

UNITED STATES
PATENT AND TRADEMARK OFFICE



Business Methods Customer Partnership Meeting

Director's Update FY2018

Tariq Hafiz

Director

Technology Center 3600

tariq.hafiz@uspto.gov

UNITED STATES
PATENT AND TRADEMARK OFFICE



Why are we here?

The Partnership Meeting is an opportunity to bring stakeholders together to share ideas, experiences, and insights and to provide a forum for an informal discussion of many topics specific to the Business Methods area.



Business Methods Art Units and SPEs

Director	Telephone	Email
Tariq Hafiz	571-272-5350	tariq.hafiz@uspto.gov
James Trammell	571-272-6712	james.trammell@uspto.gov

AU	Art Description	SPE	Telephone	Email
3621	Incentive Programs, Coupons	Rutao (Rob) Wu	(571)272-3136	rutao.wu@uspto.gov
3622		Nathan Uber	(571)270-3923	nathan.uber@uspto.gov
3681		Fonya Long	(571)272-6811	fonya.long@uspto.gov
3682		Ilana Spar	(571)270-7537	ilana.spar@uspto.gov
3688		Kambiz Abdi	(571)272-6702	kambiz.abdi@uspto.gov
3623a	Operations Research	Beth Boswell	(571)272-6737	beth.boswell@uspto.gov
3623b		Matthew Gart	(571)272-3955	matthew.gart1@uspto.gov
3624a		Anita Coupe	571-270-3614	anita.coupe@uspto.gov
3624b		Vacant	Vacant	Vacant
3683a		Peter H. Choi	(571)272-6971	peter.choi@uspto.gov
3683b		Eric Stamber	(571)272-6724	eric.stamber@uspto.gov
3625a	E - Shopping	Jeff Smith	(571)272-6763	jeff.smith4@uspto.gov
3625b		Marissa Thein	(571)272-6764	maria.thein@uspto.gov
3684		Jason Dunham	(571)272-8109	jason.dunham@uspto.gov
3626	Health Care	Robert Morgan	(571)272-6773	robert.morgan@uspto.gov
3686a		Elaine Gort	(571)272-6787	elaine.gort@uspto.gov
3686b		Victoria Shumate	(313)446-4858	victoria.shumate@uspto.gov

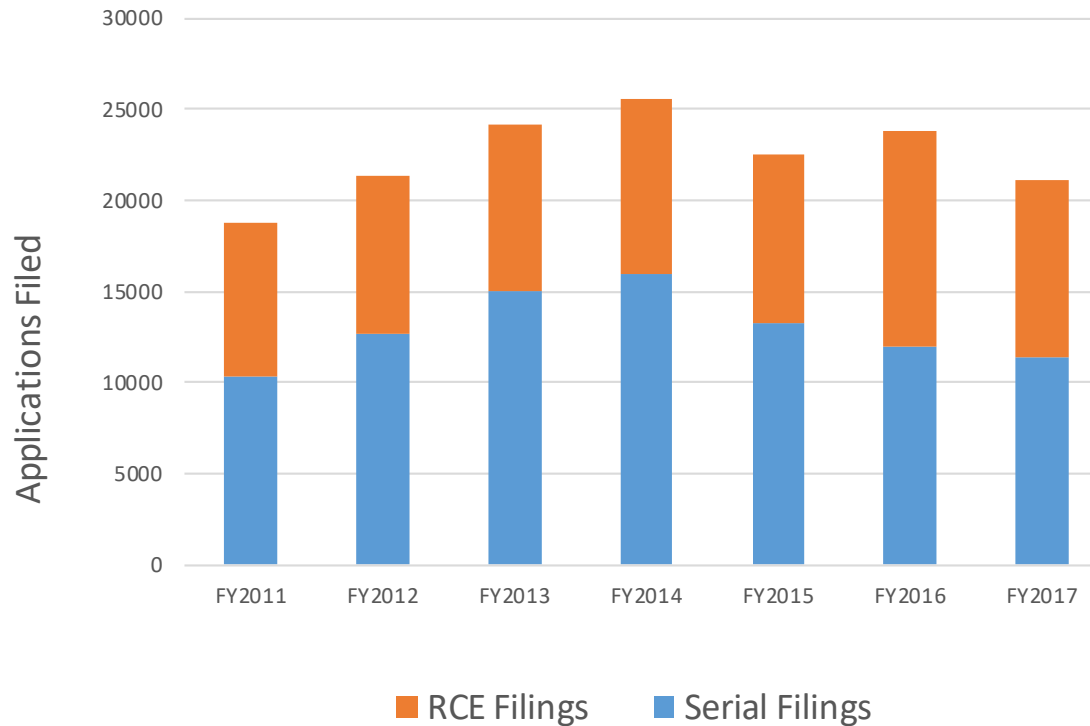
AU	Art Description	SPE	Telephone	Email
3627	Point of Sale, Inventory, Accounting	Florian (Ryan) Zeender	(571)272-6790	florian.zeender@uspto.gov
3687		Fahd Obeid	(571)270-3324	fahd.obeid@uspto.gov
3628a	Cost/Price, Reservations, Shipping, Transportation	Shannon Cambell	(571)272-5587	shannon.campbell@uspto.gov
3628b		Kevin Flynn	(571)270-3108	kevin.flynn@uspto.gov
3629	Business Processing, Electronic Negotiation	Lynda Jasmin	(571)272-6811	lynda.jasmin@uspto.gov
3689		Janice Mooneyham	(571)272-6805	janice.mooneyham@uspto.gov
3685a	Business Cryptography, Voting	Calvin Hewitt	(571)272-6709	calvin.hewitt@uspto.gov
3685b		John Hayes	(571)272-6708	john.hayes@uspto.gov
3691	Insurance, Banking and Finance	Alexander Kalinowski	(571)272-6771	alexander.kalinowski@uspto.gov
3692		Sarah Monfeldt	(571)270-1833	sarah.monfeldt@uspto.gov
3693		Shahid Merchant	(571)270-1360	shahid.merchant@uspto.gov
3694		Vacant	Vacant	Vacant
3695		Ryan Donlon	(571)270-3602	ryan.donlon@uspto.gov
3696		Namrata (Pinky) Boveja	(571)272-8105	namrata.boveja@uspto.gov

