User Session on IPD’s E-filing System and Online Search System

Intellectual Property Department
26 April 2019
Agenda

• Business continuity assurance and latest update
• Progress and plans on bug fixing and system refinements
• Collection of comments
Business Continuity Assurance

• The New Integrated IT System (NIS) was launched on 14/02/2019, replacing IPD’s IT infrastructure supporting Trademarks, Patents and Designs Registries Business.

• With the NIS rollout, IPD has replaced “one-off” its entire IT infrastructure, including all internal IT systems and external IT systems, i.e. the online search system and e-filing system.

• The launch included a full content (data and documents) migration of all legacy IT sub-systems into the NIS.

• There have been teething problems in the running in of the NIS, and system bugs have been identified. IPD is adamant to improve the service and make the most of the new systems.

• The initial NIS launch is being followed by
  - continuous optimizations and frequent updates
  - new services e.g. more forms for web-filing, global change of name/address, are planned to be launched in Q4 2019
  - subject to resource availability, system enhancements are planned in early 2021.
Business Continuity Assurance

Electronig Filing Continuity
23,000 submissions during the last 44 working days of the old system and the first 44 working days of the new system.
Latest progress of E-filing

- 310 electronic forms submitted through B2B
- 330 electronic forms submitted by public users
- 770 submissions paid by Credit Card
- 839 electronic forms submitted within a day
- 145 new e-Filers subscribed so far
- more than 430 active e-filers

E-filing rates (from 1 January 2019 to 31 March 2019):
- Trademarks (T2): 66.91%
- Patents (P4): 87.27%
- Designs (D1): 82.80%
Progress and plans on bug fixing and system refinement (E-filing) (1)

1. Login problems/Forgot Password
   • Issue resolved in Feb 2019

2. Problem of using digi-sign certificate for login
   • A problem was identified with the conversion and migration of eFiling accounts using Digi-sign eCerts (~8% of all eFilers), during the transition from the old eFiling system to the new one. Issue was resolved in Feb 2019
Progress and plans on bug fixing and system refinement (E-filing) (2)

3. “Transmission Failure”

• “Transmission Failure” comprises a particular (non-terminal) status in the E-filing system, which is used when a WebForm is on the way to be transmitted to IPD’s internal IT systems, due to temporary issues (system, network, or data).

• The new E-filing system uses both automatic and manual retransmission mechanisms to ensure that all forms eventually reach IPD.

• Since the Go-Live date, the number of such issues has been minimized and the IPD correctly receives all WebForms submitted by the e-Filers.

• When the receipt with the application no. (e.g. T2/P4/D1) is received by the users (available in the Electronic Mail Box), the submission is confirmed.

• Please contact IPD if there is no receipt.
Progress and plans on bug fixing and system refinement (E-filing) (3)

4. Lookup functions in the forms

- The lookup functions comprise a new feature in the WebForm. The use of the function requires the correct numbers and the correct order of operations to ensure data accuracy and facilitate automatic processing. As a result, users are required to press LOOKUP during WebForm creation and editing.

- It is under continuous optimization, including performance and usability improvements. A number of improvements have already been deployed e.g.:
  - Fixes have been deployed in P5, P9, P10, P18, P19
  - A spinning wheel device is shown to indicate the system is validating the data
  - Other buttons e.g. Finalize, are disabled to block users to perform other steps

- For specific forms (e.g. T10), IPD is working with the contractor to improve the function.
Progress and plans on bug fixing and system refinement (E-filing) (4)

5. Payment

- When submitting payment for an application or applications, unintended payment for other applications is made together.
- The submission result pop-up window erroneously included another unknown/unrelated case which has not been selected after the submission of a form through “payment and submission”.
- To avoid the above, e-Filers are advised to assign a designated user to handle “payment and submission”.
- The following related improvements have been deployed:
  - When a user is editing a WebForm, that WebForm (even in a "Finalized" status) cannot be added to the Payment/Submission List by another user
  - When a user has put a WebForm into the Payment/Submission List and has begun the payment and submission process, that WebForm cannot be opened in edit-mode by another user
  - When a WebForm is being paid and submitted in the Payment/Submission List, that WebForm cannot be removed from the Payment/Submission List by another user, or by the same user in another browser window.
Progress and plans on bug fixing and system refinement (E-filing) (5)

