>
<td>PAYPAL, INC.</td>
<td></td>
<td>TRADING TECHNOLOGIES INTERNATIONAL, INC.</td>
</tr>
</tbody>
</table>

Business Methods Partnership Meeting
Filing trends in business methods

- **Applications Filed**
  - FY2011
  - FY2012
  - FY2013
  - FY2014
  - FY2015
  - FY2016
  - FY2017
  - FY2018

- **RCE Filings**
- **Serial Filings**
Business methods RCE inventory progress

BM RCEs Progress 2018

BM Total RCE Inventory
BM RCEs < 4 months
RCEs over 5 Years

Business Methods Partnership Meeting
Hiring and staff

Number of examiners in Business Methods

![Graph showing the number of examiners in Business Methods from 2002 to 2019, with projected figures for 2019. The number of examiners has increased over the years, with a significant rise expected in 2019.](image)
PTAB affirmances

Business methods FY2018 PTAB affirmances

- **FY2018 Q1**
  - Board Decisions: ~300
  - Affirmances: ~200
  - Affirmance Rate: ~60%

- **FY2018 Q2**
  - Board Decisions: ~400
  - Affirmances: ~300
  - Affirmance Rate: ~75%

- **FY2018 Q3**
  - Board Decisions: ~350
  - Affirmances: ~250
  - Affirmance Rate: ~70%

- **FY2018 Q4**
  - Board Decisions: ~600
  - Affirmances: ~500
  - Affirmance Rate: ~80%
Business methods allowance rates

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Allowance Rate with RCE Disp</th>
<th>Allowance Rate without RCE Disp</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2009</td>
<td>13.2%</td>
<td>22.5%</td>
</tr>
<tr>
<td>FY2010</td>
<td>27.9%</td>
<td>18.1%</td>
</tr>
<tr>
<td>FY2011</td>
<td>32.5%</td>
<td>18.8%</td>
</tr>
<tr>
<td>FY2012</td>
<td>56.0%</td>
<td>14.6%</td>
</tr>
<tr>
<td>FY2013</td>
<td>48.3%</td>
<td>10.4%</td>
</tr>
<tr>
<td>FY2014</td>
<td>51.0%</td>
<td>11.1%</td>
</tr>
<tr>
<td>FY2015</td>
<td>27.6%</td>
<td>14.6%</td>
</tr>
<tr>
<td>FY2016</td>
<td>23.2%</td>
<td>24.0%</td>
</tr>
<tr>
<td>FY2017</td>
<td>22.5%</td>
<td>23.2%</td>
</tr>
<tr>
<td>FY2018</td>
<td>36.9%</td>
<td>27.6%</td>
</tr>
<tr>
<td>FY2019</td>
<td>39.7%</td>
<td>22.7%</td>
</tr>
<tr>
<td>FY2020</td>
<td>43.2%</td>
<td>36.9%</td>
</tr>
<tr>
<td>FY2021</td>
<td>47.8%</td>
<td>39.7%</td>
</tr>
<tr>
<td>FY2022</td>
<td>51.4%</td>
<td>43.2%</td>
</tr>
<tr>
<td>FY2023</td>
<td>55.0%</td>
<td>47.8%</td>
</tr>
<tr>
<td>FY2024</td>
<td>58.6%</td>
<td>51.4%</td>
</tr>
<tr>
<td>FY2025</td>
<td>62.2%</td>
<td>55.0%</td>
</tr>
</tbody>
</table>

FY2009 through FY2018
Business methods pendency in class 705 (USPC)

Pendency in Class 705 (USPC)

Fiscal Year

FY2013 FY2014 FY2015 FY2016 FY2017 FY2018

Months

Pendency to 1st Action  Pendency to Issue/Aban

Business Methods Partnership Meeting
Patent Examiner Technical Training Program (PETTP)

Business Methods has hosted various large and small technology leaders across diverse industry sectors. Recently:
Patent Examiner Technical Training Program (PETTP)

Interested participants should contact the USPTO and identify their area of expertise by filling out the online form available at:

- www.uspto.gov/PatentExaminerTechTraining, or
- By sending an email to Examiner_Technical_Training@uspto.gov

In an effort to allow for more flexibility in delivering training for those who elect not to travel, training can be delivered using webinars (web-based seminars) in this program.
Business methods webpage

Overview

The Business Methods Practice Area is part of Technology Center 3600 that handles Business Methods applications. The Business Methods Practice Area is comprised of three workgroups that include 36001, 36003, and 36009. The 36001 and the 36009 workgroups examine applications pertaining to incentive programs, couponing operations, retail electronic shopping, health care point of sale, inventory, accounting, computer reservations, shopping, and transportation and business processing. The 36003 workgroup examines applications pertaining to finance/leasing/insurance.