Workgroups	Title	Specialist	Telephone
3620s 3680s	TQAS	Jamisue Plucinski	(571)272-6811
3620s 3680s 3690s	Business Specialist	Bob Weinhardt	(571)272-6633
3690s	Appeal Specialist	Vincent Millin	(571)272-6747

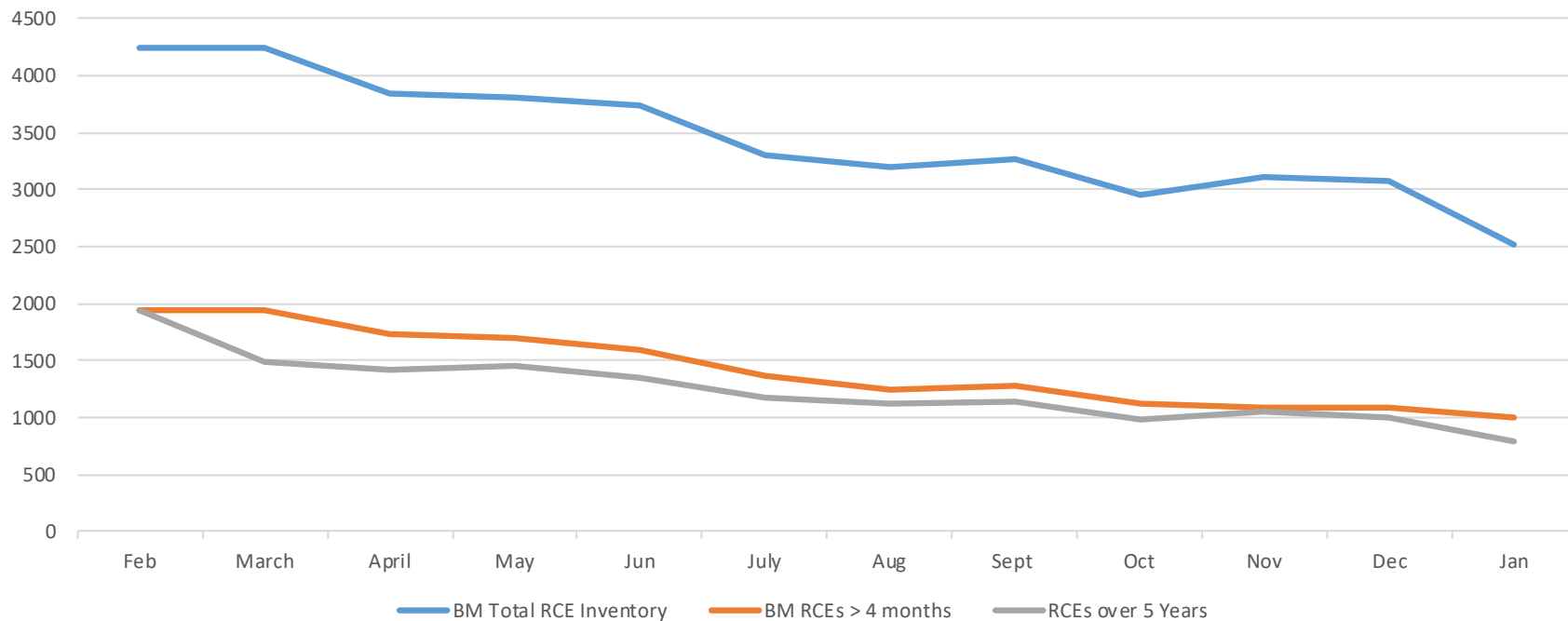
Data Update: Top Assignees for Patent Grants in Class 705 (USPC)