6. Comments on Patent WebForms

- **P4** - the no. of priority claims entered into the WebForm does not match with the PDF version – issue resolved
- **P4** - The finalised PDF format of the form cannot display all the data if the list of priority claim data is long – issue resolved
- **P4** - box 07 “details of earlier application”, the NIS system does not allow the entering of an earlier patent application which is pending but only for the ones in which a request for grant was previously filed – to be fixed soon
- **P4** - ‘Europe Patent Organisation’ cannot be selected as the country/territory for the priority claim data – users should select European Patent Office
- **P8** - Tick cannot be marked in any box of the ‘Nature of the amendment’ section – users should provide the application no. or patent no. in box 02 of the form first and then the box 04 ‘Nature of amendment’ will be prefilled depending on the patent type
- **P18**: The Filer’s reference disappears in our CPP letters – to be fixed soon
- **P19** – some fields are not enabled for editing – issue resolved
- **P19** - Tick put for the checkbox “licence/Sub-licence” is not shown in the finalised PDF copy – to be fixed soon
- **PC form** - cannot be filed right away following submission of a Form P4 on the same day – please contact IPD by call or make submission by fax
Progress and plans on bug fixing and system refinement (E-filing) (6)

7. Comments on other WebForms

- D1- For box 04 “Locarno Classification”, form in PDF format generated by the e-filing system cannot reflect the corresponding class/sub-class each article belongs to whereas the same can be seen on the e-filing form. It is unclear whether the design number box can be added to the PDF document – issues resolved

- T11 on Licence - the value in section 8 of the form was removed when users finalize the form -

  There is a system bug which does not allow filing of T11 if it relates to more than 15 Trade Marks registrations/applications. The issue has been resolved.

- Automatic processing forms (e.g. T5) used to be automatically processed are now processed manually – IPD is reviewing the validation rules to avoid the form being passed to the route for manual processing
Progress and plans on bug fixing and system refinement (Online Search) (1)

8. Online Search behavior

- Inconsistent search results between Quick Search and Advanced Search, and between the search fields “Trade Marks Text” and “Applicant/Owner” and “Address for Service”

- Search optimisations for all alphanumeric search criteria in both Quick and Advanced Search are planned in monthly NIS releases

- The conventions already implemented in “TM Text” will apply to all alphanumeric fields for all alphanumeric search criteria

- “G&S Specifications”, “Applicant / Owner” and “Address for Service” search criteria updates are planned for the next scheduled NIS release in the 2nd week of May 2019

- Subsequent NIS versions will make available progressively the same updates in all relevant Trademark, Patent and Design search criteria
9. Online Search behavior

- Difficulties in searching for pending applications as the online search has divided the pending status into 13 different types - Users are advised to search by “Record Type” in Quick Search to filter pending / registration records

- Colour claim is not shown in online register for new applications filed during the suspension period – issue resolved

- Details of certain patent records contain additional “\n” characters – issue resolved
Progress and plans on bug fixing and system refinement

Previous and coming releases

• Bug-fixing under a corrective maintenance plan has addressed several incidents in first 2 releases deployed in production, in March and April 2019.

• More bug-fixes are in the pipeline and under testing, aiming to be addressed in the next release in the 2nd week of May.

• Subsequent corrective releases on a monthly basis to make available more bug-fixes and additional enhancements, at least for the first 6 months after production rollout.

• Continuous cross-browser compatibility optimisations (i.e. addressing IE11 compatibility issues).
Progress and plans on bug fixing and system refinement

Other system refinement under consideration

- Proper information in case of exceptional temporary transmission failure in E-filing, in WebForms validation; removal of unnecessary system messages; introduction of new warnings where required, etc.
- Management of attachments included in the WebForms.
- Buttons re-positioning to avoid unintentional user actions.
- Presentation of “Maintenance Due Date” in the Online Search for Patents, after Grant Registration request reception.
- Refinement of content and layout for data exports in online search system
- To pre-fill the agent’s details in P9 and P10.
Collection of comments
Thank you