User Guide for E-Filing System

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1 How to Register in E-Filing System

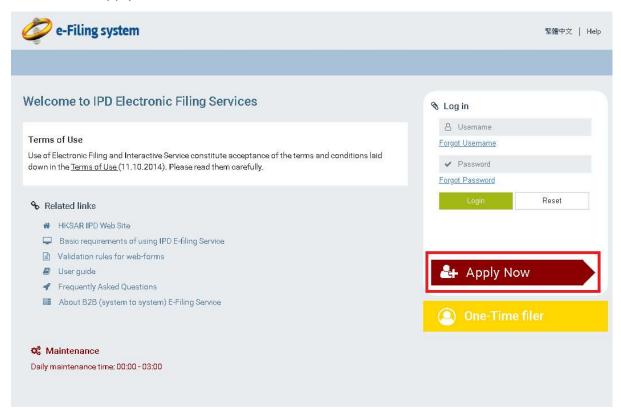
There are two types of accounts for Registered Users:

- Basic e-service account
- Full e-service account (e-Cert required)

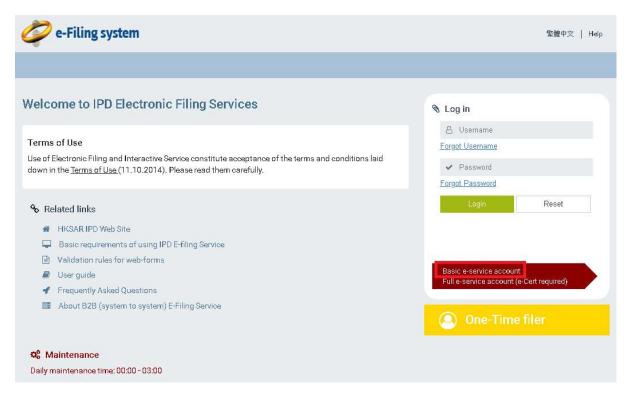
Note: The registration request will require approval or further processing by the IPD. Following the registration approval, the system will send you a confirmation email, to the email address specified in the registration form, with information of the Username, a Temporary Password (for the first login) and your Customer ID.

1.1 Submit Request for Registration of Basic e-service account

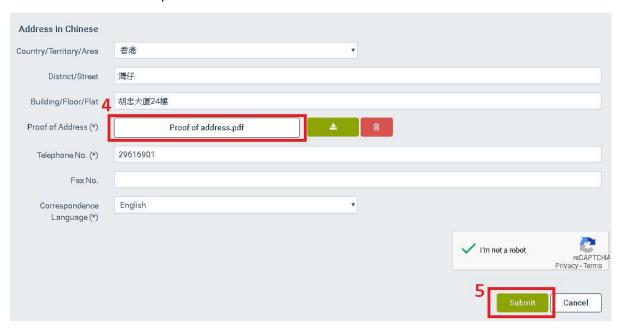
- 1. Access the E-Filing home page.
- 2. Click on the "Apply Now" button.



3. Select the 'Basic e-service account' option. The system displays the registration form.



- 4. Fill in the mandatory fields and upload a proof of your address in the respective field.
- 5. Click on the "Submit" option.

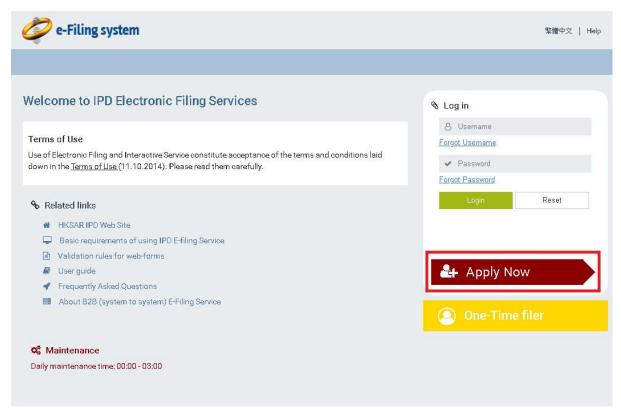


6. Click on the "Confirm" option.

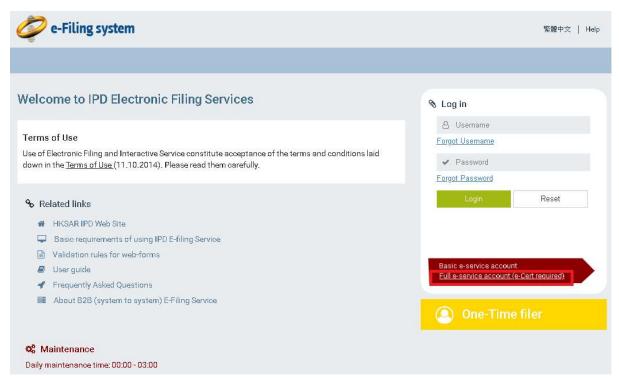
1.2 Submit Request for Registration of Full e-service account

Note: In order to submit a request for 'Full e-service account' registration, a valid Electronic Certificate should be installed on your browser. For more information please refer to Annex A – Electronic Certificate Requirements.

- 1. Access the E-Filing home page.
- 2. Click on the "Apply Now" button.



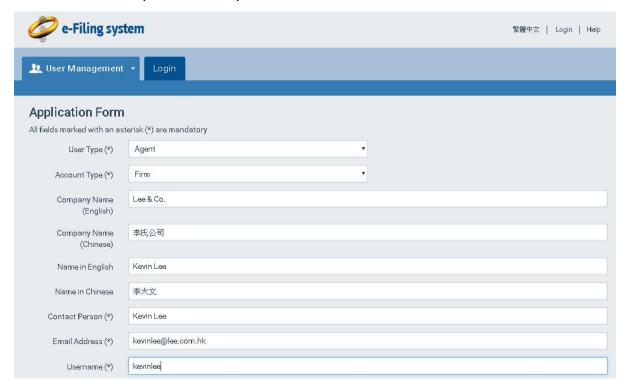
3. Select the 'Full e-service account (e-Cert required)' option.



4. Select your Electronic Certificate. The system validates the Electronic Certificate and displays the registration form.



5. Fill in the mandatory fields and any other field desired.



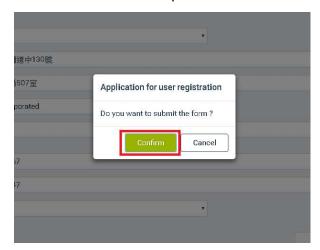
Note: For Individual accounts the "Name in English" or "Name in Chinese" should match with the Subscriber's name as available in the Electronic Certificate. The check for "Name in English" is case sensitive.

For Firm accounts:

- the "Name in English" or "Name in Chinese" should match with the Authorised User's name as available in the Electronic Certificate and;
- the "Company Name (English)" or "Company Name (Chinese)" should match with the Subscriber Organisation's name as available in the Electronic Certificate
- the check for "Name in English" and "Company Name (English) is case sensitive.
 - 6. Click on the "Submit" option.

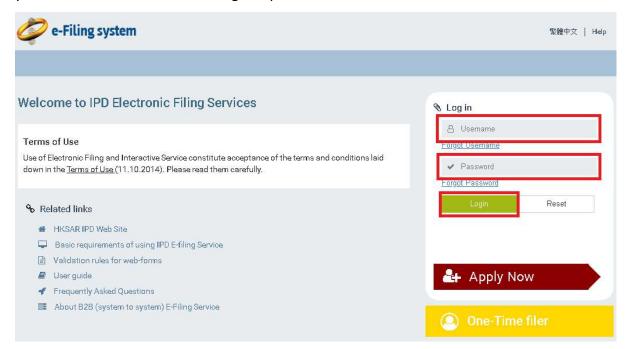


7. Click on the "Confirm" option.



2 How to Login to E-Filing System

- 1. Access the E-Filing home page.
- 2. Fill in the 'Username' and the 'Password' with the credentials that are associated to your account and click on the "Login" option.



Note: Newly created accounts and users that requested to reset their password (refer to 2.2 Forgot Password), will be required by the system to change the temporary password and login again with the updated credentials.

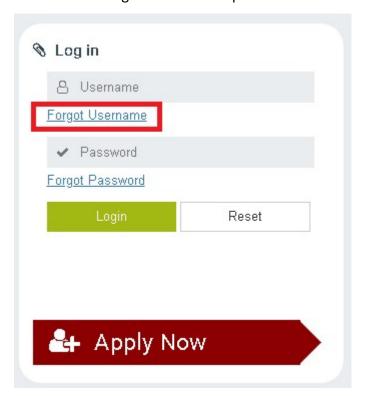
Note: A valid 'password' should fulfil the following requirements:

- i. at least eight characters long;
- ii. does not contain the user's entire account name or entire full name;
- iii. contains at least one character from each of the following categories:
 - a. English uppercase character (A Z);
 - b. English lowercase character (a z);
 - c. Base 10 digit (0 9); and
 - d. Special character of the following including character Space " ": \sim `! @ # \$ % $^$ & * ()_-+=|\{}[]:";'<>,.?/

Note: For 'Full e-service accounts', the user is prompt to select the associated Electronic Certificate. For more information please refer to Annex A – Electronic Certificate Requirements.

2.1 Forgot Username

- 1. Access the E-Filing home page.
- 2. Click on the "Forgot Username" option.

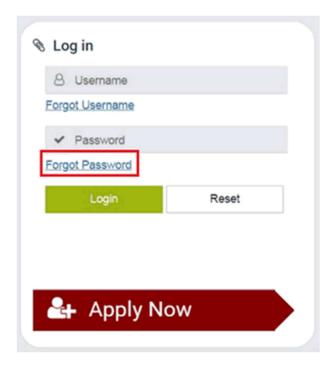


- 3. Fill in the Email Address that corresponds to your account and the CAPTCHA.
- 4. Click on the "Submit" option. The system will send you an email with the username information.



2.2 Forgot Password

- 1. Access the E-Filing home page.
- 2. Click on the "Forgot Password" option.



- 3. Fill in the Email Address that corresponds to your account and the CAPTCHA.
- 4. Click on the "Submit" option. The system will send you an email with a temporary password.



3 Tabs and sub-tabs in the E-Filing System

Electronic Mail Box: This page contains letters and notifications sent by the IPD.



Forms

- Pending Forms: this page contains the forms that you are drafting or preparing to file with the IPD. The forms are still in your working space and have not been submitted to the IPD.
- Submitted Forms: this page contains the forms, paid or unpaid, that you have submitted to the IPD in the last 365 days.
- Create Web Form: this page contains the web forms that you can create.



Deposit Account

- Monitor Deposit Account: this page contains all the transaction records of your deposit account(s)
- Create Deposit Account: this page contains a request form for creation of deposit account.
- Credit Advice: this page contains a request form for top-up of your deposit account.



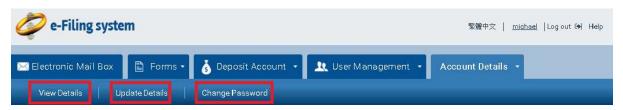
User Management

Search Users: this page contains the list of subsidiary users in your Firm account

 Create User: you can create a subsidiary user account by completing the form on this page.



- Account Details
 - View Details: you can view your own account profile in this page.
 - Update Details: you can edit your own account profile in this page.
 - Change Password: you can change your own password in this page.



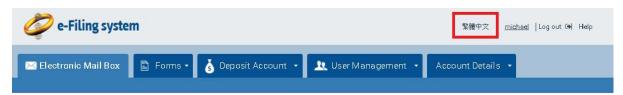
Note: Click on the respective tab or sub-tab in order to access the page you wish to browse.

Note: The availability of the system tabs depends on the account type and your rights. For more information please refer to Annex B – User Types and Annex C – Access Rights.

4 Change Display Language

You can change the language of E-Filing System screens from English to Traditional Chinese by clicking the language link that is available at the upper right corner of the banner.

1. Click to 繁體中文 to switch to Traditional Chinese.



2. Click to English to switch to English.



5 How to Logout from E-Filing System

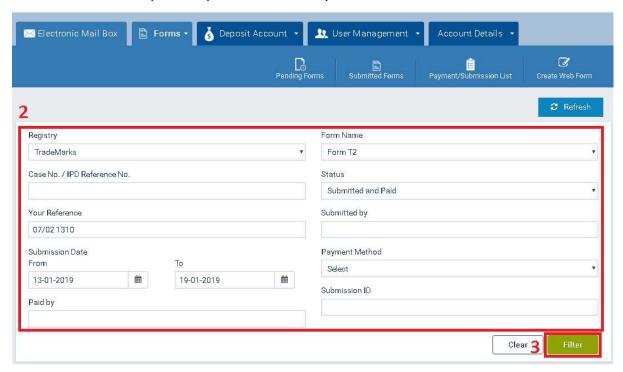
1. Click on the 'Log out' link available at the upper right corner of the banner.



Note: The system will display the Logout Page and prompt you to close the browser in order to complete the log out process.

6 How to Search in E-Filing System

- 1. Access the target page, the Filter section is on the top of the page (refer to section 3 Tabs and sub-tabs in the).
- 2. Specify at least one search criterion using the drop-down menus, text-fields and date pickers/calendars.
- 3. Click on the "Filter" option or press the Enter key.



Note: Text fields support wildcards * and ? for searching. To perform a single character wildcard, use the ? symbol. For example search for T?STVALUE will return results for TESTVALUE. To perform a multiple character wildcard search, use the * symbol. For example search for TEST*LUE will return results for TEST1VALUE, TEST2VALUE, TESTINGVALUE etc.

