



International Trademark Association  
Washington Office  
1990 M Street, NW, Suite 340, Washington, DC 20036  
+1-202-223-6222 f: +1-202-785-0687

April 14, 2010

Ms. Lynne Beresford  
Commissioner for Trademarks  
United States Patent and Trademark Office  
P.O. Box 1451  
Alexandria, VA 22313-1451

Dear Lynne:

On behalf of the International Trademark Association (INTA), I wish to express our appreciation to the USPTO for soliciting the input of our organization for the *Trademarks Next Generation* project. Information technology (IT) infrastructure and strategic IT planning are crucial to the continued success of any organization. This is an exciting initiative for the USPTO and for the trademark community and one in which we are very pleased to be able to participate.

INTA's USPTO Subcommittee carefully studied your invitation, together with the list of ideas and priorities submitted by the Trademark Public Advisory Committee (TPAC), and developed the enclosed list of suggestions for your consideration. This list represents INTA's views on those improvements and enhancements that should receive the highest priority and is not intended to indicate that the other items from the TPAC list are not worth undertaking in due course.

We have provided specific comments with respect to external issues in the following categories: Systems Integration and Accessibility of Data, Manuals, Communication with the USPTO, Searching, Forms and Customer Service. For your convenience, we have cross-referenced our comments to the numbered items on the list you provided where appropriate.

While we do not believe that we are in a position to comment constructively on internal issues of the Office, we support the work and planning of the USPTO management team on internal IT issues and appreciate the importance of these projects. Additionally, we support the efforts of the Office to update the electronic forms and processes for trademark system users.

We hope our contribution is only the beginning of a continued dialogue with the USPTO on the *Trademarks Next Generation* initiative. Please feel free to contact Michelle Sara King at 202-223-0989 if you would like further information about our comments.

Thank you.

Sincerely,

A handwritten signature in black ink that reads "Alan C. Drewsen". The signature is written in a cursive, flowing style.

Alan C. Drewsen  
Executive Director

**Main Office**

655 Third Avenue, 10<sup>th</sup> Floor, New York, NY 10017-5617 USA  
+1-212-768-9887 • f: +1-212-768-7796 • www.inta.org • info@inta.org

## USPTO Trademarks Next Generation Initiative: Comments Submitted by INTA

### SYSTEMS INTEGRATION AND ACCESSIBILITY OF DATA

- The USPTO should move to integrate its existing systems (TEAS, TTABVue, Assignments) into a single, coordinated system that would provide for end-to-end workflow management, transparent status and uniformity in user interface, accepted formats and payment. (Item 14)
- Users should have the ability to access the same information seen by Examining Attorney's in real time, including (1) XSearch, (2) TICRS, (3) drawings in the same format as will be presented in the Official Gazette and (4) synching of TARR and TRAM data.
- Users would benefit from having password access allowing users to monitor their own and third party marks (Items 1 and 8) and to maintain docketing information, with the option to set up automated email notifications or other suitable means. (Items 5 and 6)
- Users should be able to readily ascertain the current status of each application or registration, for instance, provide a link in the record to a workflow chart that indicates the current Office location of the file (who is currently responsible). (Item 16)
- When assignments are recorded, the ownership data should be automatically updated in all other systems, and users should be able to view and retrieve PDFs or other suitable copy of actual assignment documents. (Item 3)
- Users should be able to access a 'mobile' version of the USPTO website for trademark users interacting with the USPTO website from a mobile device.

### MANUALS

- Up to date, searchable manuals (TMEP, TMBP, Official Gazette). (Item 20)
- Notation in Acceptable Goods and Services Manual flagging goods/services that may present classification issues for Madrid Protocol applications at WIPO.
- Password access to pre-loaded Official Gazette searches.

### COMMUNICATION WITH THE OFFICE

- The USPTO should provide direct email links to Examining Attorney's in the record and all USPTO correspondence with the option of designating email communications to be part of the official record (Item 10). This will also require a system for uploading email communication with Examining Attorney's into the file.
- The USPTO should include the User's reference numbers (if provided) in ALL outgoing correspondence from the Office, including email acknowledgements and cover emails, preferably in the subject line of same.
- The USPTO should facilitate an easier process for filing a Change of Correspondent or Change of Address for multiple records. The current system, which will only permit a small number of records to be updated per submission, is inefficient and requires multiple submissions in order to change information for a portfolio.

### SEARCHING (TESS)

- Password access to data which would permit saving of search queries.
- Ability to link to pre-saved searches without the need to navigate through multiple screens.
- Enhancement to prevent frequent "timing out" during searches.
- The USPTO should provide the capability for users to download search results into other formats such as Microsoft Word and Microsoft Excel.
- Ability for the inclusion of images in search results lists.
- In TESS, the ability to receive an entire listing of search results and print document ranges without being limited to batches of 50 records (for example 1-50 and 50-100).

### FORMS

- List of all forms in one place (instead of just by category).
- Combined change of address/domestic representative form.

### CUSTOMER SERVICE

- The Office should deploy real-time chat assistance with the Trademark Assistance Center and TEAS.