Highlights

TC 3600 Business Methods Partnership Meeting (BMPP)

The next BMPP will jointly be held at the USPTO’s Alexandria, Virginia Headquarters and the Dallas Texa Regional Office on April 2, 2019. Members of the public are invited to attend in person at either location. WebEx will also be available to allow individuals to participate remotely. [announcement]

Register here to attend the next BMPP at

Expand all | Collapse all

- Prior partnership meetings
Business methods webpage

- Consistent, good traffic on the webpage
  - 15,144 total pageviews since launch
  - 11,397 unique pageviews since launch
  - 841 average pageviews per month
  - 633 unique pageviews per month
- 3 minutes spent on webpage on average
- 920 visitors accessed the Guidance and training materials section for subject matter eligibility information, indicating usefulness
- Heightened webpage access in March 2018 to download materials for the Customer Partnership Meeting
Patent Ombudsman program

The patents ombudsman program enhances the USPTO’s ability to assist applicants or their representatives with issues that arise during patent application prosecution.

Contact info:

- Email: OmbudsmanProgram@uspto.gov
- Website: www.uspto.gov/patents/ombudsman/jsp
- Phone: 571-272-5555 or 1-855-559-8589 (toll free)
Interview specialist

Interview specialists are subject matter experts in each Technology Center (TC) on interview practice and policy. They are available to assist both applicants and examiners.

Contact info:
• Email: ExaminerInterviewPractice@uspto.gov
Inventors Assistance Center (IAC)

The IAC provides patent information and services to the public. The IAC is staffed by former supervisory patent examiners and primary examiners who answer general questions concerning patent examining policy and procedure.

Contact info:

• Phone: 571-272-1000 or 1-800-786-9199 (toll free)
Questions?
Director’s update

James (Jim) Trammell
April 2, 2019
Patent quality

Our goal is to conduct high quality and timely patent examination through collaboration with internal and external stakeholders of the intellectual property community.
FY2018 initiatives and results

- Goal: Quality enhancement meetings (QEMs)
- How: SPEs empower primary examiners to organize and execute quality enhancement meetings. All examiners are encouraged to attend these informal discussions.
- Results: QEMs have been given in AUs based on 101, 112a, 112b, response to arguments, Case Law, 103 motivation, and election/restriction. A total of 5074 hours have been attended by examiners.
FY2018 initiatives and results

• Goal: Oldest pending cases
• How: Managers reviewed the prosecution history of the oldest pending cases in their workgroups to resolve any outstanding issues and advance prosecution.
• Results: This initiative resulted in a proactive approach that improved pendency and customer satisfaction. In FY2018 36% of cases considered in this initiative were disposed. Examiners received the assistance, when necessary, to advance prosecution.
FY2018 initiatives and results

• Goal: Lower overall RCE inventory
• How: SPEs monitored the RCE inventory and reviewed RCEs pending more than 5 years with the examiners.
• Results:
  – In March 2017, the total RCE inventory was 4235 with 1960 over 4 months from filing date and 1493 of those cases being pending for over 5 years.
  – As of Jan 2019 the total RCE inventory was 2624 with 1873 over 4 months from filing date and 816 of those pending over 5 years.
FY2019 quality initiatives

For FY2019, Business methods is focusing on initiatives in key areas to improve overall quality

- Increase quality through compact prosecution
- Increase consistency in work products
- Increase quality by building strong partnerships and opening lines of communication
- Emphasizing quality and promoting a culture of quality
FY2019 quality initiatives

Quality action plans

• Each workgroup/art unit prepares a tailored training action plan for their area.

• These action plans are developed based on workgroup / art unit quality metrics.

• Managers revise their action plans as part of a continual quality focus.
FY2019 quality initiatives

Bank of hours

In the Business methods area, additional training time has been provided to allow examiners to learn and apply methods from the 35 U.S.C. 101 resources. The intention is to allow examiners to:

• Effectively respond to written applicant arguments.
• Effectively respond to applicant arguments during interviews.
• Discuss additional 35 U.S.C. 101 guidance with a SPE and/or QAS.
• Apply the training materials from prior training and documents.
• Review the specification for statutory subject matter.
FY2019 quality initiatives

Structured Search Program

• Examiners submit search requests
• A search team discusses and diagnoses the search
• Results will focus on search strategies and best practices
• Feedback will be collected to build and communicate best practices

Goals

• To improve quality of office action in TC 3600
• To evaluate patent examination related issues on an art unit level
• To help individual examiners meet goals
• Identify outlier art units
Examiner training overview

Each examiner is allotted up to 25 hours in FY 2019 to attend trainings that falls within the categories below:

- Legal, policy and procedure training
  - Examiner refresher training
  - Examiner master classes
  - Patent corps examination training
- Technical training
Examiner training overview

Upcoming and current corps-wide training topics

• 2019 Revised Patent Subject Matter Eligibility Guidance
• Examiner Computer-Implemented Functional Claim Limitations for Compliance with 35 U.S.C. 112

All corps-wide examiner training is publically available

• www.uspto.gov/learning-and-resources/examiner-training-materials
Call for topics, presenters and panelist

If you are interested in participating in a future partnership meeting or have ideas for future topics please email us your contact information along with potential discussion topics.

Email: BusinessMethods@uspto.gov or fill out the speaker interest form on the Business Methods website
Questions?