Note: You may use the date fields or calendars in order to search for a date or date range. The left date-field corresponds to the "From" date value, and the right date-field corresponds to the "To" date-value. In order to search for a certain date, insert the target date in the form of DD-MM-YYYY in both the left ("From") and right ("To") date-fields. For example search for 'Submission Date' From 30-03-2018 – To 30-03-2018 will return results with Submission Date 30-03-2018 only. In order to search for a certain date range, insert the target dates in the form of DD-MM-YYYY in the left ("From") or/and the right ("To") date-fields. For example search for

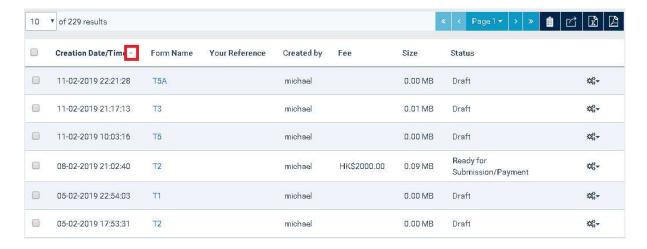
'Submission Date' From 30-03-2018 will return results with Submission Date equal or after 30-03-2018.

6.1 How to Sort Search Results

To sort results in ascending order, click the column header. The system displays a
respective triangle indicator on the column header. A triangle indicates that the
results are sorted in ascending order, and an inverted triangle indicates that the
results are sorted in descending order.

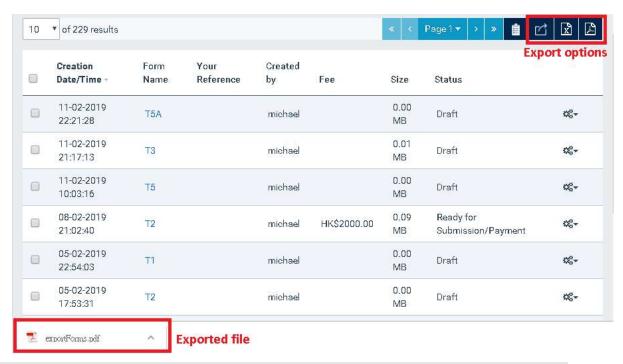


2. To sort results in descending order, click the same column header again. The system displays a respective triangle indicator on the column header.



6.2 How to Export Search Results

1. Select one of the available export options (for example, "Export to PDF") displayed in the target results section (top or bottom). The system creates and provides for download a file with the returned results.



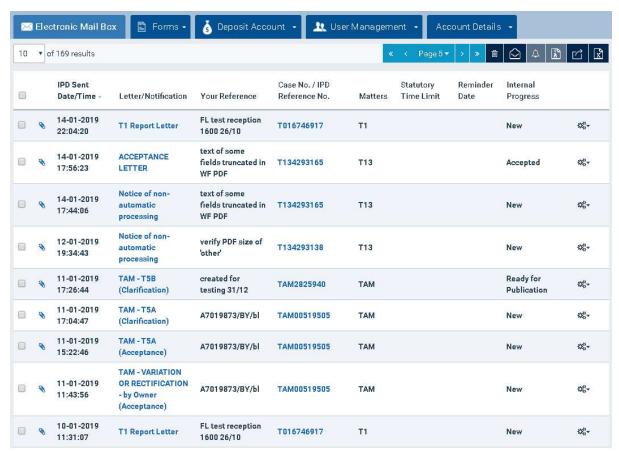
Note: The export file includes the full result list (with a maximum of 1000 records).

7 Electronic Mail Box

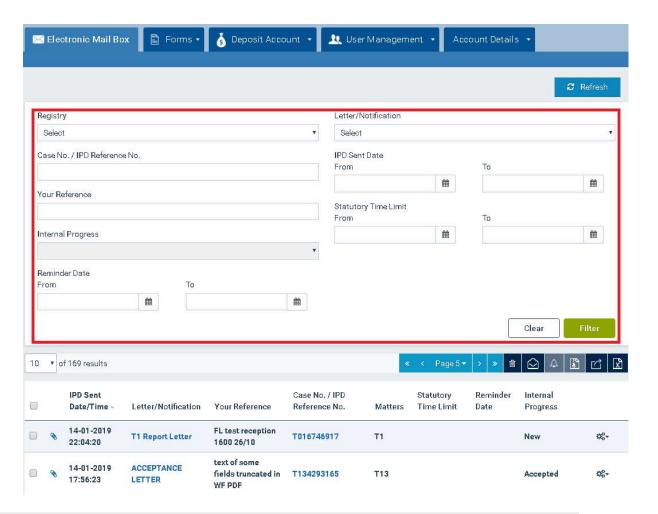
The Electronic Mail Box page allows you to view and manage electronic letters/notices send to you from an IPD user or the system in one dedicated page, and search for any received correspondence with various criteria. In particular you can search for IPD Letters, E-Filing Account Notifications or Deposit Account Notifications.

7.1 Search for Electronic Letters/Notices

1. By default, all correspondence sent to you is displayed in the Electronic Mail Box page.



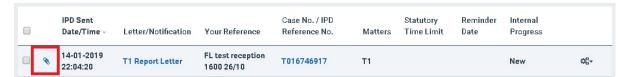
2. In order to filter your list of received correspondence, use the Filter section (refer to 6 How to Search in).



Note: Unread records are marked by the system in bold.

7.2 View Letter/Notification

- 1. You can view the content of a received electronic letter/notice with any of the following ways:
 - Click on the "Clip" icon on the left of the result.



• Click on the hyperlink displayed under the Letter/Notification column, for one of the received electronic letters/notifications. Select the hyperlink for the letter in the pop-up window.



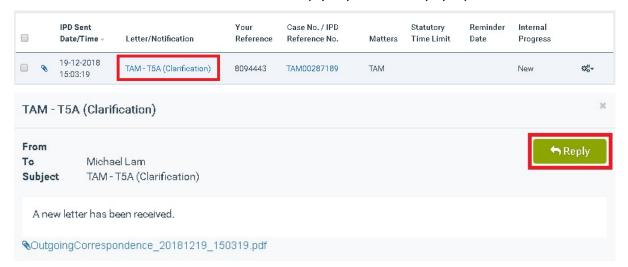


• Click the 'Options' ("gear "") button, available under the Action column, for a received letter/notification and select the "View" option.

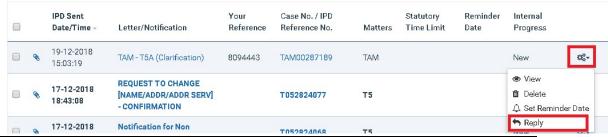


7.3 Reply to received Letter

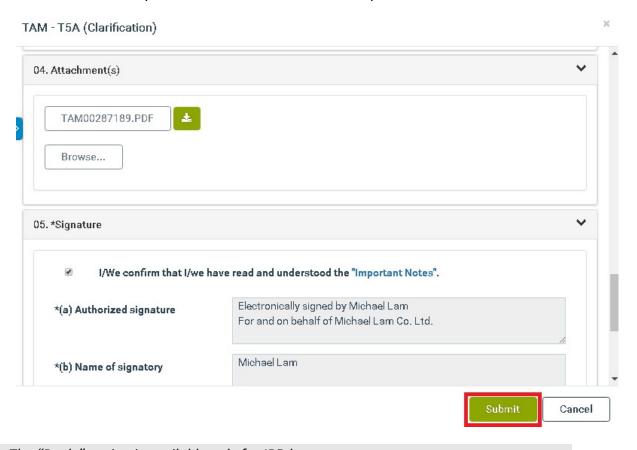
- 1. You can reply to a received electronic letter by any of the following ways:
 - Click on the hyperlink displayed under the Letter/Notification column, for one of the received electronic letters. Select the "Reply" option in the pop-up window.



 Click the 'Options' ("gear "") button, available under the Action column, for a received letter and select the "Reply" option.



2. Fill in the mandatory fields and click on the "Submit" option.



Note: The "Reply" option is available only for IPD letters.

7.4 Delete Correspondence

- 1. You can delete the electronic letters/notices by any of the following ways:
 - Select one or more of the received electronic letters/notifications and click on the "Delete" icon available in the results section (top or bottom).



 Click the 'Options' ("gear "") button, available under the Action column, for a received letter/notification and select the "Delete" option.



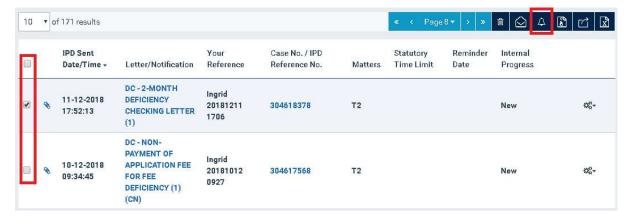
7.5 Mark Received Correspondence as read

1. Select one or more of the received electronic letters/notices and click on the "Mark as read" icon available in the results section (top or bottom). The system marks the respective correspondence record(s) as "read" (un-bold).

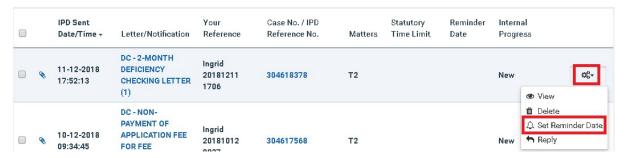


7.6 Set a Reminder

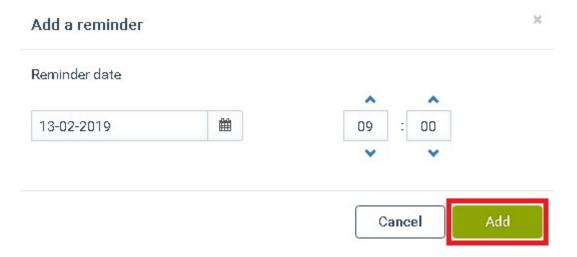
- You can add and maintain reminder dates associated with electronic letters/notices send from an IPD user or the system by any of the following ways:
 - Select one of the received electronic letters/notifications and click on the "Reminder" icon available in the results section (top or bottom).



 Click the 'Options' ("gear ") button, available under the Action column, for a received letter/notification and select the "Set Reminder Date" option.



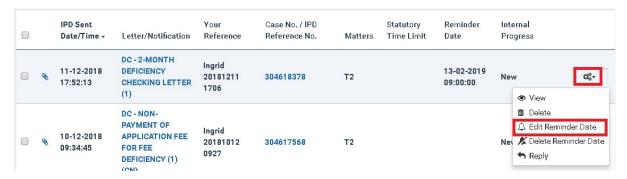
2. Select the reminder date/time and click on the "Add" option.



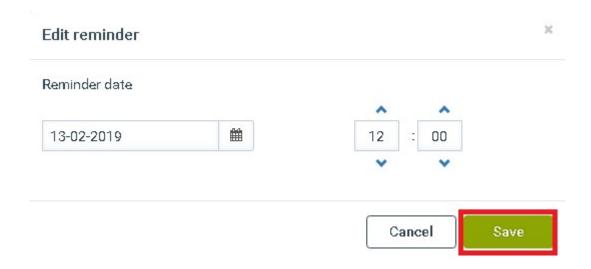
Note: When the reminder date/time is reached you will get notified in the E-Filing Electronic Mail Box.

7.7 Edit a Reminder

1. Click the 'Options' ("gear ") button, available under the Action column, for a received letter/notification that is associated with a 'reminder' and select the "Edit Reminder Date" option.

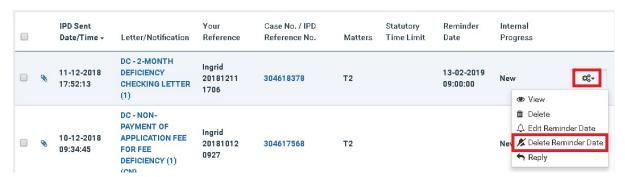


2. Edit the reminder date/time and click on the "Save" option.

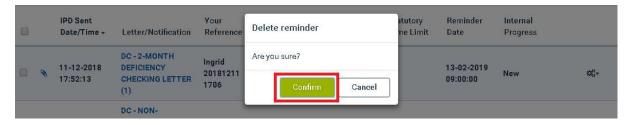


7.8 Remove a Reminder

1. Click the 'Options' ("gear ") button, available under the Action column, for a received letter/notification that is associated with a 'reminder' and select the "Delete Reminder Date" option.



2. Click on the "Confirm" option.

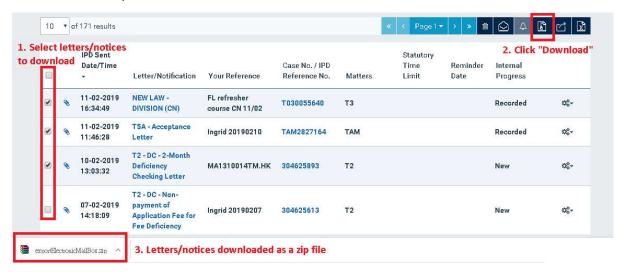


7.9 Download electronic letters/notices

You can download the selected electronic letters/notices, sent from an IPD user or the system, in a zip file.

1. Select one or more of the received electronic letters/notices (up to 20) and click on the "Download" icon available in the results section (top or bottom). The system

creates and provides for download a zip file with the contents of the selected electronic letters/notices.