Top Assignees FY2017			
1	INTERNATIONAL BUSINESS MACHINES CORPORATION	11	BANK OF AMERICA CORPORATION
2	MASTERCARD INTERNATIONAL INCORPORATED	12	INTUIT INC.
3	WELLS FARGO BANK, N.A.	13	SQUARE, INC.
4	WAL-MART STORES, INC.	14	GOOGLE INC.
5	AMAZON TECHNOLOGIES, INC.	15	UIPCO, LLC
6	STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	16	TOSHIBA TEC KABUSHIKI KAISHA
7	MICROSOFT TECHNOLOGY LICENSING, LLC	17	VISA INTERNATIONAL SERVICE ASSOCIATION
8	FACEBOOK, INC.	18	FUJITSU LIMITED
9	PAYPAL, INC.	19	GENERAL ELECTRIC COMPANY
10	LINKEDIN CORPORATION	20	JPMORGAN CHASE BANK, N.A.

Data Update: Filing Trends in Business Methods



Data Update: Business Methods RCE Inventory Progress FY2017



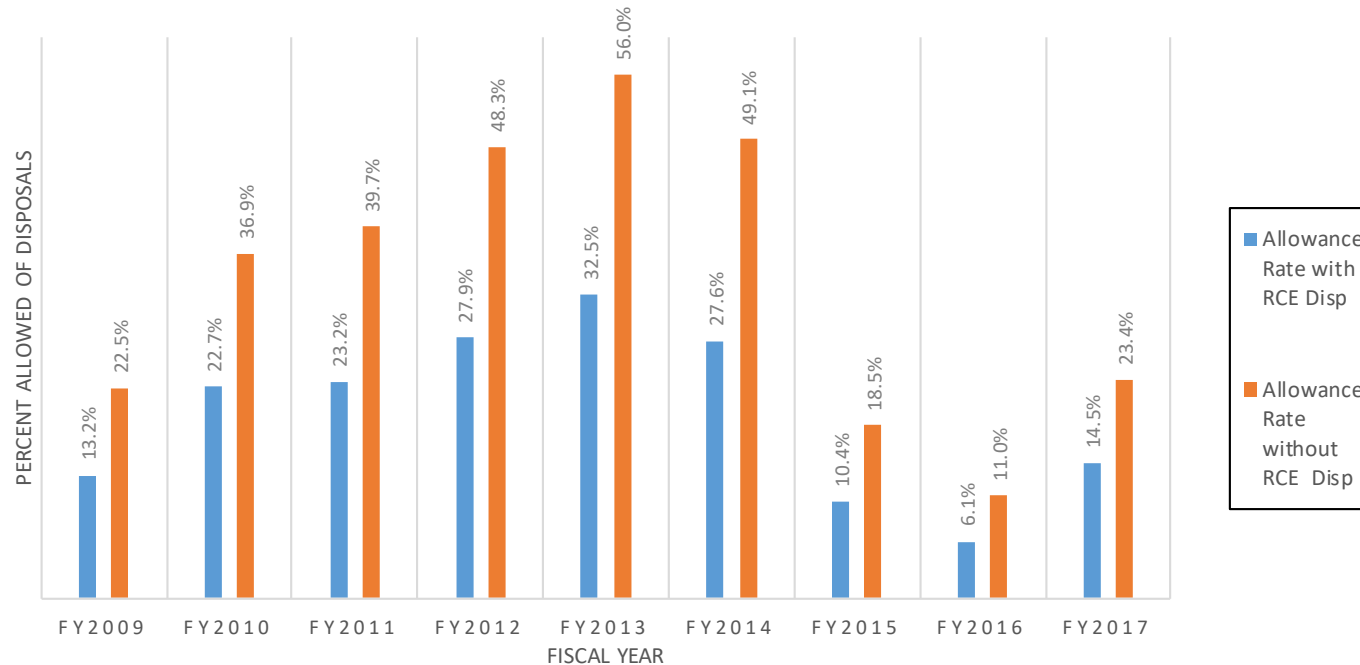
Data Update: Examiner Growth/Patent Grants

