

Communication with EUIPO Guidelines – latest changes

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Outline

➤ Communication with EUIPO

- Fax Farewell – welcome eComm!
- Fully eComm
- Fax / Correspondence Alternative from the User Area
- File sharing from outside the User Area **by links**
- Replacing attachments by hyper links
- New acceptable datacarriers - USB and pen drives
- Schedule a call / chat

➤ EUIPO Guidelines – latest changes


Fax Farewell – welcome eComm!

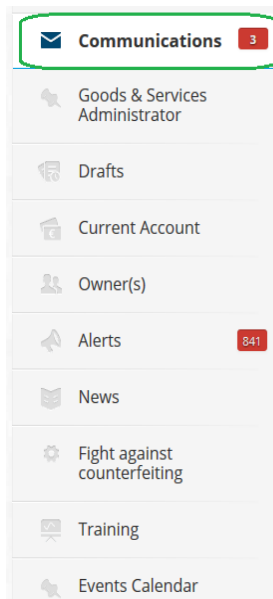
01/03/2021

- use of fax officially decommissioned by EUIPO [Decision of Executive Director No 20-9](#) Arts. 1-2
- eComm as accepted means of communication with the Office in all EUTM and RCD procedures
 - No longer possible to opt out!
 - Switch to eComm is automatic for all users

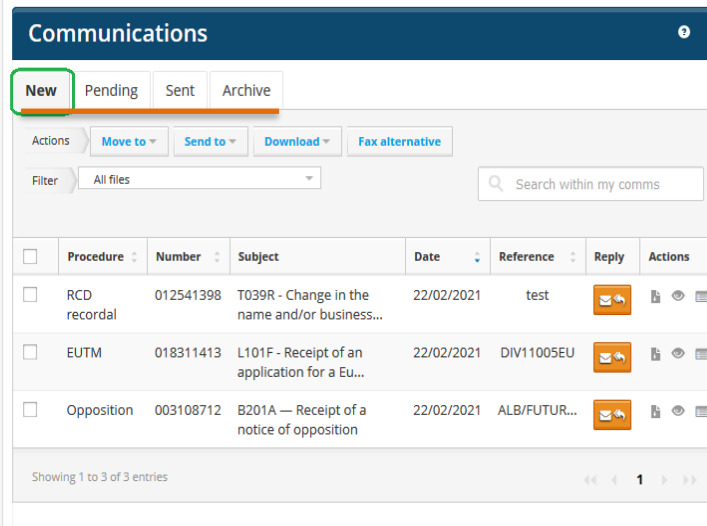


Fully eComm










- From now on, all new Office communications are to be found in a single place in the User Area
- Conveniently categorized tabs →
- Reply button () designed to make communications more consistent and easier to track
 - Available to use for almost all EUIPO communications
 - Where unavailable—**correspondence alternative** can be used



The sidebar menu shows various user area options. The 'Communications' option is highlighted with a green box and a red badge with the number 3. Other options include Goods & Services Administrator, Drafts, Current Account, Owner(s), Alerts (with a red badge 841), News, Fight against counterfeiting, Training, and Events Calendar.



The 'Communications' interface shows a list of communications. The 'New' tab is selected and highlighted with a green box. The interface includes filters, search, and a table of communication entries.

	Procedure	Number	Subject	Date	Reference	Reply	Actions
<input type="checkbox"/>	RCD recordal	012541398	T039R - Change in the name and/or business...	22/02/2021	test		 
<input type="checkbox"/>	EUTM	018311413	L101F - Receipt of an application for a Eu...	22/02/2021	DIV11005EU		 
<input type="checkbox"/>	Opposition	003108712	B201A — Receipt of a notice of opposition	22/02/2021	ALB/FUTUR...		 

Showing 1 to 3 of 3 entries

eComm - replies

Communication with EUIPO →



Reply

Reply options

Opposition action

Reply

Reply options

Reply to official communication

Option to add attachments to communications →

➤ **IMPORTANT!** if attachments need to be confidential, you need to specify by ticking the relevant box. Confidentiality requests need to be justified!



Communications

Reply to official communication

Message

Attachments

Add attachments

Signature *


☐ Confidential (please submit justification according to EUTM and RCD Regulations).


Cancel Continue


Fax Alternative = Correspondence Alternative


As from 1 march 2021:


“Fax Alternative” renamed “Correspondence Alternative”


 **Communications**

 Goods & Services Administrator

 Drafts

 Current Account

 Monitor Statistics

 Owner(s)


Communications 0


New Pending Sent Archive


Actions [Move to](#) [Send to](#) [Download](#) [Correspondence alternative](#)


Filter All files


<input type="checkbox"/>	Procedure	Number	Subject	Date	Reference	Reply	Actions
No entries							


 **User Area**
EUIPO's Management tool

 Options

 Dashboard

 Online services

 **Communications**

 Goods & Services Administrator

EUIPO joins WIPO Digital Access Service

Priority documents for RCD first filings can now be electronically exchanged among participating offices.