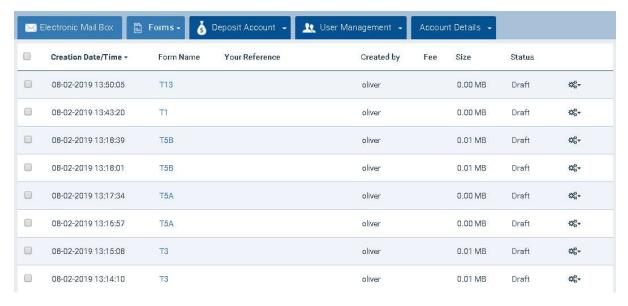
8 Forms

8.1 Pending Forms

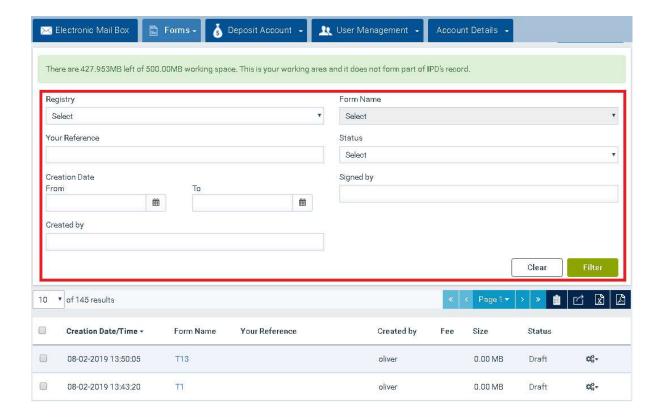
The Pending Forms page allows you to manage your draft or finalized web-forms filled online. Each E-Filing account has a predefined maximum storage of 500mb, explicitly for holding the "pending forms".

8.1.1 Search for Pending Forms

1. By default, all draft and finalized web-forms are displayed in the Pending Forms page.



2. In order to filter your list of pending forms, use the Filter section (refer to 6 How to Search in).

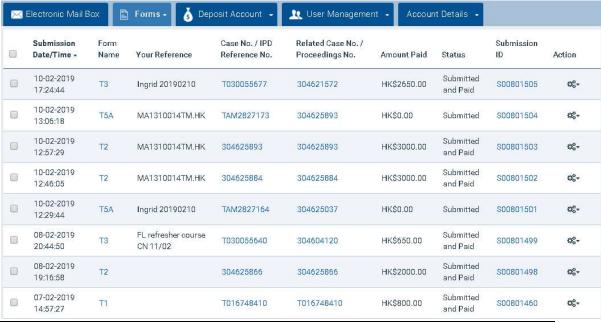


8.2 Submitted Forms

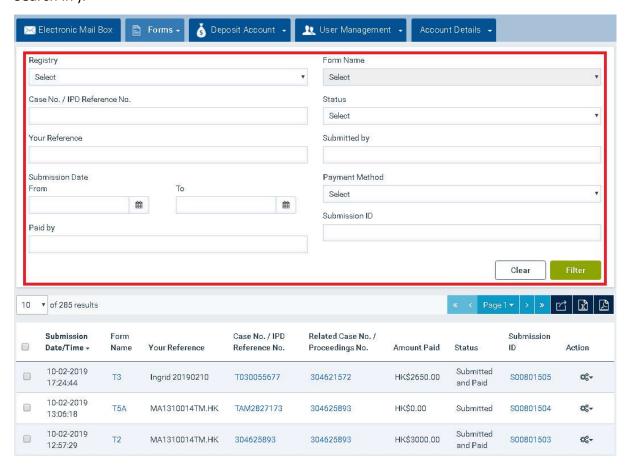
The Submitted Forms page stores all of your submissions (both successful and failed) within the last 365 days.

8.2.1 Search for Submitted Forms

1. By default, the electronic submissions for the last 365 days are displayed in the Submitted Forms page.



2. In order to filter your list of submitted forms, use the Filter section (refer to 6 How to Search in).



8.3 Create Web-Forms

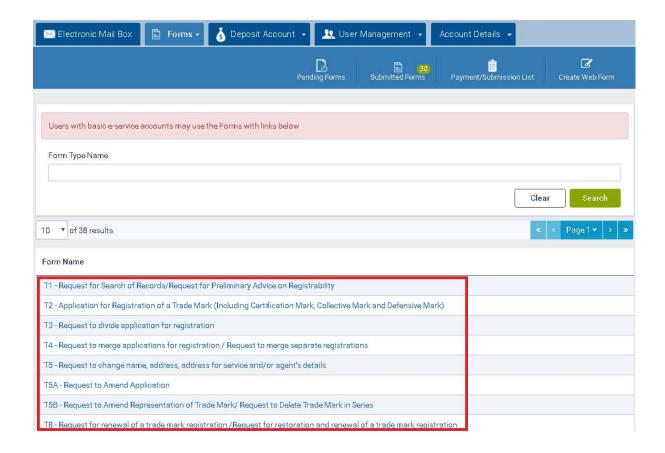
The new E-Filing System provides the functions for the e-filers to select a web-form template, create a web-form and fill in the form online in the system. The system provides a web interface and functions where possible, to aid the form filling, such as pre-filling some data fields in the web-form with data in the System, validation of input data against data in the System, calculating data and import data from another file into data field(s) in the web-form.

8.3.1 Create a Web-Form

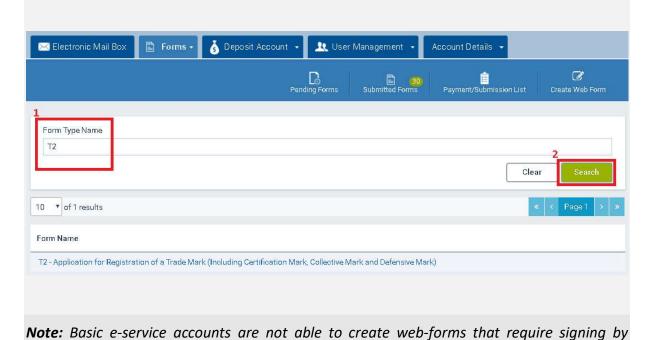
- 1. Select the "arrow" icon in the 'Forms' tab.
- 2. Select the "Create Web Form" option.



3. Click one of the available web-forms. The system opens the web-form template.



Note: You can type the form name (e.g. T2) in the 'Form Type Name' search criterion and click on the "Search" option.



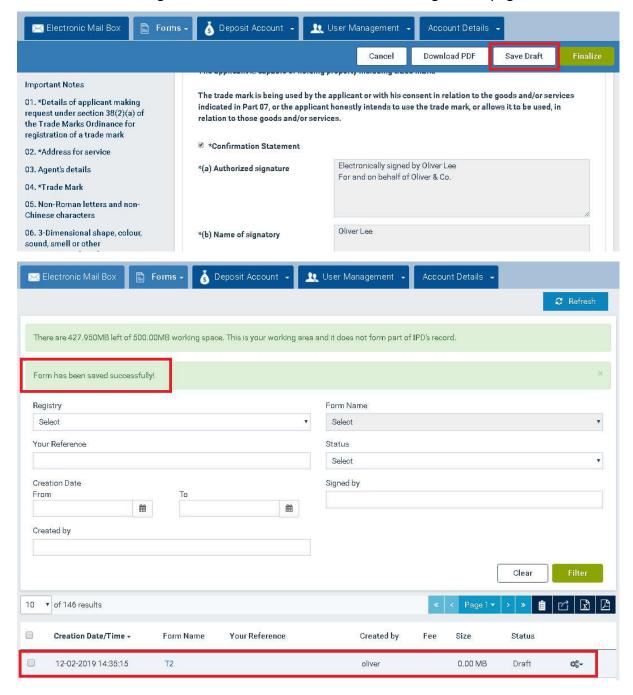
Electronic Certificate.

Note: You will not be able to create a web-form when there is not enough storage space in your "working area".

8.3.2 Save a Web-Form

You can save a web-form being filled as a draft.

1. Select the "Save Draft" option available on top of the web-form. The system displays a confirmation message and stores the web-form in the 'Pending Forms' page.



Note: You will not be able to save a web-form whenthere is not enough storage space in your "working area".

8.3.3 View a Web-Form

You can access a web-form in view mode with any of the following ways:

- from the results section of the Pending Forms page: click the form name hyperlink available under the 'Form Name' column.
- from the results section of the Pending or Submitted Forms page: click the 'Options' ("gear ") button, available under the Action column, for one of the forms and select the "View" option.



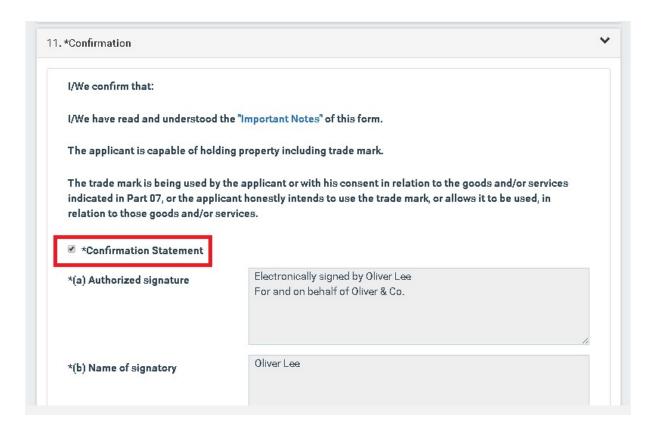
8.3.4 Edit a Web-Form

You can edit a web-form before submitting itto the IPD.

- 1. Click the 'Forms' tab or select the "Pending Forms" option of the 'Forms' tab.
- 2. Navigate to the 'results' section.
- 3. Click the 'Options' ("gear ") button, available under the Action column, for one of the pending web-forms and select the "Edit" option. The system displays the selected web-form in an editable format.



Note: In order to edit a web-form that is signed, you will need to remove the signature. To remove the signature, please navigate to the signature section of the form and clear the tick in the checkbox above the "Authorized signature" field.



8.3.5 Clone a Web-Form

You can create a new web-form from one of the available draft or already submitted forms to IPD. Following the web-form creation, you may save the web-form or discard it, using the available web-form functionalities.

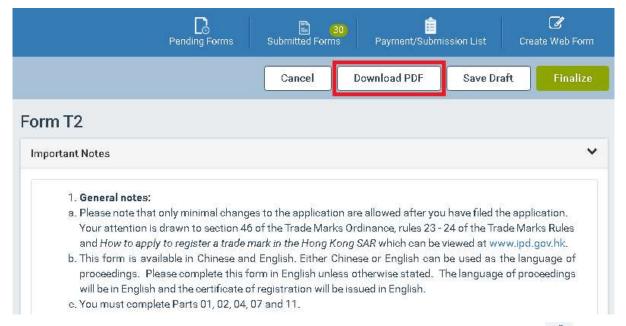
- 1. Navigate to the 'results' section of the Pending or Submitted Forms page.
- 2. Click the 'Options' ("gear ") button, available under the Action column, for one of the forms and select the "Clone" option. The system creates a new web-form, based on the selected one and displays it in an editable format.



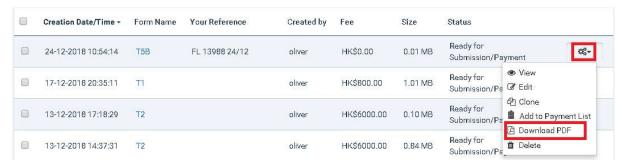
8.3.6 Download a Web-Form in PDF Format

You can download a web-form as PDF by any of the following ways:

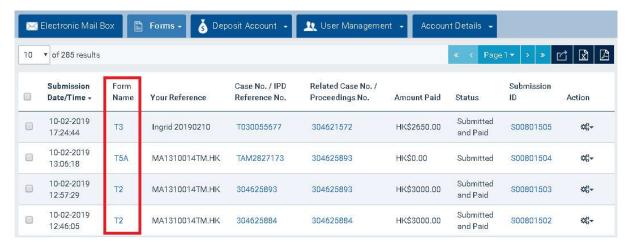
• from the web-form details in view or edit mode: select the "Download PDF" option.



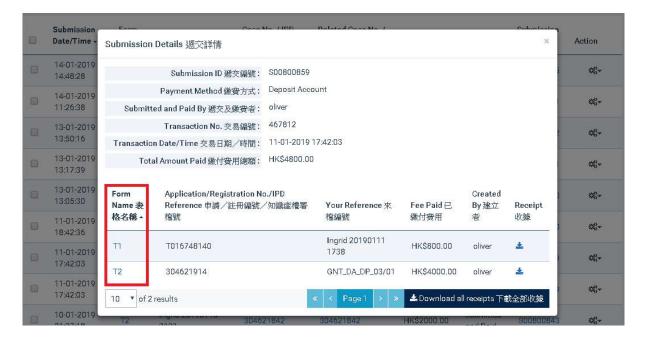
• from the results section of the Pending Forms page: click the 'Options' ("gear ") button, available under the Action column, for one of the forms and select the "Download PDF" option.



• from the results section of the Submitted Forms page: click the form name hyperlink available under the 'Form Name' column.



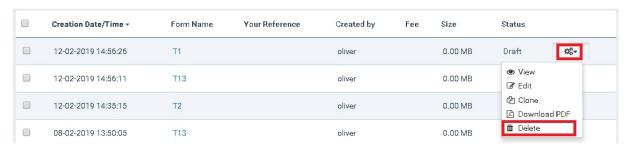
• from the 'Submission Details' window: click the form name hyperlink available under the 'Form Name' column.



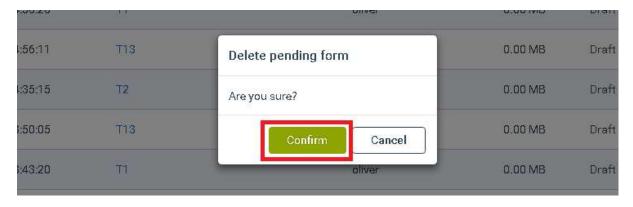
8.3.7 Delete a Web-Form

You can delete a web-form from "Pending Forms" page by following the steps below:

- 1. Navigate to the 'results' section.
- 2. Click the 'Options' ("gear ") button, available under the Action column, for one of the forms and select the "Delete" option.