Fiscal Year	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Number of Examiners in Business Methods	125	110	116	133	147	260	300	328	316	324	325	346	387	384	372	404
Patent Grants From Business Methods Examiners	494	486	271	687	1055	1186	1571	1659	3515	4042	4432	5205	6094	1657	1396	2481

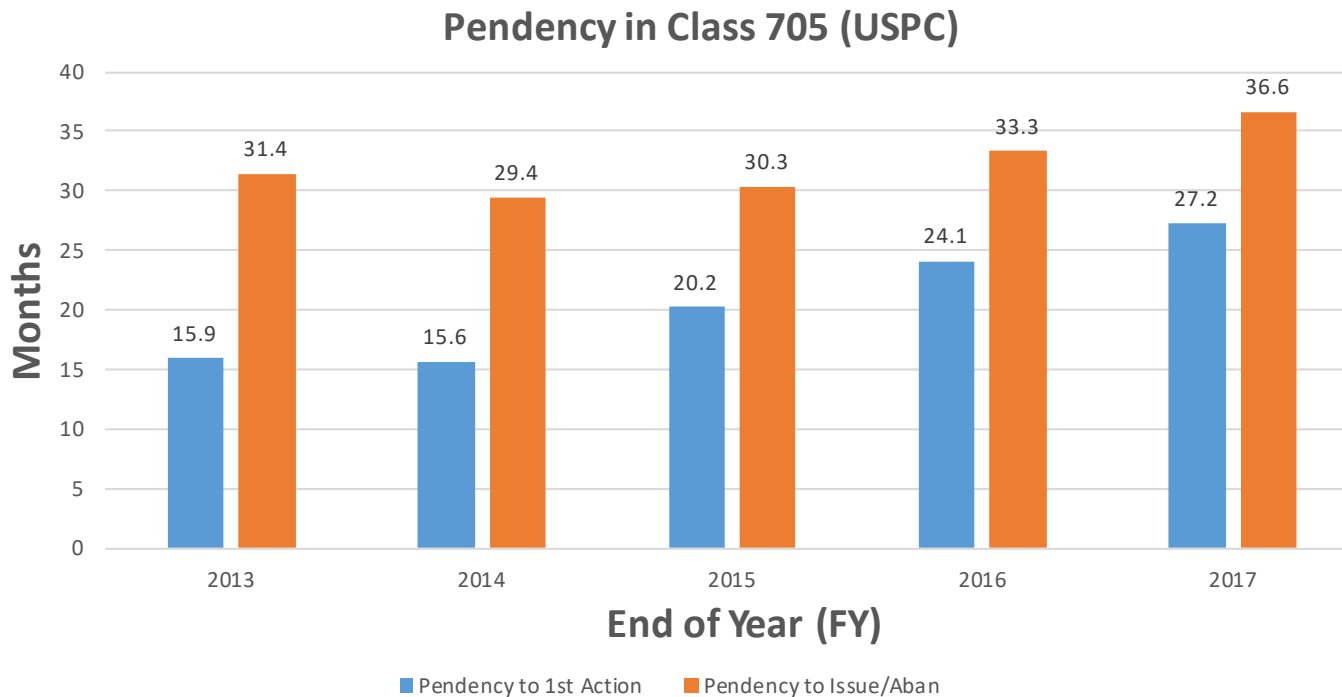
Fiscal Year 2018 (thru January)	
Number of Examiners in Business Methods	402
Patent Grants From Business Methods Examiners	1355

- Data on this chart represents Examiner counts at the end of a fiscal year and does not include Examiners currently in the Patent Training Academy

Data Update: Business Methods Allowance Rates



Data Update: Business Methods Pendency in Class 705 (USPC)



Business Methods Initiatives

Oldest Pending Case in the Art Units (MPEP §707.02)

- Managers are reviewing the prosecution history of the oldest pending cases in their Workgroups to resolve any outstanding issues and advance prosecution.
- Proactive approach that results in improving pendency and customer satisfaction.
- Examiners can receive the assistance, when necessary, to get the case back on track.