[More information](#)



Following the entry into force of Regulation (EU) 2018/1725 on 11/12/2018 your phone number, fax number and email address will no longer be available and searchable via eSearch plus and TMview/ DesignView.

Communications 0

New Pending Sent Archive

Actions [Move to](#) [Send to](#) [Download](#) [Fax alternative](#)

Filter All files

<input type="checkbox"/>	Procedure	Number	Subject	Date	Reference	Reply	Actions
No entries							

Showing 0 to 0 of 0 entries

Correspondence Alternative from the User Area

**Additional online (back up) solution
only when:**

- technical difficulties occur with e-Reply button and other communication options
- there is no e-filing or e-Action suitable for your request
- the eComm you received from the EUIPO has no eReply button

The screenshot displays the EUIPO Key User Area interface. On the left is a sidebar menu with the following items: Options, Dashboard, Online services, **Communications** (highlighted with a red box), Goods & Services Administrator, Drafts, Current Account, Monitor Statistics, Owner(s), Alerts (with a red badge showing 59), News, and Fight against counterfeiting. The main content area features a banner for an 'IP Mediation Conference' on 22 and 23 March 2021, with a '50% discount for Key Users' tag and a 'Register now' button. Below the banner is a 'Communications' section with tabs for 'New', 'Pending', 'Sent', and 'Archive'. Under the 'New' tab, there are action buttons: 'Move to', 'Send to', 'Download', and 'Correspondence alternative' (highlighted with a red box). A search bar labeled 'Search within my comms' is also present. Below these elements is a table with columns: Procedure, Number, Subject, Date, Reference, Reply, and Actions. The table currently shows 'No entries' and a status bar at the bottom indicates 'Showing 0 to 0 of 0 entries'.

File-sharing

ED Decisions:
EX 20-09 EX 20-10

- File-sharing - intended as a **fall-back solution** when no connection with the Office system is possible
- Available during office business hours
- Same credentials as for the User Area
- Platform independent from EUIPO website

Replacing attachments by hyper links

- On 15 April 2021 the EUIPO will launch a 6-month pilot to replace attachments with links in official outgoing communications.
- Best practice tells us that sharing links rather than attachments reduces the risk of spam, delivery failure and taking up too much space.
- If successful, the solution will be implemented as standard practice from mid-October 2021.
- The links will be available from the User Area and will look something like this:

Replacing attachments by hyper links

OPERATIONS DEPARTMENT

L104

Alicante, 08/02/2021

Correspondence address of repr 31720

**Notice that a filing date cannot be accorded to the application
(Article 32 and Article 41(2) EUTMR)**

Application No: 018132772

Your reference: TEST_JMETER

Trade mark: MY TRADEMARK

Mark type: Word mark

Applicant: Owner 10014
Address of owner 10014in Address of
owner 10014in Address of owner
10014in Address of owner 10014in
Address of owner 10014in
SI-SI 0002 Town in Slovenia
SI



José Miguel BROTONS LUCAS

application has had a deficiency raised against it and, consequently, can no longer be processed as such. Therefore, the usual timeliness standards will now apply to your application.

On examination of the application the following deficiency has been noted:

- it does not contain a request for registration of the mark as a European Union trade mark.
- it does not contain information identifying the applicant.
- it does not contain a list of the goods and services for which the mark is to be registered.
- it does not contain a representation of the trade mark that satisfies the requirements set out in Article 4(b) EUTMR <SPECIFY>.
- the basic EUTM fee was not paid within one month of filing the application.

A filing date cannot be accorded to the application unless the deficiency is remedied.

Under Article 41(2) EUTMR, you have two months from the notification of this communication to remedy the deficiency or submit any observations in reply. This deadline cannot be extended.

If the deficiency is not remedied within the time limit, the application will not be treated as an application for a European Union trade mark.

If the deficiency is remedied, the date on which it is remedied will become the filing date of the application.

If your application was being processed as 'Fast Track', please be aware that your

You can download the attachments from your EUIPO User Area by using the links below.

Application form and attachment - 28/01/2021	https://test.euiipo.europa.eu/oopla/document/3333a8
Application form and attachment - 28/01/2021	https://test.euiipo.europa.eu/oopla/document/3333a7
Application form and attachment - 28/01/2021	https://test.euiipo.europa.eu/oopla/document/3333a9

New acceptable data carriers - USB and pen drives

Decision of Executive

[Decision No EX-20-10](#)

Article 1 **Data carriers**

1. The Office accepts the following data carriers: small portable storage drives such as USB flash drives, pen drives or similar memory units.
2. The Office does not accept external hard drives, memory cards, CD ROMs, DVDs, other optical discs or magnetic data carriers of any kind.

