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E-Filing of Trade Mark applications

Jackie Roberts
Trade Marks & Designs New Projects
E-Filing of Trade Marks

- Initially developed under the MIPEX Project (Denmark, Germany, Sweden, Switzerland, UK)

- User Group set up to define requirements
What did the customers want?

• A system which followed their business process
Outcomes

• Direct XML facility

• PaTrAS software
How do customers start e-filing?

• Service is advertised on our website

• Customer visits and training sessions

• Customers can link to their own trade mark systems if they wish
Issues & Challenges

• To link to their own trade mark systems they need to export data in the required format

• Need to install software in order to use PaTrAS
  
  • Image scanning - especially colour

  • Customer trends have changed
Conclusions

• One size doesn’t fit all

• Need to encourage customers to e-file, making them aware of the benefits

• Need to provide support and assistance
What solutions can we offer?

- Different types of customers need different solutions:
  - Direct XML
  - PaTrAS
  - Web Form
What improvements are we making?

• Introducing a web form

• Allowing payment by credit/debit card

• Enhancements to PaTrAS will make the system more user friendly
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