



e-OfficeAction

Quick Start Guide

Overview

The e-Office Action program is a USPTO initiative that is designed to notify applicants, via e-Mail, that new Office communication is available for secure viewing and downloading in Private PAIR. Applicants who opt-in to the program will receive a daily e-Mail notification that will replace the paper mailed delivery of correspondence. In addition, a record of the electronic notification will be placed in the IFW when an e-Office Action notice is sent.

Opting-in to receive electronic notification will automatically stop the Office from sending most Office communication through the postal mail. However, Customers may still receive some paper mailings from USPTO business units that have not yet implemented e-Office Action.

Please Note: The e-Office Action program is optional and is based on applications associated to a Customer Number. Applicants with multiple Customer Numbers must enroll each Customer Number.

Benefits of using e-Office Action

- Less Paper – Improved Processing
 - Minimize risks associated with delayed or lost Office communication sent by mail
 - Reduce paper processing errors and costs
 - Expedite the availability of docketed Office communication in an electronic format
- NEW: Access new Office Communications using the new Customer Number Search “View e-Office Action Notifications” in Private PAIR
 - The Office will send a daily e-mail notification to an e-Office Action participant when a new Office communication is available in Private PAIR
 - The e-mail notification will provide comprehensive information regarding the new Office communication, which is easily referenced in Private PAIR
 - *New: Participants enrolled in e-Office Action can search for new correspondence listed in the daily email using the View e-Office Action Notifications search located within the Customer Number menu*
 - *New: Only Customer Numbers enrolled in e-Office Action will be listed in the View e-Office Action Notification search*
- Flexible Program Features
 - Opt-in or out of the program by Customer Number at any time
 - Assign up to three valid e-mail addresses to receive the e-mail notification
 - Track history of e-Office Action events and view e-mail notification history
 - Receive “reminder” postcards for Office communications that require a response and have not been viewed or downloaded after seven calendar days of notice

Advisory

- ✓ Any registered attorney or agent of record, or *pro se* inventor who is a named inventor in a patent application associated with a customer number may participate in the e- Office Action program. To access Private PAIR, the participant must have a Public Key Infrastructure (PKI) certificate linked to the participant's Customer Number.
- ✓ To start receiving e-Office Action notifications, users are required to login to Private PAIR and select the "Receive Correspondence Notification via E-mail" option and provide up to three e-mail addresses under the "View Customer Number Details" option.
- ✓ Several areas of the Office have independent mailing processes. Until all USPTO offices implement e-Office Action, users may continue to receive paper mailings, in addition to e-Office Action notifications, for correspondence originating from areas including but not limited to: Solicitors Office, PCT Operations Division - International Branch, BPAI for interference and reexamination proceedings, Central Reexamination Unit and the Office of Enrollment and Discipline.
- ✓ Please add the "USPTO.gov" domain to the white list in your e-mail blocking program to allow our e-Office Action notification messages to be received. E-mail blocking programs, also called a spam filters, are intended to prevent most unsolicited e-mail messages (spam) from appearing your inboxes.
- ✓ Once Customers have opted in, if they choose to opt out it is important to note that at least one e-mail address should be left in Private PAIR for at least 15 days. This is to provide time for documents in process to get to their destination.

How to Participate in e-Office Action

A few simple steps make it easy to begin participating in the USPTO's e-Office Action program. First, log-in to Private PAIR, <https://ppair.uspto.gov/pair/PrivatePair>, select PAIR Administration, and select 'View Customer Number Details' from the menu list. This will take you to the Details for Customer Number screen so you can review current Customer Number details. Next, select the 'Request Customer Data Change(s)' button to enter the Edit Customer Details screen. In the heading section on the Edit Customer Details screen, select: '**Receive Correspondence Notification via e-Mail**'. Finally, enter up to a maximum of three e-mail address(s) where the notifications will be sent, preview your changes, and then submit your change request to the USPTO. After completing this process, PAIR will send a test email to each modified or new e-mail address.