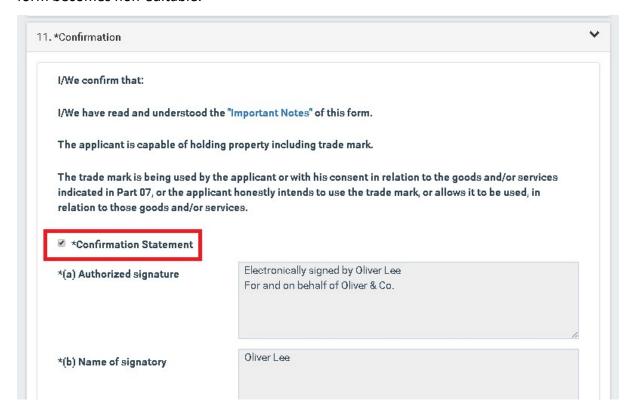
3. Click on the "Confirm" option.



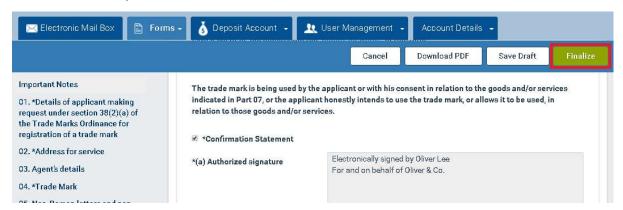
8.3.8 Finalize Web-Form

After completing the key-in of all mandatory information and before proceeding with the definitive payment and submission of the web-form to the IPD, the web-form contents need to be validated.

 Sign the form by clicking the "Confirmation Statement" checkbox displayed in the 'Signature' section. The system prefills the section with the user details and the webform becomes non-editable.



2. Select the "Finalize" option available on top of the web-form. The system validates the web-form and any attached electronic documents:

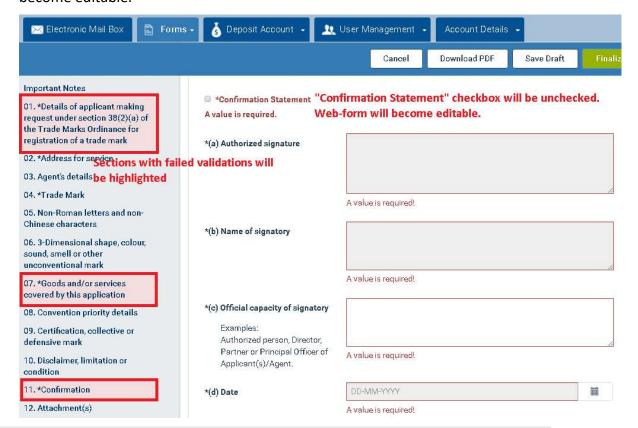


• If all validations are successfully, you will be redirected to the "Pending Forms" page to further proceed with the form Submission. The status of the form will be

updated to 'Ready for Submission/Payment' and the form fee to be paid (if applicable), will be calculated by the system based on the fee schedule.



• If at least one validation error exist, you will not be able to complete the Finalization of the web-form and proceed with the Submission. The system will uncheck the "Confirmation Statement" checkbox and the whole web-form will become editable.



Note: The validation errors will be displayed below the respective field. The system will also highlight the field and the section names containing failed validations on the left hand side navigation column.

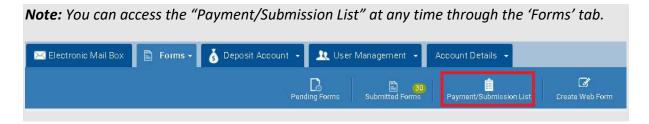
Note: You will able to save a web-form that contains validations as a 'Draft'.

8.4 Pay and Submit Web-Forms

The E-Filing System provides the functions for the e-filers to initiate the payment and submission process for one to multiple validated web-forms in one batch or individually.

8.4.1 Payment/Submission List

You can select individual or multiple forms that are ready for payment/submission, to be added to a "Payment/Submission List". In particular, web-forms with status 'Ready for Submission/Payment'.

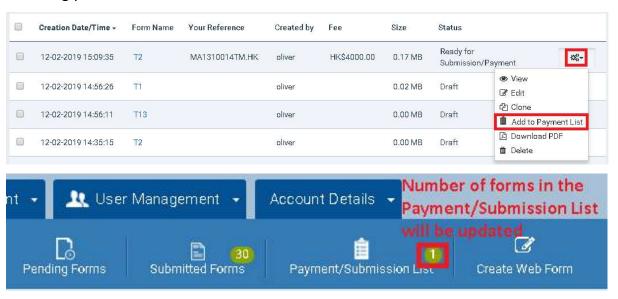


8.4.1.1 Add Forms to 'Payment/Submission List'

1. Click the 'Forms' tab or select the "Pending Forms" option of the 'Forms' tab.



 Click the 'Options' ("gear ") button, available under the Action column, for a form in status 'Ready for Submission/Payment' and select the "Add to Payment List" option.
 The number of available forms in the "Payment/Submission List" is updated accordingly.



Note: The "Add to Payment List" option is not available for forms in status 'Draft'.

In order to add multiple forms that are ready for payment/submission to the "Payment/Submission List":

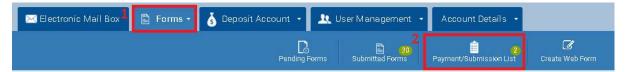
- 1. Navigate to the 'results' section.
- 2. Select multiple forms in status 'Ready for Submission/Payment', by checking the respective checkbox displayed next to the form and click the "Add to Payment List" icon available in the results section (top or bottom).



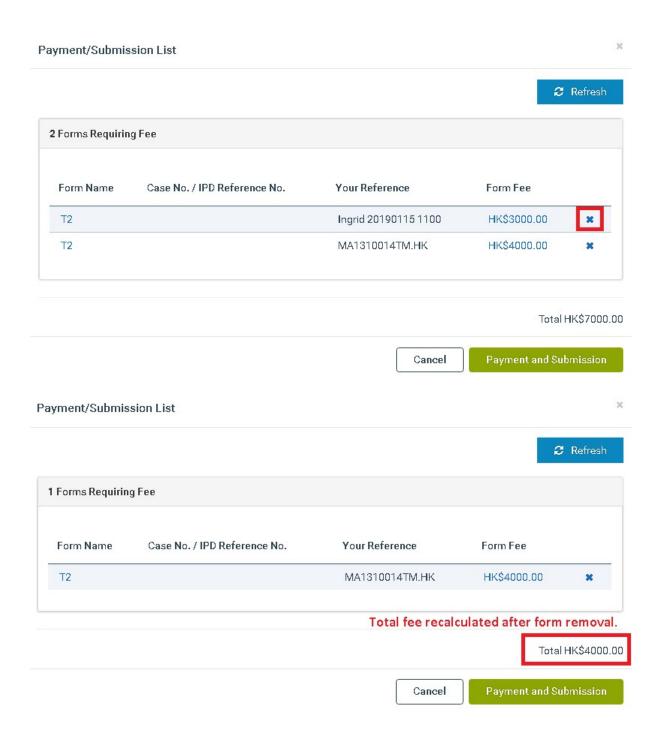
Note: You can select up to 20 forms that are 'Ready for Submission/Payment' to be added in the "Payment/Submission List.

8.4.1.2 Remove Forms from 'Payment/Submission List'

- 1. Click the 'Forms' tab or select the "Pending Forms" option of the 'Forms' tab.
- 2. Select the 'Payment/Submission List' icon at the top right-hand corner.



3. Select the remove ('x') option for one of the available entries. The system removes the form from the 'Payment/Submission List' and recalculates the total fee to be paid accordingly.



8.4.2 Forms Payment and Submission

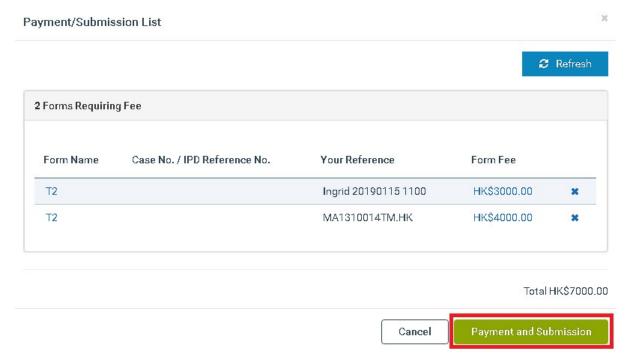
After adding a number of forms in the "Payment/Submission List", you may proceed with their definitive payment and submission to the IPD. For Registered Users, payment in relation to electronic filing may be made through online credit card payment services or a designated deposit account. When the payment is completed, a payment receipt will be generated.

8.4.2.1 Pay with Deposit Account

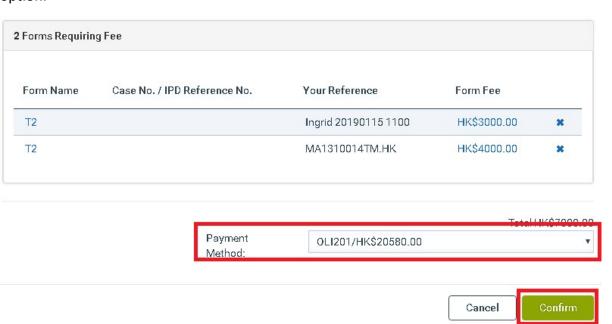
- 1. Click the 'Forms' tab or select the "Pending Forms" option of the 'Forms' tab.
- 2. Select the 'Payment/Submission List' icon.



3. Select the "Payment and Submission" option.

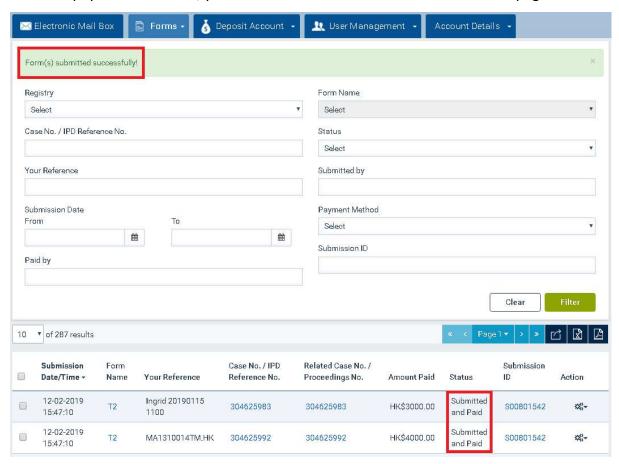


4. Select a Deposit Account with sufficient account balance and click on the "Confirm" option.



Note: If there are no fees to be paid, the 'Payment Method' will be disabled and you will see the "Submit" option instead of the "Confirm". Click on the "Submit" option and the system will proceed with the form(s) submission.

5. Once the payment is verified, you will be redirected to the 'Submitted Forms' page.



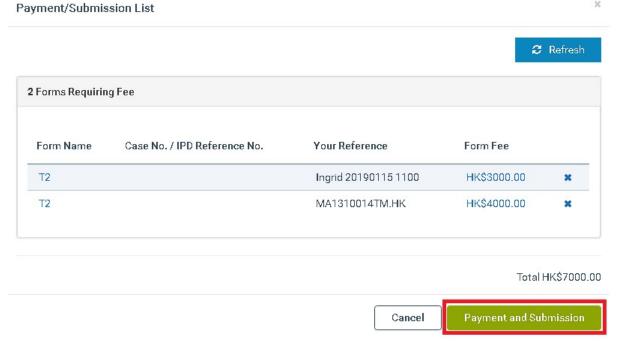
Note: The forms will be stored with status 'Submitted' (for free forms) or "Submitted and Paid" (for 'fee bearing' forms).

8.4.2.2 Pay with Credit Card

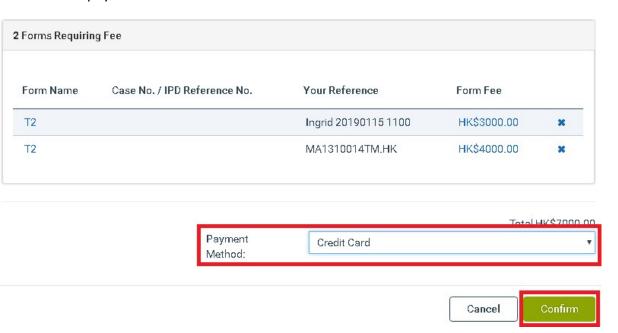
- 1. Click the 'Forms' tab or select the "Pending Forms" option of the 'Forms' tab.
- 2. Select the 'Payment/Submission List' icon.



3. Select the "Payment and Submission" option.

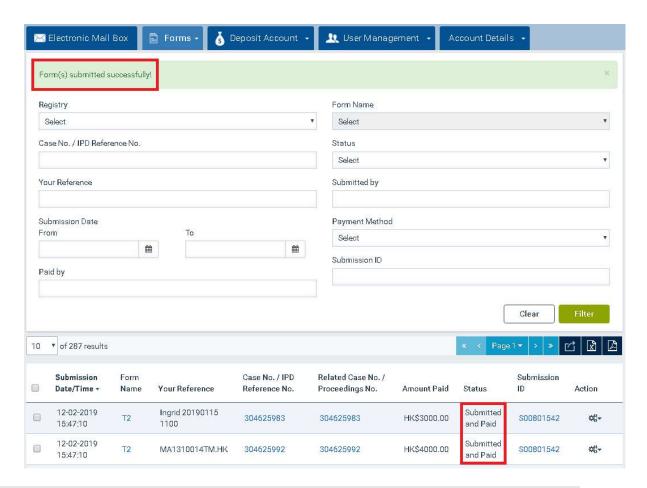


4. Select the 'Credit Card' and click on the "Confirm" option. The system will redirect you to the online payment interface.

