

Relocation of Customer Service Window for Patent-Related Correspondence

On April 29, 2024, the United States Patent and Trademark Office (USPTO) announced via a Patent Alert that it was relocating the Patent Customer Service Window at its Alexandria headquarters. On April 30, 2024, the Customer Service Window for patent-related correspondence moved to the Knox Building, which is adjacent to the Randolph Building. The Customer Service Window that was located in the Randolph Building at 401 Dulany Street, Alexandria, Virginia 22314, is no longer available for the receipt of patent-related correspondence.

Customer Service Window for Patent-Related Correspondence

The new Customer Service Window is located on the first floor of the Knox Building (Room 1D80), with street-level access from Ballenger Avenue. The hand-carry or delivery address is:

Customer Service Window
Knox Building
501 Dulany Street
Alexandria, VA 22314

If a mail stop is available, it should also be included in the address. Patent-related mail stop designations are available at www.uspto.gov/patents/contact-patents/mailing-and-hand-carry-addresses-united-states-patent-and-trademark-office. The Manual of Patent Examining Procedure (MPEP) will be updated in due course.

The new Customer Service Window began receiving hand-carried or delivered documents at the above Knox Building address on April 30, 2024. The hours of operation at the new location are 8:30 a.m. to 11:59 p.m. ET, Monday through Friday, except on federal holidays and when the USPTO is closed for inclement weather or an emergency. No application numbers will be assigned by window staff at the time of delivery.

Other Information Regarding Patent-Related Correspondence

Patent-related correspondence sent through the United States Postal Service should continue to be directed to the addresses set forth in 37 CFR 1.1 (for example, P.O. Box 1450, Alexandria, VA 22313-1450). Information on certificate of mailing practice under 37 CFR 1.8 and depositing correspondence as Priority Mail Express[®] under 37 CFR 1.10 is available in MPEP 512 and 513.

The USPTO encourages applicants to transmit patent-related correspondence through the USPTO patent electronic filing system, currently Patent Center. Information concerning electronic filing via Patent Center is available at www.uspto.gov/PatentCenter.

Date: 5/28/2024



Katherine K. Vidal

Under Secretary of Commerce for Intellectual Property and
Director of the United States Patent and Trademark Office