Steps for Opting-in to Receive e-Mail Notices

The following steps will show you how to elect to receive electronic notification when newly arrived Outgoing Correspondence is available for viewing in Private PAIR.

PAIR Main Search Screen

1. From the main PAIR search page, select PAIR Administration, and choose 'View Customer Number Details'.
2. From the drop-down, select the Customer Number for which you wish to receive electronic notification of Outgoing Correspondence.
3. Click on the 'Search' button. This brings up the 'Customer Details' screen.



The screenshot shows the PAIR Administration search interface. It features three main sections: 'Search for Application:', 'Search by Customer Number:', and 'PAIR Administration:'. The 'PAIR Administration:' section is expanded to show a 'Choose One:' dropdown menu. The dropdown menu has two options: 'View Customer Number Details' (selected) and '59 -> USPTO Test Customer'. A 'Continue' button is located below the dropdown menu. Red arrows and numbers 1, 2, and 3 point to the 'View Customer Number Details' option, the dropdown menu, and the 'Continue' button, respectively.

Figure 1

Customer Details Screen

1. On the 'Customer Details' screen, you can review the data currently on file. To update this information and/or enroll in e-Office Action, click on the 'Request Customer Data Change(s)' button.

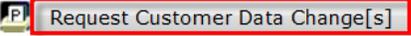
Secured Patent Application Information Retrieval	
Customer Details	
Last Private PAIR Update:02-23-2015 15:13:29	
Details For Customer Number : 59	
Outgoing Correspondence:MAIL	
Correspondence Address:	USPTO Test Customer Feb 23 2015 Test 600 DULANY STREET 123 8TH FLOOR Falls Church VA 12345 UNITED STATES
Correspondence E-Mail:	PAIR@uspto.gov eMOD@uspto.gov PAIR_eofficeAction@uspto.gov
Telephone Numbers:	000-00-0000 111-11-1111 011-91-181-222-222-2222
Fax Numbers:	- -
Associated Individuals:	D0006 Dtest1, Dtest
	

Figure 2

Edit Customer Details Screen

Follow the steps below to edit the customer number details.

1. A Practitioner Registration Number must be entered to submit your Customer data changes unless you are a Pro Se inventor (in which case, this field will not appear).
2. Select the radio button labeled '**Receive Correspondence Notification via e-Mail**' to enroll. If you wish to Opt-out later, you may return to this screen and select the '**Receive Correspondence via Postal Mail**' radio button.
 - a) When electing to receive correspondence electronically or by mail, you must select the "I Agree" checkbox for the eOffice Action Disclaimer
3. Enter at least one e-mail address into the Customer Number address screen. Up to three e-mail addresses can be added to the customer number. When new Outgoing Correspondence is available for viewing in Private PAIR, an e-mail notification will be sent to the listed e-mail addresses.
4. You will also be required to enter a Point of Contact (POC) name, telephone number and e-mail address.
5. Click on 'Preview Changes' to verify the changes you have made.

The screenshot displays the 'Edit Customer Details' screen for Customer Number 59. The page title is 'Secured Patent Application Information Retrieval'. There are two tabs: 'Select New Case' and 'Customer Details'. The main heading is 'Edit Customer Details'. A note states '* indicates a required field'. The section 'Details For Customer Number : 59' includes 'Outgoing Correspondence:EMAIL'. A warning message states: 'These address changes apply only to the US applications associated with the Customer Number. PCT applicants must file a paper under PCT Rule 92bis with to change the correspondence address for an international application.' The 'Name of Individual Submitting Request' is 'Joe Attorney'. The '* Practitioner No.(required):' field contains '12345'. The 'Outgoing Correspondence Notification as-of 02-10-2009:' section has two radio buttons: 'Receive Correspondence via Postal Mail' (unselected) and 'Receive Correspondence Notification via e-Mail' (selected). Below this is a section 'Please enter Customer Number address changes below:'. It contains several input fields: 'SIRA' (Firm or Individual Name Line 1), 'PTO CARLYLE' (Firm or Individual Name Line 2), '600 DULANY' (Address Line 1), 'MADISON EAST 8TH FLOOR' (Address Line 2), 'ALEXANDRA' (City), 'VA' (State), '22314' (Zip), 'UNITED STATES' (Country), '703-305-9887' (Telephone), and three empty fields for Telephone2 and Telephone3. At the bottom, there are three 'E-Mail' fields: 'pair1@uspto.gov', 'pair2@uspto.gov', and 'pair3@uspto.gov'.