- As from 1 March the Office does **not** accept external hard drives, memory cards, CD ROMs, DVDs, other optical discs or magnetic data carriers of any kind
- **Acceptable** data carriers (DCs):
 - USB flash drives
 - Pen drives, or
 - Similar USB-type memory units



Important—there is **no** transition period for the implementation of decision EX-20-10!

USB and pen drives – technical specifications for annexes submitted on those DCs

- Technical specifications regarding accepted formats:
 - a) graphic representations, images and photographs in JPEG and JPG format;
 - b) sound files in MP3 format;
 - c) video files in MP4 format;
 - d) 3D models in STL, OBJ or X3D format;
 - e) other attachments, including written submissions in PDF, TIFF images, JPEG and JPG format

- File size – max 20 MB per document
 - With this reduced file size, the content of the data carriers can be incorporated to form part of the electronic file, which will then be visible in ‘online access to files’ (open to public inspection) and can be sent as attachments to eComms

! Also see [EUIPO Website-FAQ Website-Technical Information-Attachments](#)

Key takeaways

Phase out of Fax

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✓ Communication by eComm only

✓ Through the User Area

✓ User Areas switched to eComm

Best options

Online services for filing applications
&
eReply button for sending a communication

2 back-ups:

Fax Alternative
in the User Area



File-sharing solution
during the business hours

Watch this 30-minute [webinar](#) for the new rules applicable from 1 March 2021.

Don't have 30 minutes? Here are some selected highlights:

1. Acceptable means of communication (5 min 15 s)
2. Data carriers (7 min 55 s)
3. Best way to communicate with the EUIPO (10 min 17 s)
4. How to use the 'Fax alternative' option in the User Area (14 min 3 s)
5. File-sharing option, in event of lack of connection with the EUIPO (18 min 23 s)

Schedule a call

 **Key User Area** 

Advanced management tool
KeyUserManagement@euipo.europa.eu
+34 965 13 9110

Options

Dashboard

Online services

Communications

Goods & Services Administrator

Drafts

Current Account

Monitor Statistics

Owner(s)

Alerts 59


News

Fight against counterfeiting


Training

Events Calendar

Schedule a call

Dashboard 

Applications now open

 **SME fund**

Would you like to request the SME Fund grant in the name of your clients? **Now you can!**

Apply now

Quick search

EUTM (0)

Confidential RCDs (0)

Public RCDs (0)

Oppositions (0)

Appeals (0)

Actions

Edit notes

Renewal

Inspection request

Change reference


Search similar trade marks


Filters

All files

Show


10






<input type="checkbox"/>	Number	Trade mark	Filing date	Reference	Class	Owner	Status	Notes
No entities								

Showing 0 to 0 of 0 entries



Only IRs with an EUIPO representative are visible in the dashboard; to view the full list of IRs you can search in eSearch plus.

Login history



Last successful login: Wednesday, 31 March 2021 14:28:23 o'clock GMT

Schedule a call

Schedule a call with Customer Service

Book a slot with the EUIPO Information Centre

Select language *

English

EU country code *

Telephone *

This is the telephone number you will be contacted on (EU territory only).

Select date *

01/04/2021

Select hour, CET time *

09:30

10:30

11:30

12:30

13:30

14:30

15:30

16:30

17:30

Available slots

Subject of the call *

0/500

Please be as specific and concise as possible

Your name *

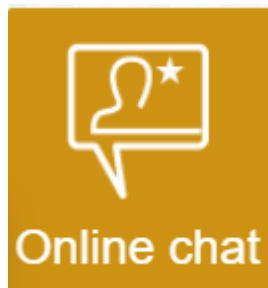
Your email *

This email address is where you will receive confirmation of the scheduled call time and a link to cancel the call if you wish.

Kindly note that the office will keep your contact information for further communications on EUIPO products and services.

Submit

Chat



Chat with us



The Information Centre provides general information but does not offer legal advice. Go to EUIPO website. Personal data collected are entered into our internal Customer Relationship Management software to be processed for quality and statistical purposes.