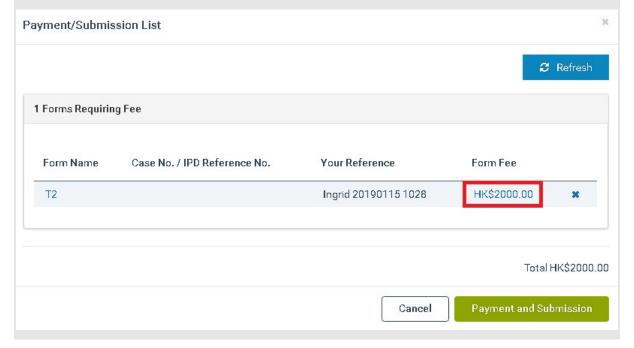


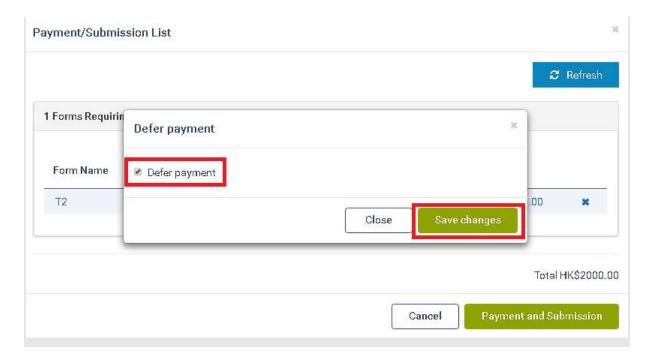
Note: If there are no fees to be paid, the 'Payment Method' will be disabled and you will see the "Submit" option after step 3 instead of the "Confirm" mentioned in step 4. Click on the "Submit" option and the system will proceed with the form(s) submission.

5. Complete the payment process. Once the payment is verified, you will be redirected to the E-Filing 'Submitted Forms' page.



Defer payment: If there are forms for which you wish to defer the payment, click the hyperlink under the "Form Fee" and select the 'Defer payment' option in the pop-up window.





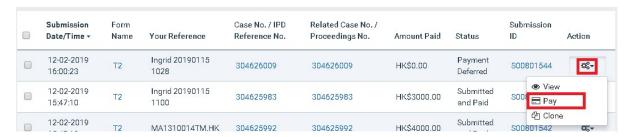
8.4.3 Submitted Forms Payment

You can pay individual forms already submitted to IPD online which have payment deferred.

- 1. Select the "arrow" icon in the 'Forms' tab.
- 2. Select the "Submitted Forms" option.



3. Click the 'Options' ("gear ") button, available under the Action column, for a form in status 'Payment Deferred' and select the "Pay" option.



- 4. Select the "Payment" option.
- 5. Select a Deposit Account with sufficient account balance or the 'Online Credit Card' option and click on the "Confirm" button.



Note: If the form cannot be proceeded with (for example, status of the form is abandoned, withdrawn, refused, etc.), the system will display a blocking pop-up window, informing you that the IPD cannot accept electronic payment anymore. In this pop-up window, you will be given the option to select "No Longer Applicable". In such case the system will set the status of the form to "Submitted and not Paid" and you will not be able to pay the form through E-Filing.



8.4.4 View Submission Details

You can view the details of past electronic submissions from the Submitted Forms or Deposit Account page:

- 1. Navigate to the results section.
- 2. Click on the 'Submission ID' link for one of the result entries. The system opens the "Submission Details" pop-up window.



Submission Details 遞交詳情

Submission ID 遞交編號: S00801542

Payment Method 繳費方式: Deposit Account

Submitted and Paid By 遞交及繳費者: olive

Transaction No. 交易編號:

Transaction Date/Time 交易日期/時間:

Total Amount Paid 繳付費用總額: HK\$7000.00

Form Name 表 格名稱 -	Application/Registration No./IPD Reference 申請/註冊編號/知識座權署 檔號		Your Reference 來 檔編號				Fee Paid 已 缴付費用	Created By 建立 者	Receipt 收據
T2	304625992	N	MA1310014TM.HK				HK\$4000.00	oliver	±
T2	304625983		Ingrid 20190115 1100				HK\$3000.00	oliver	±
10 ▼ of 2	results	κ .	S	Page 1	>	»	🚣 Download all	receipts 下≢	数全部收據

Note:

-To download the receipt for one of the available records, click on the respective 'download' icon, displayed under the 'Receipt' column.



-To download all receipts in the pop-up window in a zip file, click on the "Download all receipts" option. Transaction Date/Time 交易日期/時間: Total Amount Paid 繳付費用總額: HK\$7000.00 Form Application/Registration No./IPD Created Name 表 Reference 申請/註冊編號/知識產權署 Your Reference 來 Fee Paid ⊟ By 建立 Receipt 格名稱▲ 檔號 檔編號 繳付費用 收據 奢 T2 304625992 MA1310014TM.HK HK\$4000.00 oliver Ingrid 20190115 T2 304625983 HK\$3000.00 oliver 1100 ▲ Download all receipts 下載全部收據 10 ▼ of 2 results Page 1

8.4.5 View Related Documents

The E-Filing System provides a consolidated view of the "related documents" associated with a particular case. You are able to access all related submitted and received documents of a case by any of the following ways:

• Click the "Case No. / IPD Reference No." or the "Related Case No. / Proceedings No. " available in the Submitted Forms page.



• Click the "Case No. / IPD Reference No." available in the Electronic Mail Box page.



Note: The Related Documents page will open in a separate web-browser tab. Full Documents View for 304625893 « < Page1 > » 10 ▼ of 9 results Submitted Form/Received Letter Case No. / IPD Reference No. Date/Time -Your Reference Related Case No. / Proceeding No. 10-02-2019 13:06:18 T5A MA1310014TM.HK TAM2827173 304625893 10-02-2019 13:06:18 T5A - Receipt MA1310014TM.HK TAM2827173 304625893 T2 - DC - 2-Month Deficiency Checking Letter -10-02-2019 13:03:32 MA1310014TM.HK 304625893 OutgoingCorrespondence_ 20190210_130332.pdf 10-02-2019 12:57:29 T2 MA1310014TM.HK 304625893 304625893 10-02-2019 12:57:29 T2 - Receipt MA1310014TM.HK 304625893 304625893 10-02-2019 12:57:29 T2 - GREEN FARMS_D.jpg MA1310014TM.HK 304625893 304625893 10-02-2019 12:57:29 T2 - GREEN FARMS_C.jpg MA1310014TM.HK 304625893 304625893 10-02-2019 12:57:29 T2 - GREEN FARMS_B.jpg MA1310014TM.HK 304625893 304625893 10-02-2019 12:57:29 T2 - GREEN FARMS_A.jpg MA1310014TM.HK 304625893 304625893

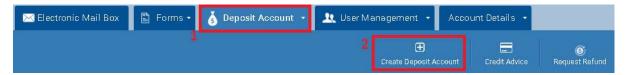
9 Deposit Account

The Monitor Deposit Account page allows you to view your Deposit Account(s) available balance, and search for records in Deposit Account(s) (e.g. Deposit Account top-ups, refunds and debits due to form(s) submissions) with various criteria.

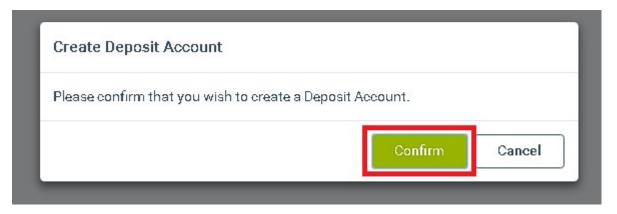
9.1 Request for Deposit Account creation

Registered e-Filers are able to create one or more Deposit Accounts to the IPD, to enable the Deposit Account payment service.

- 1. Click the 'Deposit Account' tab.
- 2. Click the "Create Deposit Account" icon available in the top right corner.



3. Select the "Confirm" option.



Note: This request will require further processing/confirmation by the authorised IPD users. You will get notified in the E-Filing Electronic Mail Box for the outcome of your request.

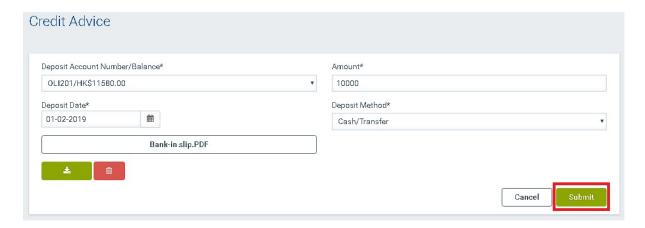
9.2 Credit Advice Request

Registered e-Filers that deposited money at the IPD's bank account, are able to request from IPD to top-up the balance of their Deposit Account(s) via the E-Filing System.

- 1. Click the 'Deposit Account' tab.
- 2. Click the "Credit Advice" icon available in the top right corner.



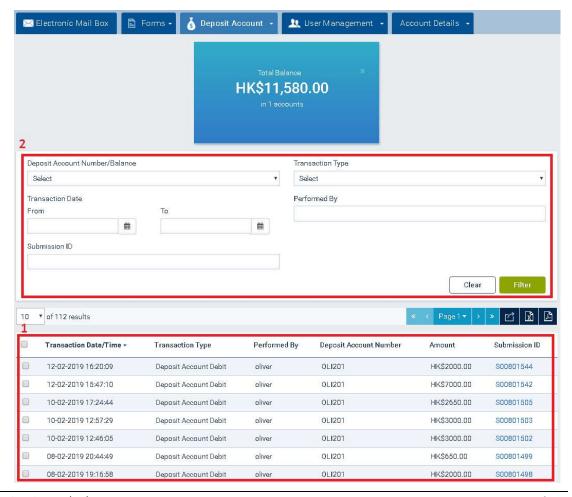
3. Fill in the mandatory fields and click on the "Submit" option.



Note: This request will require further processing/confirmation by the authorised IPD users. You will get notified in the E-Filing Electronic Mail Box for the outcome of your request.

9.3 Search for records in Deposit Account(s)

- 1. By default, all the records in the deposit account(s) are displayed in the Monitor Deposit Account page.
- 2. In order to filter your list of records, use the Filter section (refer to 6 How to Search in System).



Note: In order to search for movements related to a certain deposit account, select the target
account from the 'Deposit Account Number/Balance' criterion and click on the "Filter" option

10 User Management

Firm Users are able to create and manage Subsidiary User account(s) for the Firm.

10.1 Create Subsidiary User

- 1. Select the "arrow" icon in the 'User Management' tab.
- 2. Click on the "Create Subsidiary User" option.

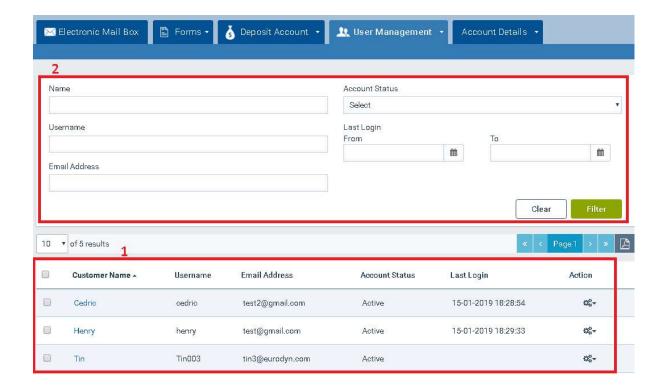


- 3. Fill in the mandatory fields and any other field desired.
- 4. Assign one or more of the available Access Rights from the list displayed in the relevant field (for more information refer to Annex C Access Rights).
- 5. Click on the "Submit" option.



10.2 Search Subsidiary Users

- 1. By default, all Subsidiary User accounts are displayed in the User Management page.
- 2. In order to filter the list of accounts, use the Filter section (refer to 6 How to Search in).



10.3 View Subsidiary User Account Details

- 1. You can view the Subsidiary account details by any of the following ways:
 - Click on the 'Customer Name' hyperlink for one of the available records.

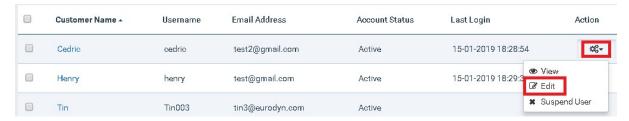


• Click the 'Options' ("gear "") button, available under the Action column, for one the account records and select the "View" option.

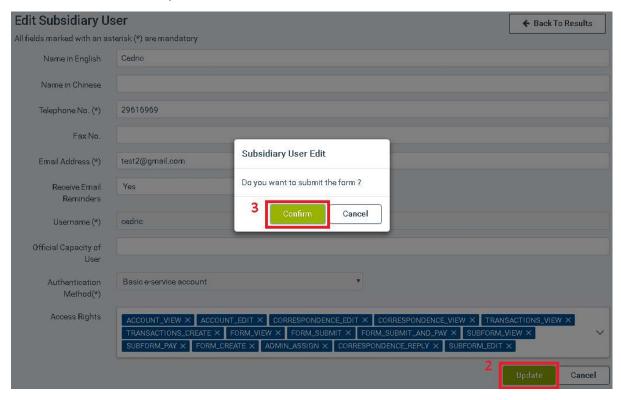


10.4 Edit Subsidiary User Account Details

1. Click the 'Options' ("gear ") button, available under the Action column, for one of the account records and select the "Edit" option.