Business Methods Initiatives

Bank of Hours

- This bank of hours serves as additional training time to allow Examiners to learn and apply methods from various 35 U.S.C. 101 training topics.
- The initiative has been instrumental in increasing the knowledge and experience of Patent Examiners and in effectively addressing case specific 35 USC 101 related arguments.
- We are continuing the bank of training hours for the Business Methods areas on a case by case basis.

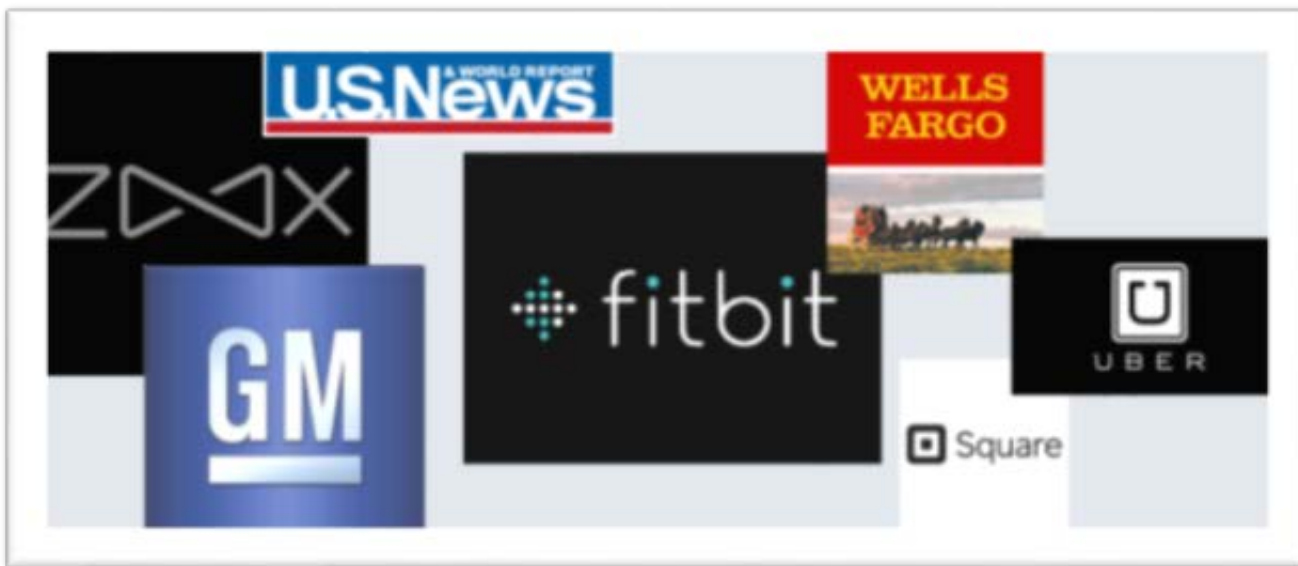
Business Methods Initiatives

Training

- Office-wide training is provided to all SPEs and Examiners
- Topic specific modules are provided to Art Units and Workgroups as needed
- Resources including SPEs, Quality Assurance Specialists, Appeals Specialists, Primary Examiners, and TC Trainers assist with presenting training

Patent Examiner Technical Training Program (PETTP)

Business Methods has hosted various large and small technology leaders across diverse industry sectors. Recently:



Patent Examiner Technical Training Program (PETTP)

