Sharing on IPOS Registries’ e-services

Digital Service Journey Experience

6 November 2023
Presentation Outline

- Digital Transformation of Registries’ e-services
- Introduction to IPOS Digital Hub (IDH)
- IDH New Features and Improvements
- IDH Upcoming Features
Digital Transformation of Registries’ e-services

- **2000**: Separate Online Filing Portals
- **2014**: Integrated Portal
- **2019**: Mobile App
- **2022**: IPOS Digital Hub
IPOS Digital Hub is our next-generation national IP filing and processing system which has been in the works since early 2020 and was launched in June 2022. Supports fully electronic IP filings for Patents, Trade Marks, Registered Designs and new in IPOS Digital Hub – Plant Varieties Protection, Geographical Indications (coming in phase 2).
IDH New Features and Improvements – Customer Portal

1. Filings made easier
2. Streamlined portfolio management
3. Improved communications
1) Filings made easier: Auto-generation of text mark image

<table>
<thead>
<tr>
<th>1. Trade Mark Description</th>
<th>2. Goods and/or Services</th>
<th>3. Applicant Details</th>
<th>4. Contact Details</th>
<th>5. Summary &amp; Declaration</th>
</tr>
</thead>
</table>

1.2 Trade Mark Description

1.2.1 Trade Mark to be Protected

Please select an option:
- Upload Image as Trade Mark
- Insert Text as Trade Mark

Language: Japanese

Trade Mark Text: 日本貿易振興機構 (ジェトロ)

Auto generated image: 日本貿易振興機構 (ジェトロ)

Typing brand name automatically generates an image to meet filing requirements.

Supports foreign characters.
IDH New Features and Improvements – Customer Portal

1) Filings made easier: Searching for applications by name supported on most transactions

- Users may also renew multiple registered IPs in a single transaction

- Most forms now support searching for applications by applicant name
IDH New Features and Improvements – Customer Portal

2) Streamlined portfolio management: IP Lifeline provides clear overview of prosecution progress

1. Clear chronological overview of related transactions
2. Easy access to relevant documents
3. Direct links to possible actions / responses
IDH New Features and Improvements – Customer Portal

3) Improved communications: Informative and assistive acknowledgement page

1. “What’s Next?” provides customers an expected timeline and information about necessary subsequent transactions.

2. Wherever applicable, direct links are provided on the acknowledgement page to provide easy access to related services and transactions.

IDH New Features and Improvements – Customer Portal

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IDH New Features and Improvements – Staff Portal

More workflow automation:
Minimise the volume of low value-added tasks which have to be manually processed by officers through the automation of workflows when certain conditions are met.

System-aided decision making
System retrieves decisions made previously on similar cases to assist officers in processing applications more efficiently and improve consistency of decisions.
# IDH Upcoming Features

## Trademark Class Recommender

### Recommendations

You may select relevant items to add them to your list.

**Items commonly filed by other applicants in **Class 9 (Technical and IT goods)** include the following:**

- [ ] Software (9)
- [ ] Mobile applications (9)
- [ ] Computer hardware (9)
- [ ] Computer peripherals (9)
- [ ] Electronic equipment (9)

**Users who file in Class 9 (Technical and IT goods) also commonly file in these other classes:**

- **75% also file in Class 42 (Technical and IT services)**
  - [ ] IT services (42)
  - [ ] Programming services (42)
  - [ ] IT consultancy (42)
  - [ ] Software-as-a-service (42)
  - [ ] Web design services (42)

- **43% also file in Class 35 (Retail and business services)**
  - [ ] Retail services (35)
  - [ ] Online retail services (35)
  - [ ] Advertising services (35)
  - [ ] Provision of retail information via a website (35)
  - [ ] Management consultancy (35)

Based on classes already selected, system provides recommendations on other relevant items and classes commonly filed by other applicants.
Thank you!