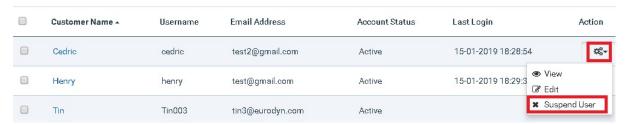


- 2. Update any editable field desired and click on the "Update" option.
- 3. Click on the "Confirm" option.



10.5 Suspend Subsidiary User Account

1. Click the 'Options' ("gear ") button, available under the Action column, for one of the account records and select the "Suspend User" option.



2. Select the "Confirm" option.



10.6 Un-suspend Subsidiary User Account

1. Click the 'Options' ("gear ") button, available under the Action column, for one of the suspended account records and select the "Un-suspend User" option.



2. Select the "Confirm" option.



10.7 Re-activate Subsidiary User Account

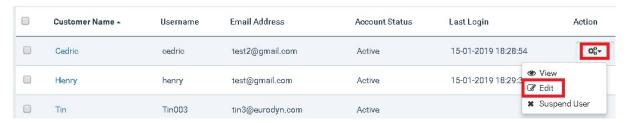
Firm Users are able to re-activate an inactive or locked Subsidiary User's account.

- 1. Click the 'Options' ("gear ") button, available under the Action column, for one of the inactive account records and select the "Activate User" option.
- 2. Select the "Confirm" option.

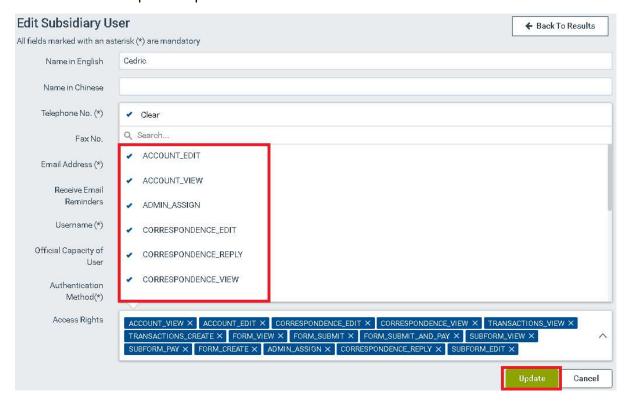
10.8 Grant Subsidiary User Account Access Rights

Firm Users can assign different access rights to individual Subsidiary Users:

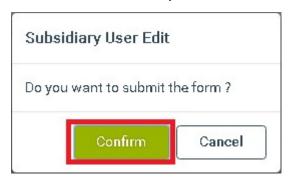
1. Click the 'Options' ("gear ") button, available under the Action column, for one of the account records and select the "Edit" option.



2. Select one or more of the available Access Rights to be assigned from the list displayed in the relevant field (for more information please refer to Annex C – Access Rights) and click on the "Update" option.

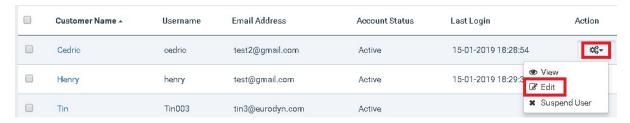


3. Click on the "Confirm" option.

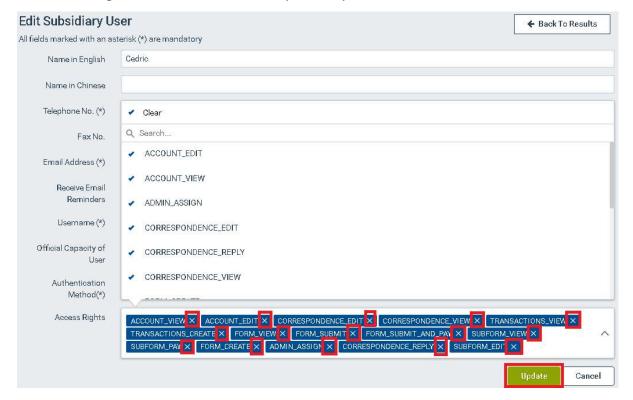


10.9 Revoke Subsidiary User Account Access Rights

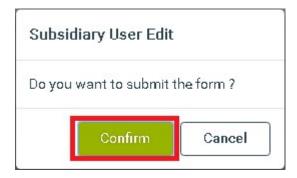
1. Click the 'Options' ("gear ") button, available under the Action column, for one of the account records and select the "Edit" option.



2. Select one or more access rights to be revoked, by clicking the "x" option available in the 'Access Rights' field and select the "Update" option.



3. Click on the "Confirm" option.



11 Account Details

11.1 Display Account Details

1. Click the 'Account Details' tab or select the "View Details" option of the 'Account Details' tab.

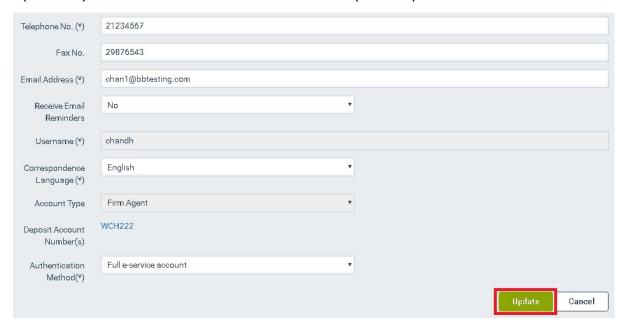


11.2 Update Account Details

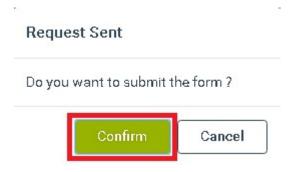
- 1. Select the "arrow" icon in the 'Account Details' tab.
- 2. Select the "Update Details" option.



3. Update any editable field desired and click on the "Update" option.



4. Click on the "Confirm" option.

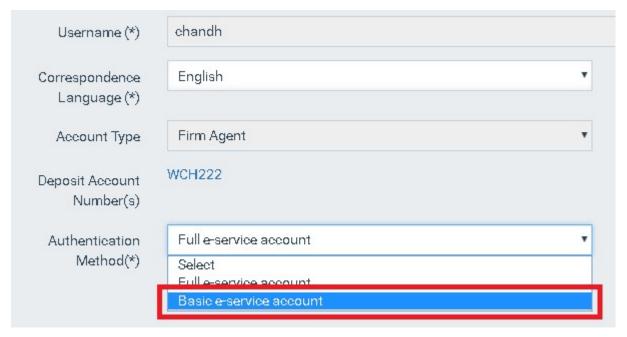


11.3 Change Account Type - Switch to Basic e-service account

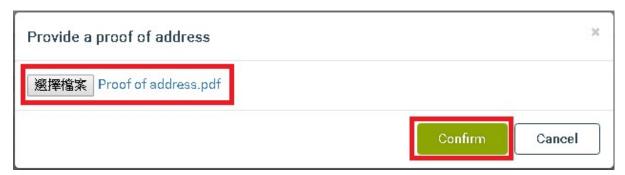
- 1. Select the "arrow" icon in the 'Account Details' tab.
- 2. Select the "Update Details" option.



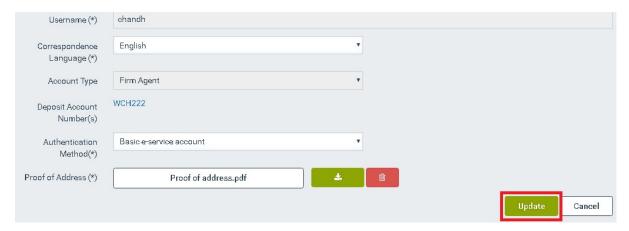
3. Select the "Basic e-service account" option from the 'Authentication Method' list.



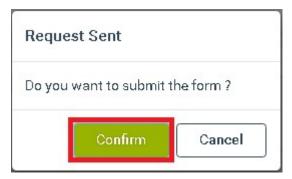
4. Upload an electronic file/document for proof of address and click on the "Confirm" option.



5. Fill in the mandatory fields and click on the "Update" option.



6. Click on the "Confirm" option.



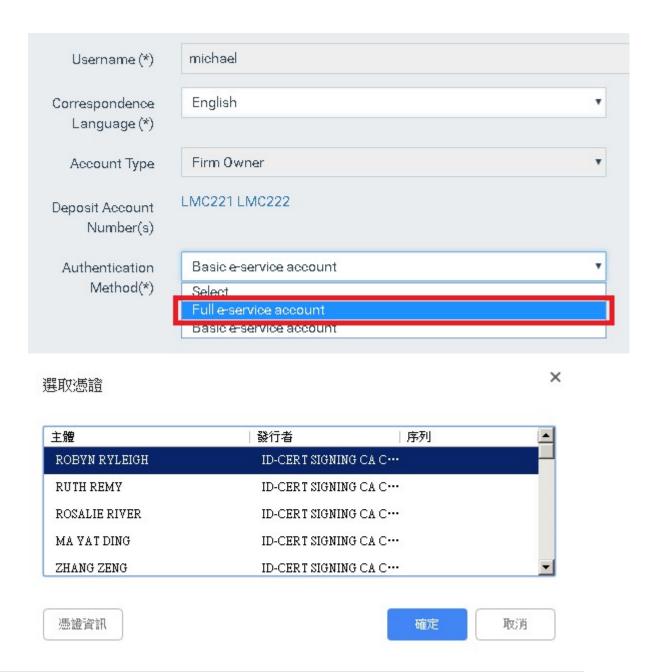
Note: This request will require further processing/confirmation by the authorised IPD users. In the meantime, you and your subsidiary accounts (if any) will continue accessing the E-Filing in the initial mode.

11.4 Change Account Type - Switch to Full e-service account

- 1. Select the "arrow" icon in the 'Account Details' tab.
- 2. Select the "Update Details" option.



3. Select the "Full e-service account" option from the 'Authentication Method' list. The system opens a pop-up window and verifies the validity of the (selected) Electronic Certificate.

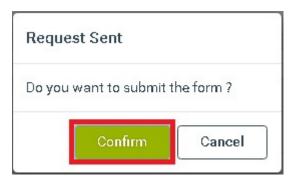


Note: A valid Electronic Certificate should be installed on your browser. For more information please refer to Annex A – Electronic Certificate Requirements.

4. Click on the "Update" option.



5. Click on the "Confirm" option.



Note: This request will require further processing/confirmation by the authorised IPD users. In the meantime, you and your subsidiary accounts (if any) will continue accessing the E-Filing in the initial mode.

11.5 Change password

- 1. Select the "arrow" icon in the 'Account Details' tab.
- 2. Select the "Change Password" option.



3. Fill in the mandatory fields and click on the "Reset Password" option.



4. Click on the "Confirm" option.



Note: A valid 'password' is at least eight characters long; does not contain the user's entire account name or entire full name; and contains at least one character from each of the following categories:

```
i. English uppercase character (A - Z);
```

ii. English lowercase character (a - z);

```
iii. Base 10 digit (0 - 9); and
```

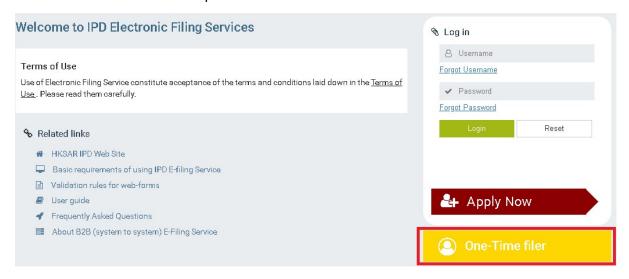
iv. Special character of the following including character Space " ": ~ `! @ # \$ % ^ & * () _ - + = | \ { } [] : " ; ' <> , . ? /

12 Web-Forms available for One-Time Filers

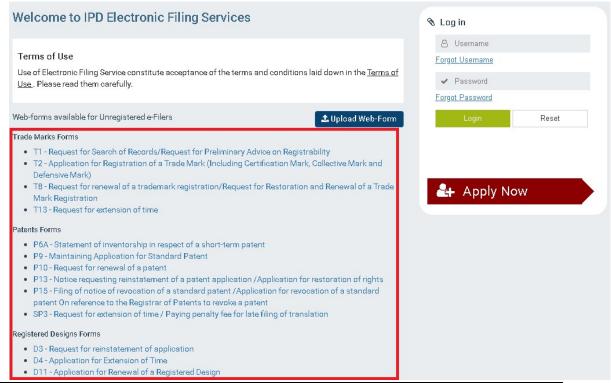
One-Time filers are users without an E-Filing account. For forms applicable to One-Time filers, please access the E-Filing home page and click on "One-Time filer".

12.1 Create Web-Form

- 1. Access the E-Filing home page.
- 2. Select the "One-Time Filer" option.



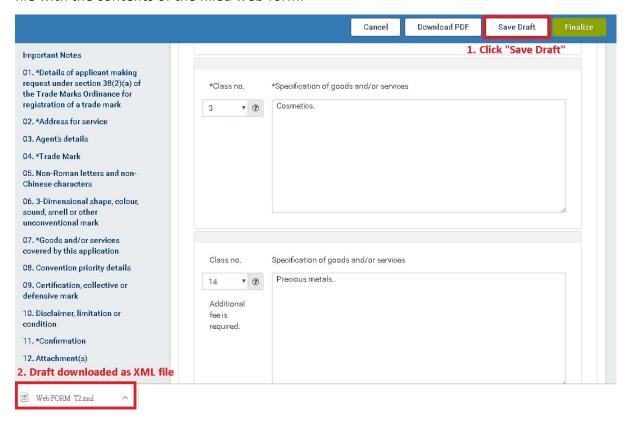
3. Click on the web form you wish to file. The system displays the selected web-form in edit mode.