In which language would you like to chat? *

Choose item from the list



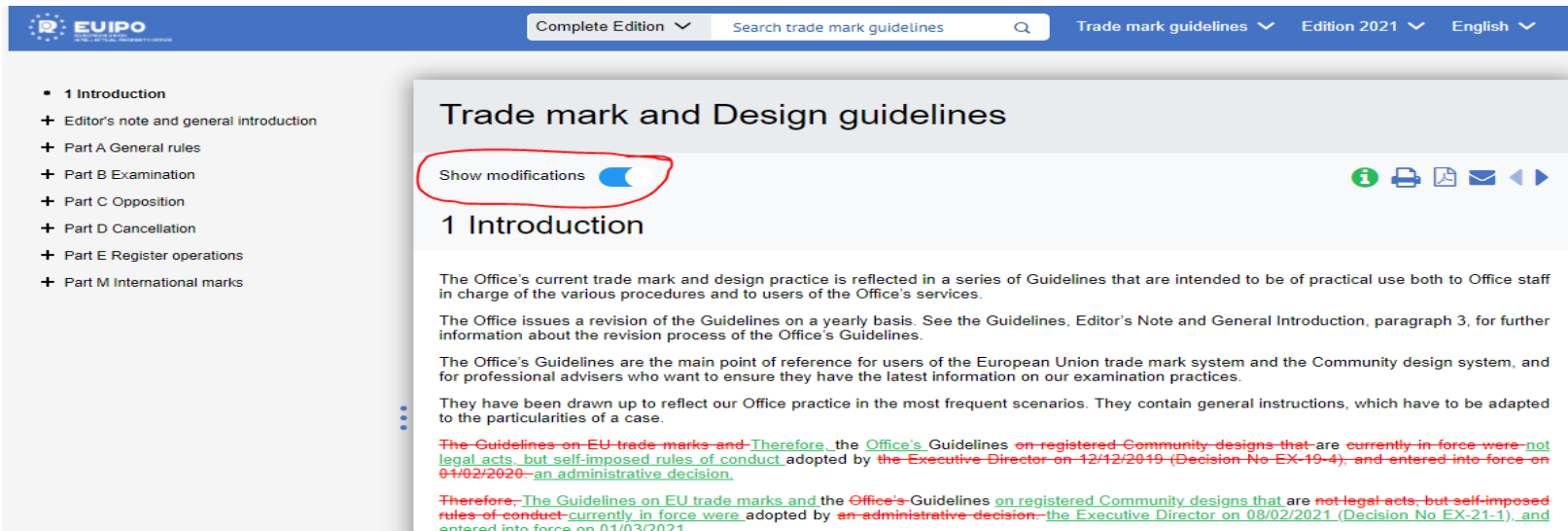
Cancel

Submit

EUIPO Guidelines / latest changes

The EUIPO has revised its Examination Guidelines for European Union Trade Marks (EUTM) and Registered Community Designs (RCD). The new edition entered into force on **1 March 2021**, following the approval of the Executive Director by means of [Decision EX-21-1](#).

Thanks to the new features introduced in the Guidelines in 2019, all the changes in the new edition can be compared with the previous edition by switching on the ‘**Show modifications**’ option at the top part of the electronic version of the Guidelines.



The screenshot displays the EUIPO website's navigation bar and a sidebar menu. The navigation bar includes the EUIPO logo, a dropdown for 'Complete Edition', a search bar for 'Search trade mark guidelines', and links for 'Trade mark guidelines', 'Edition 2021', and 'English'. The sidebar menu lists sections from '1 Introduction' to 'Part M International marks'. The main content area is titled 'Trade mark and Design guidelines' and features a 'Show modifications' toggle switch, which is currently turned on and circled in red. Below the toggle, the '1 Introduction' section is visible, containing text about the Office's practice and a revision of the Guidelines. The text includes a redacted section: 'The Guidelines on EU trade marks and Therefore, the Office's Guidelines on registered Community designs that are currently in force were not legal acts, but self-imposed rules of conduct adopted by the Executive Director on 12/12/2019 (Decision No EX-19-4), and entered into force on 04/02/2020 – an administrative decision.' and another redacted section: 'Therefore, The Guidelines on EU trade marks and the Office's Guidelines on registered Community designs that are not legal acts, but self-imposed rules of conduct currently in force were adopted by an administrative decision, the Executive Director on 08/02/2021 (Decision No EX-21-1), and entered into force on 01/03/2021.'

EUIPO Guidelines / latest changes

If you would like to know more about the changes we invite you to take a look at ‘The 2021 Guidelines’, published in the February 2021 edition of [Alicante News](#), or the webinar ‘[New Edition of the EUIPO Guidelines](#)’, which was held on 23 February 2021.

The latest edition of the [guidelines](#) is available in the five working languages of the EUIPO: English, French, German, Italian and Spanish. It will also be made available in the other 18 official languages of the EU during the course of 2021.



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THANK YOU

Presentation		
Status	DRAFT / APPROVED	
Approved by owner	-	
Authors	-	
	-	
	-	
Contributors	-	
	-	

Revision history			
Version	Date	Author	Description
0.1	DD/MM/YYYY		
0.1	DD/MM/YYYY		
0.1	DD/MM/YYYY		