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**To:** eReference

Although the electronic business center is a good idea, it is all but unusable. It is unnecessarily complex and incomprehensible.

Why, for example, do I need a User number, a registration number, a password and a PKI certificate (whatever that is).

Also, despite the mailing that says you can easily download prior art listed in an office action, so far I have been unable to do that. The only way I can download a patent is one page at a time.

Similarly, submitting applications electronically is so complicated that it is also unusable. Why not make it simple and have people submit papers as e-mail attachments, like everyone else does.

This is a nice try – but your software provider should be fired. If this were a for-profit corporation, the software would never have been released.

David Loewenstein