Figure 3

Review Changes Screen

1. Verify the changes requested are indicated on the right. If there is an error, click on 'Edit Changes' to return to the previous screen and continue making changes.
2. When the changes are correct, click on 'Transmit Request to USPTO'. A test message will be sent to each new or modified e-mail address. If you do not receive the test message, please contact the Electronic Business Center (EBC).

Select New Case		Customer Details	
Customer Data - Review corrections prior to submission		Last Private PAIR Update:02-23-2015 15:44:56	
Data Changes For Customer Number: 59		Outgoing Correspondence:MAIL	
These address changes apply only to the US applications associated with the Customer Number. PCT applicants must file a paper under PCT Rule 92bis with either the receiving Office or the International Bureau to change the correspondence address for an international application.			
Name of Individual Submitting Request	Tony FQT Uranga		
Practitioner No.	d0006		
Changed address is as follows:			
	Previous	New	
Firm or Individual Name Line 1:	USPTO Test Customer	USPTO Test Customer	
Firm or Individual Name Line 2:	Feb 23 2015 Test	Feb 23 2015 Test	
Address Line 1:	600 DULANY STREET 123	600 DULANY STREET 123	
Address Line 2:	8TH FLOOR	8TH FLOOR	
City:	Falls Church	Falls Church	
State:	VA	VA	
Zip:	12345	12345	
Country:	UNITED STATES	UNITED STATES	
Telephone:	000-00-0000	000-00-0000	
Telephone2:	111-11-1111	111-11-1111	
Telephone3:	011-91-181-222-222-2222	011-91-181-222-222-2222	
E-Mail:	eMOD@uspto.gov	eMOD@uspto.gov	
E-Mail2:	PAIR_eofficeAction@uspto.gov	PAIR_eofficeAction@uspto.gov	
E-Mail3:		PAIR@usptp.gov	
Fax:			
Fax2:			
Receive Outgoing Correspondence Notification:	MAIL	EMAIL	
Practitioner(s) to be deleted:			
Practitioner(s) to be added:			
Point of Contact:			
Point of Contact Name:	test		
Telephone :	123456789		
E-Mail:			
		1.	2.
		<input type="button" value="Edit Changes"/>	<input type="button" value="Transmit Request to USPTO"/>

Figure 4

Corrections Accepted Screen

1. Once the changes are submitted, the system will display a confirmation screen. This screen will include a message at the top stating whether or not the request was successfully submitted.
2. Upon acceptance of the change request, the Receive Outgoing Correspondence Notification will indicate "EMAIL".
3. If an email address was entered or updated the system will send a test email.