12.2 Save Draft Web-Form

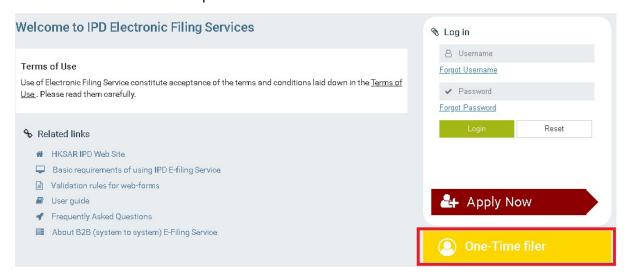
You can save a web-form being filled as a draft in an XML file in your device. You will be able to upload the XML file to the E-Filing System for subsequent editing and filling.

1. Select the "Save Draft" option. The system creates and provides for download an XML file with the contents of the filled web-form.

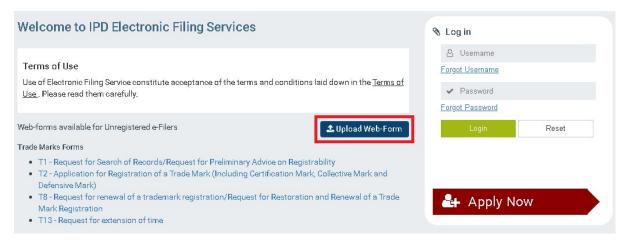


12.3 Upload Web-Form

- 1. Access the E-Filing home page.
- 2. Select the "One-Time filer" option.



3. Select the "Upload Web-Form" option.



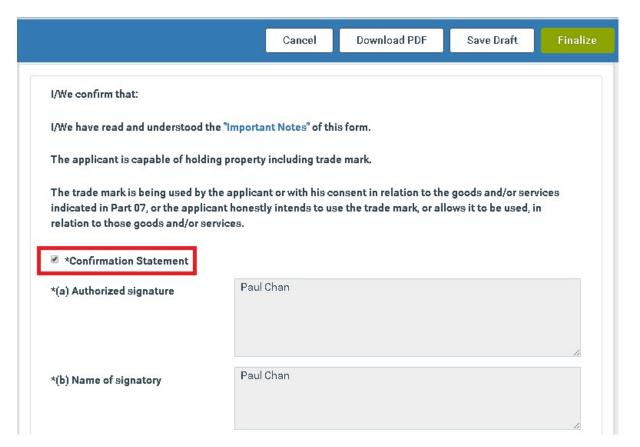
4. Upload the web-form XML file and click on the "Open" option. The system will validate the file and display the web-form in edit mode.



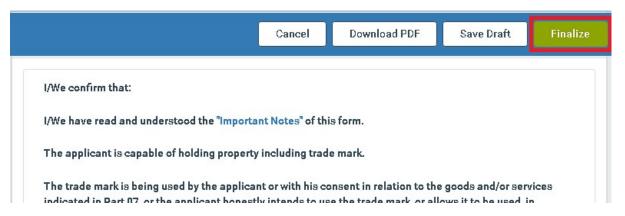
12.4 Finalize Web-Form

After completing the key-in of all mandatory information and before proceeding with the definitive payment and submission of the web-form to the IPD, the web-form contents need to be validated. You are advised to save your web form before proceeding with the following steps.

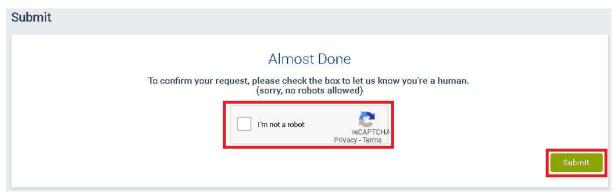
1. After entering your signature and official capacity on the form, click the "Confirmation Statement" checkbox displayed in the 'Signature' section.



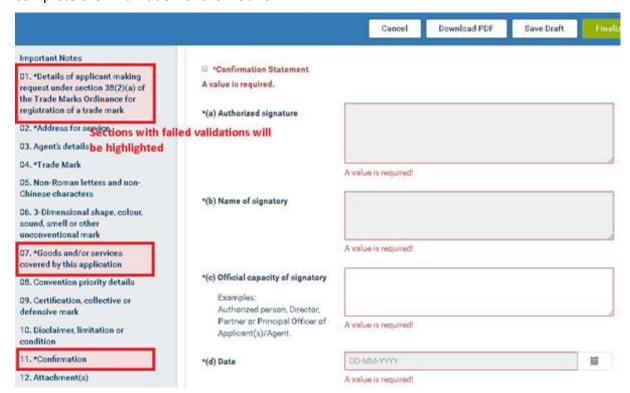
2. Select the "Finalize" option available on top of the web-form. The system validates the web-form and any attached electronic documents:



• If all validations are successfully, the system will redirect you to the CAPTCHA screen and displays a 'Submit' option.



• If at least one validation error exist, the system will display a message on the screen informing you about the failure in vaidation. You will not be able to complete the Finalization of the web-form.



Note: The validation errors will be displayed below the respective field. The system will also highlight the field and the section names containing failed validations on the left hand side navigation column.

Note: You will able to save a web-form that contains validation errors as a 'Draft'.

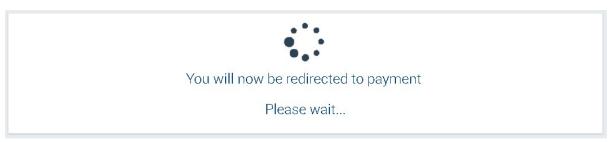
12.5 Payment and Submission of Web-Form

The payment process will be initiated once the web-form is validated. For One-Time Filers, payment can only be made through online credit card payment services.

- 1. Enter a valid CAPTCHA
- 2. Click on the "Submit" option.



3. The system will redirect you to the online payment interface.



Note: If there are no fees to be paid, the system will proceed with the form(s) submission.

4. Complete the payment process by following the instructions provided in the online payment system. Once the completion of payment process is verified, you will be redirected to the E-Filing page.

Note: -To download the receipt in PDF format, click on the "Download Receipt" option. -To download the form submitted in PDF format, click on the "Download PDF" option. -To receive the receipt in PDF format in your email account, specify a valid e-mail address in the 'Email Address' field and click on the "Submit" option. Please download the generated documents Download Receipt Download Your Form (PDF Format) Please specify an email address in the box below if you wish to receive your Receipt by email Email Address (*) Submit Cancel

13 Annex A – Electronic Certificate Requirements

For an Electronic Certificate to be considered as a valid one, all the following criteria must be satisfied:

- The Certificate is issued by a recognized Certification Authority (CA), either HongKong Post or Digi-Sign. This is required by the Electronic Transactions Ordinance (Cap. 553): https://www.gov.hk/en/residents/communication/infosec/digitalcert.htm.
- The Certificate type is either Personal or Organizational certificate.
- The Certificate is current based on the validity period (from-to)
- The Certificate is not revoked or suspended based on the Certificate Revocation Lists (CRL) of the corresponding CAs.

How to install Electronic Certificates - Chrome

- 1. Open Google Chrome. Open the menu at the top right corner and select Settings.
- 2. Select Advanced > Manage Certificates.
- 3. Click **Import** to start the Certificate Import Wizard.
- 4. Click Next.
- 5. Click **Browse** to navigate to the location where your certificate file is stored (make sure to choose the option "All Files" to see those with the file extension .p12).
- 6. Select your SSL Certificate (.p12) File and click **Open**.
- 7. Click Next.
- 8. Enter the Password and click **Next**.
- Let the Certificate Import Wizard determine the best place for the installation.Click Next.
- 10. Click Finish.
- 11. Your digital certificate is now visible in the certificates list and ready for use.

How to install Electronic Certificates - Mozilla Firefox

- 1. Open Mozilla Firefox, click **Tools > Options > Privacy & Security.**
- 2. Select View Certificates.
- 3. Click Import.
- 4. Click **Browse** to navigate to the location where your certificate file is stored (make sure to choose the option "All Files" to see those with the file extension .p12).

- 5. Select your SSL Certificate (.p12) File and click **Open**.
- 6. Enter the Password and click **OK**.
- 7. Your digital certificate is now visible in the certificates list and ready for use.

How to install Electronic Certificates - Microsoft Internet Explorer/Edge

- 1. Open Internet Explorer, click **Tools** and select **Internet Options**.
- 2. Open the **Content** tab and click **Certificates**.
- 3. Click **Import** to start the Certificate Import Wizard.
- 4. Click Next.
- 5. Click **Browse** to navigate to the location where your certificate file is stored (make sure to choose the option "All Files" to see those with the file extension .p12).
- 6. Select your SSL Certificate (.p12) File and click Open.
- 7. Click Next.
- 8. Enter the Password and click Next.
- 9. Tick the second option and click Next.
- 10. Click Finish.
- 11. Your digital certificate is now visible in the certificates list and ready for use.

How to install Electronic Certificates - Safari

- 1. Open Keychain Access. In the **Finder** window, under **Favorites**, click **Applications**, click **Utilities** and then double-click **Keychain Access**.
- 2. In the **Keychain Access** toolbar, click **File > Import Items**.
- 3. In the **Keychain Access** window, in the **Destination Keychain** drop-down list, select **System**.
- 4. Navigate to and select your SSL Certificate (.p12) File and then, click **Open**.
- 5. In the **Keychain Access** window, enter your admin **Name** and **Password** and then, click **Modify Keychain**.
- 6. Enter the password in the **Password** box and then click **OK**.
- 7. Your SSL Certificate is now imported into your System keychain.

14 Annex B – User Types

The supported types of Registered Users are presented in the following sub-sections.

14.1 User Type

- 'Owner': A registered user of the E-Filing System who is the owner of intellectual property rights . An 'Owner' is able to file web forms and written submissions with the IPD directly.
- 'Agent': A registered user of the E-Filing System who is an agent authorized by another person to act for that person for handling proceedings before the Registrar of Trade Marks, Patents or Designs.

14.2 Account Type

- 'Individual': This account type applies to natural persons. An 'Individual' account user is able to perform the following key tasks:
 - > Prepare and file forms and written submissions electronically
 - Undertake electronic payments
 - Manage the records of pending and submitted forms in the E-Filing account
 - ➤ Manage the records of electronic communications with the IPD through the E-Filing account
 - Manage 'Deposit Accounts' opened with the IPD
- 'Firm': This account type applies to organizations. A 'Firm' account managed by a 'Firm User' who is the administrative user of the Firm account. A 'Firm User' is able to perform the following key tasks:
 - Prepare and file forms and written submissions electronically
 - Undertake electronic payments
 - Manage the records of pending and submitted forms in the E-Filing account
 - ➤ Manage the records of electronic communications with the IPD through the E-Filing account
 - Manage 'Deposit Accounts' opened with the IPD
 - Create and manage 'Subsidiary User' accounts under the Firm account
 - Update the details of the account relating to the Firm
- 'Subsidiary User': A registered user under a Firm account. Access rights of a
 'Subsidiary User' to functionalities of the E-Filing System is granted and managed by
 the 'Firm User', or user(s) with administrative rights (please refer to "ADMIN_ASSIGN"
 in Annex C for details about administrative rights). For more information please refer
 to 10.1 Create Subsidiary User and Annex C Access Rights.

15 Annex C – Access Rights

Access Right	Description
ACCOUNT_EDIT	Enables the 'View Details' and 'Update Details' sub-tabs
	Allows the Subsidiary Users to edit its account details
ACCOUNT_VIEW	Enables the 'View Details' sub-tab.
ADMIN_ASSIGN	Enables all available tabs and functionalities
	Allows Subsidiary Users to create, edit, suspend and unsuspend Subsidiary User accounts
CORRESPONDENCE_EDIT	Enables the 'Electronic Mail Box' tab
	Allows the Subsidiary User to view/download/mark as read any of the received Letters/Notifications available in the common mail box
	Allows the Subsidiary User to delete any of the received Letters/Notifications available in the common mail box
CORRESPONDENCE_REPLY	Enables the 'Electronic Mail Box' tab
	Allows the Subsidiary User to view/download/mark as read any of the received Letters/Notifications available in the common mail box
	Allows the Subsidiary User to reply to any of the received Letters available in the common mail box
	Does not allow the Subsidiary User to delete the received Letters/Notifications
CORRESPONDENCE_VIEW	Enables the 'Electronic Mail Box' tab
	Allows the Subsidiary User to view/download/mark as read any of the received Letters/Notifications available in the common mail box.
	Does not allow the Subsidiary User to delete the received Letters/Notifications
	Does not allow the Subsidiary User to reply to any of the received Letters
FORM_CREATE	Enables the 'Pending Forms' and 'Create Web-Form' sub-tabs
	Allows the Subsidiary User to create any of the available web-forms (the availability of the web-forms depends on the account type)

	Allows the Subsidiary User to search and view/edit/clone/download/delete any of the pending forms
	Does not allow the Subsidiary User to add form(s) in the Payment/Submission list to initiate the payment process
FORM_SUBMIT	Enables the 'Pending Forms' sub-tab
	 Allows the Subsidiary User to add to any of the forms not requiring fees and in status 'Ready for Submission/Payment' to the "Payment/Submission List" and proceed with the submission
	Does not allow the Subsidiary User to add any of the fee bearing forms in status 'Ready for Submission/Payment' to the "Payment/Submission List"
FORM_SUBMIT_AND_PAY	Enables the 'Pending Forms' sub-tab
	Allows the Subsidiary User to add any of the form(s) in status 'Ready for Submission/Payment' to the "Payment/Submission List" and initiate the payment/submission process
FORM_VIEW	Enables the 'Pending Forms' sub-tab
	Allows the Subsidiary User to search and view/download all pending forms
	Does not allow the Subsidiary User to delete or edit the pending forms
	Does not allow the Subsidiary User to add any of the forms to the "Payment/Submission List"
SUBFORM_EDIT	Enables the 'Submitted Forms' sub-tab
	Allows the Subsidiary User to search and view/clone/download all submitted forms
	 Does not allow the Subsidiary User to pay any of the submitted forms which are filed without paying the required fees.
SUBFORM_PAY	Enables the 'Submitted Forms' sub-tab
	Allows the Subsidiary User to search and view/download all submitted forms
	Allows the Subsidiary User to pay any of the submitted forms which are filed without paying the required fees.
SUBFORM_VIEW	Enables the 'Submitted Forms' sub-tab