Select New Case		Customer Details	
Customer Number - Corrections Accepted			Last Private PAIR Update:02-23-2015 15:49:24
Change request successfully submitted.			
From: Tony FQT Uranga, Reg# d0006 Time: 02-23-2015::15:49:24 Change Request for Customer Number: 59 Outgoing Correspondence:MAIL			
Name of Individual Submitting Request	Tony FQT Uranga		
Practitioner No.	d0006		
Changed address is as follows:			
	Previous	New	
Firm or Individual Name Line 1:	USPTO Test Customer	USPTO Test Customer	
Firm or Individual Name Line 2:	Feb 23 2015 Test	Feb 23 2015 Test	
Address Line 1:	600 DULANY STREET 123	600 DULANY STREET 123	
Address Line 2:	8TH FLOOR	8TH FLOOR	
City:	Falls Church	Falls Church	
State:	VA	VA	
Zip:	12345	12345	
Country:	UNITED STATES	UNITED STATES	
Telephone:	000-00-0000	000-00-0000	
Telephone2:	111-11-1111	111-11-1111	
Telephone3:	011-91-181-222-222-2222	011-91-181-222-222-2222	
E-Mail:	eMOD@uspto.gov	eMOD@uspto.gov	
E-Mail2:	PAIR_eofficeAction@uspto.gov	PAIR_eofficeAction@uspto.gov	
E-Mail3:		PAIR@usptp.gov	Test E-Mail will be sent
Fax:			
Fax2:			
Receive Outgoing Correspondence Notification:	MAIL	EMAIL	

Figure 5

Note! Please see the advisory on page two (2) of this document that warns against eliminating all e-mail addresses. If opting out, Private PAIR e-Office Action participants are advised to leave at least one e-mail address in Private PAIR for 15 days so that email notifications in process can reach their destination.

Access New Correspondence using View e-Office Action Notifications Search

To view or download new correspondence in Private PAIR, follow the steps below.

PAIR Main Search Screen

1. To begin searching for e-Office Action Notifications, select Search by Customer Number, and select 'View e-Office Action Notifications'.
2. Select the desired search parameters.
 - a) Applicants can search by a specific date or by a data range within the previous 90 days
3. Select the Customer Number from the 'Select Customer Number' dropdown list.
4. Click on the 'Search' button.

The screenshot shows the PAIR Main Search Screen. At the top, there are two tabs: "Search for Application:" and "Search by Customer Number:". The "Search by Customer Number:" tab is active. Below the tabs, there is a section titled "Choose One:" with four radio button options: "Applications by Customer Number", "Applications with Status Changes", "View Outgoing Correspondence", and "View e-Office Action Notifications". A red line labeled "1." points to the "View e-Office Action Notifications" option. Below this section, there is a "Search By" section with two radio button options: "Specific Date" and "Date Range". The "Date Range" option is selected. Below these options, there are two text input fields: "Start Date" with the value "11-17-2014" and "End Date" with the value "02-23-2015". A note "(Date format MM-DD-YYYY)" is displayed to the right of the "End Date" field. Below the input fields, there is a "sort by" dropdown menu with the value "e-Notification Date". A red line labeled "2." points to the "Search By" section. Below the "Search By" section, there is a "Select Customer Number:" dropdown menu with the value "59 -> USPTO Test Customer". A red line labeled "3." points to this dropdown menu. To the right of the dropdown menu is a "SEARCH" button. A red line labeled "4." points to the "SEARCH" button.

Figure 6

- Documents may be downloaded in PDF format.
- Search results can be sorted by selecting the up/down icon  next to each column header.
- Select the Application Number hyperlink to view Application data and access the Image File Wrapper (IFW).
- Select the Document Description hyperlink to view the new Office communication.
- The Mailing Date is the commencement of your period to reply.
- The e-Notification Date is the date on which you were notified for the new correspondence.
- After a document has been viewed or downloaded, the 'Earliest Image View Date' column will be time stamped with that day's date and the 'Viewed By' column will display the PKI holder's user name.
- Documents accessed through Private PAIR's IFW tab will also populate the 'Earliest Image View Date' column as though viewed via the View e-Office Action Notification page.

Contact Information – Questions?

If you have any questions regarding the e-Office Action Program for Private PAIR, please contact the Patent Electronic Business Center (EBC) at 866-217-9197 (toll-free) or 571-272-4100 from 6 a.m. to 12 Midnight Eastern Time, Monday - Friday or e-mail the EBC at ebc@uspto.gov.