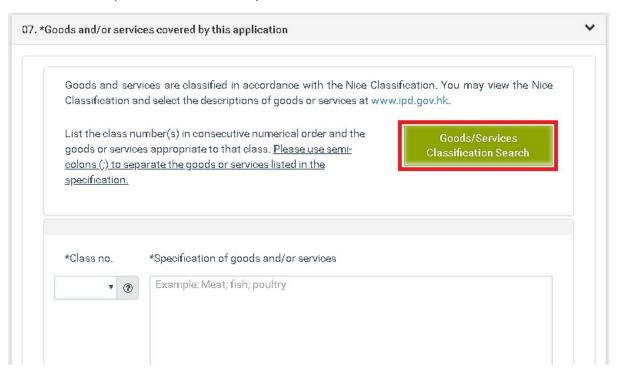
	Allows the Subsidiary User to search and view/download all submitted forms
TRANSACTIONS_CREATE	• Enables the 'Deposit Account' tab and the following subtabs:
	Monitor Deposit Account
	Create Deposit Account
	o Credit Advice
	Allows the Subsidiary user to submit requests for Deposit Account creation/Credit Advice
TRANSACTIONS_VIEW	Enables the 'Deposit Account' tab and the 'Monitor Deposit Account' sub-tab
	Allows the Subsidiary User to view all Deposit Account movements for all accounts owned by the Firm

16 Annex D – Trademark Goods/Services Classification Search

The Goods / Services Classification Search functionality allows you to enquire the Trade Mark Goods/Services Classification information stored in the System and export the selected results of goods/services classification data into web-forms with Goods & Services fields (e.g. T1 and T2).

16.1 How to utilize the Trademark Goods/Services Classification Search

1. Click the 'Goods/Services Classification Search' button available in the relevant section of the web-form, to initiate the Goods/Services Classification Search.



2. Select a value from the "search operator" drop down list to define the relationship between the 'Description of Goods/Services' search criterion and the "input field" value.



contains – to locate results containing the character(s) queried, regardless of its position in the text string

does not contain – to locate results not containing the text string queried.

is – To locate results containing an identical word for the character(s) queried
 starts with – to locate results containing a word starting with the character(s) queried
 ends with – to locate results containing a word ending with the character(s) queried

3. Optionally select a value from the Boolean operators (And, Or). The system adds an additional 'Description of Goods/Services' criterion.

Goods/Services Classification Search



Note: Click the "Clear" button to clear the values entered in the search criteria or to reset the search criteria to default.

4. Insert some search criteria.

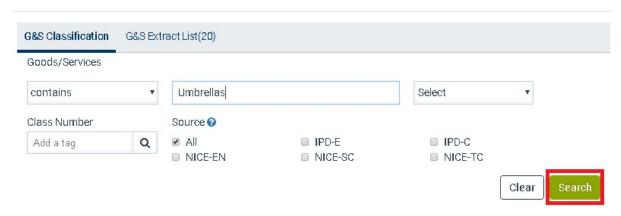


Note: To search for classification under different class numbers, please provide the class numbers in a comma separated format (e.g. 9,12) or select to utilize the Classification List.

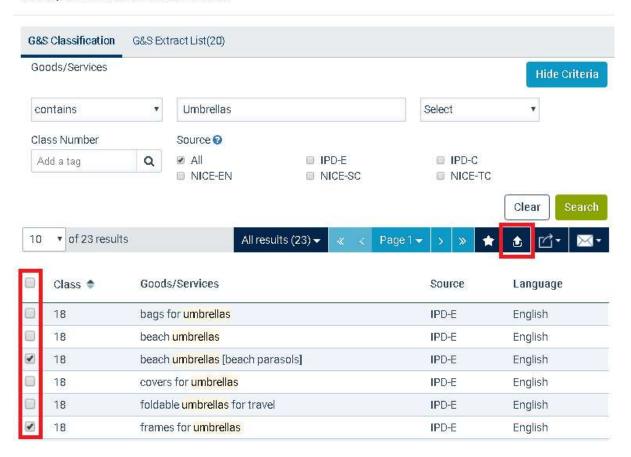
To search for classification under a specific source, please tick the checkbox of the source to be searched. If the source of the description of goods / services is not specified, the search will be carried out in respect of all sources.

5. Click on the "Search" button.

Goods/Services Classification Search



6. Select one or more Goods & Services Classification data from the displayed results and click on the "Export to web-form" option.

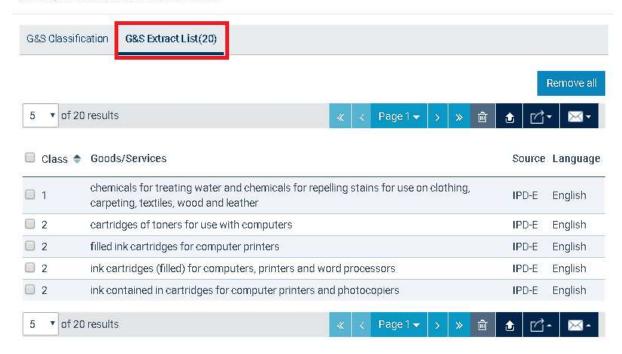


The system populates the selected Goods & Services Classification information to the open web-form as follows:

- If the selected term(s) belong to a class that has not been added in the List of Goods & Services, the system automatically adds this class in the list.
- If the selected term(s) belong to a class that has already been added in the List of Goods & Services, the system appends these terms in the existing terms of the class, if any.

16.2 Goods/Services Classification Extract List

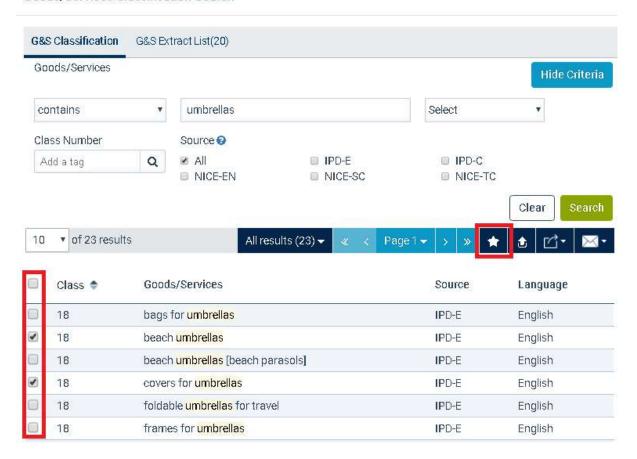
After you have performed a Goods/Services search, you can select and save specific save specific goods/services classification(s) in an 'Extract List'. This list is accessible by clicking on the "G&S Extract List" tab.



Note: The list of goods/services classification(s) is stored on your browser, so make sure you use the same browser to manage this list.

16.3 How to add results in the "Goods/Services Extract List"

1. Select one or multiple records, by checking the respective checkbox displayed next to the result record(s) and click the "Add to G&S Extract List" option (star icon) available in the results section (top or bottom).

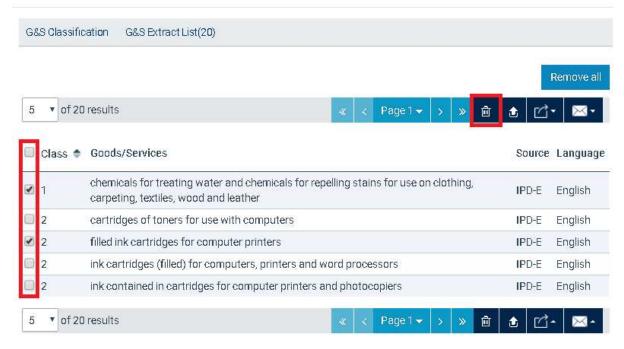


Note: The number of records that exist in your extract list is displayed on the header of the "G&S Extract List" tab.

16.4 How to remove results from the "Goods/Services Extract List"

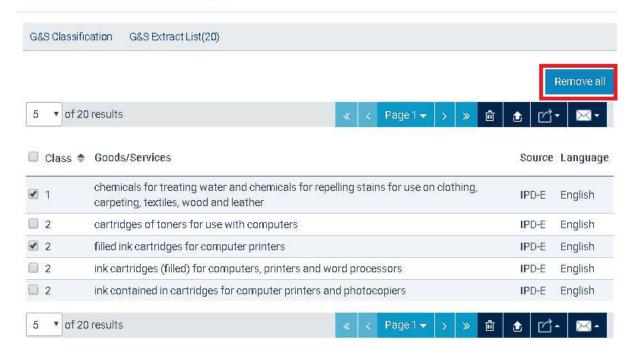
While on the "Goods/Services Extract List", you can remove previously added records by any of the following ways:

 check the respective checkboxes displayed next to the target result(s) and click on the "Remove" icon



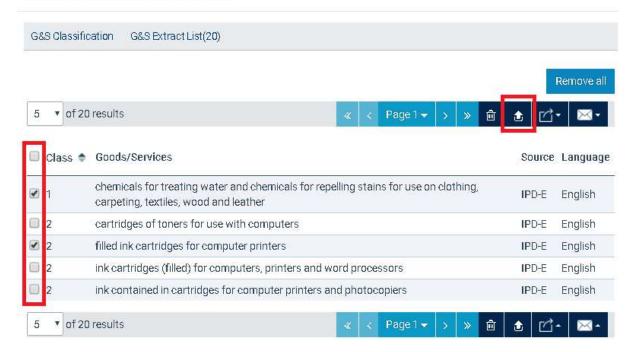
click the "Remove all" button

Goods/Services Classification Search



16.5 How to export results from the "Goods/Services Extract List"

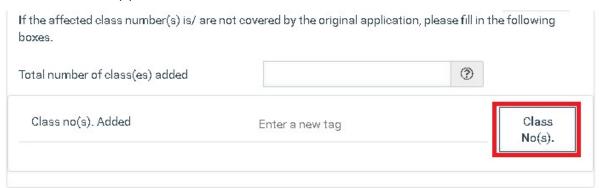
1. Select one or more Goods & Services Classification data from the list and click on the "Export to E-Filing" option.



17 Annex E – Classification List

The Classification List contains the list of all Trademark Classes along with their descriptions and allows you to select the appropriate Trademark Class number(s) to be added in the webform. You can initiate the 'Classification List' by any of the following ways:

from the 'Class No(s)' button available in section 3 of the T5A web-form



• from the 'Goods/Services Classification Search' functionality available in web-forms with Goods & Services fields (e.g. T1 and T2).



17.1 How to utilize the Classification List from a web-form

1. Select the option to utilize the "Classification List" by clicking the 'Class No(s)' button available.



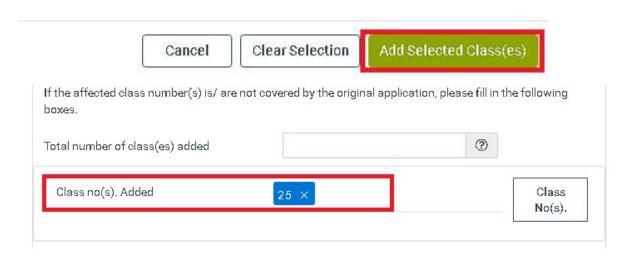
2. Select the target class(es) by clicking on the class number.





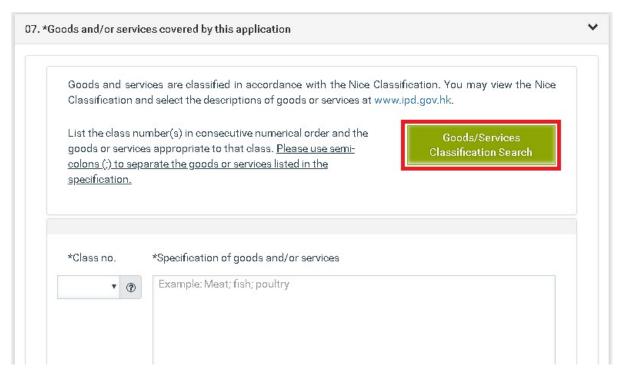
3. Click on the "Add Selected Class(es)" option. The system closes the 'Classification List' pop up window and feeds the newly selected class(es) into the 'Class no(s) Added' field of the T5A web-form.





17.2 How to utilize the Classification List from the Trademark G&S Classification Search

1. Click the 'Goods/Services Classification Search' button available in the relevant section of the web-form, to initiate the Goods/Services Classification Search.



2. Select the option to utilize the "Classification List" by clicking the 'search' icon displayed next to the "Class Number" criterion.

Goods/Services Classification Search



3. Select the target class(es) by clicking on the class number.





4. Click on the "Add Selected Class(es)" option. The system feeds the selected class(es) into the search criterion 'Class Number'. The 'Classification List' pop up window remains open.





5. Close the 'Classification List' window using the close ('x') option.





6. Click on the "Search" option. The system retrieves the search results that correspond to the submitted criteria.

Goods/Services Classification Search