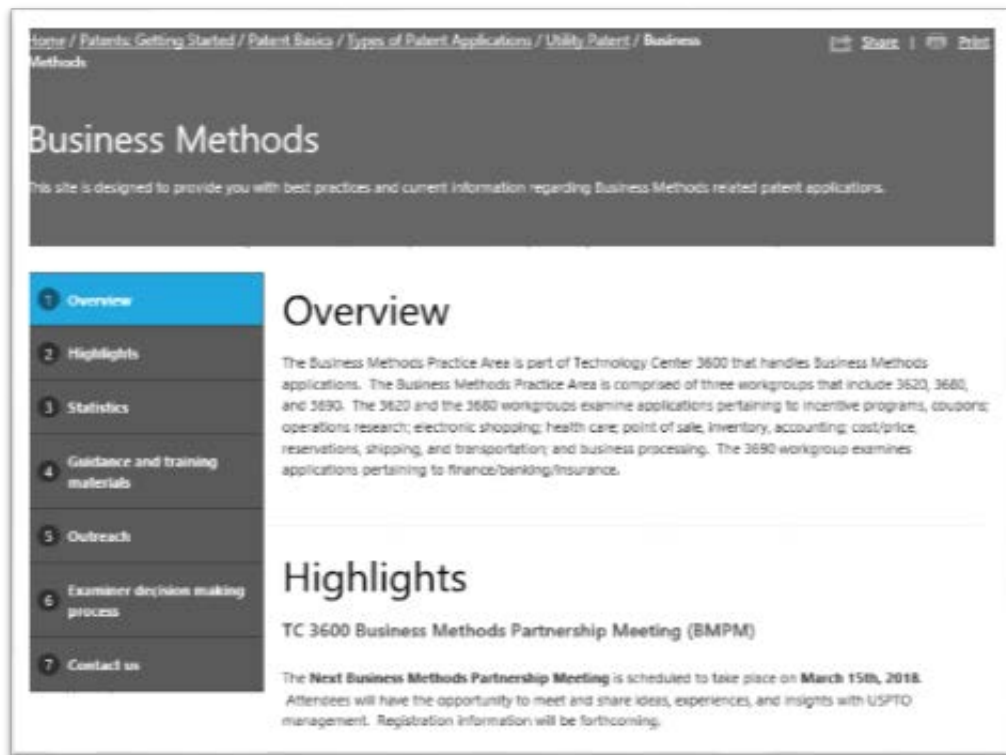
Interested participants should contact the USPTO and identify their area of expertise by filling out the online form available at:

- <https://www.uspto.gov/PatentExaminerTechTraining>, or
- By sending an email to Examiner_Technical_Training@uspto.gov.

In an effort to allow for more flexibility in delivering training for those who elect not to travel, training can be delivered using webinars (web-based seminars) in this program.

Business Methods Webpage Update

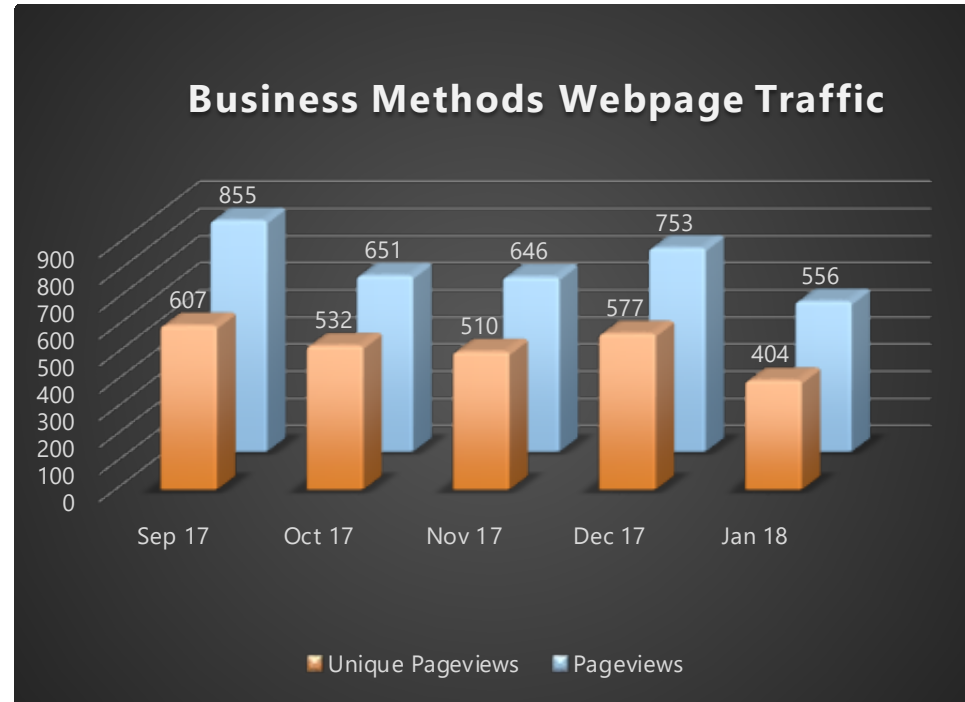
www.uspto.gov/businessmethods



Business Methods Webpage Update

www.uspto.gov/businessmethods

- Consistent, good traffic on the webpage
 - 3,200 total pageviews since launch
 - 650 average pageviews per month
 - 500 unique pageviews per month
- 3 minutes spent on average visiting the web page, which is significant
- 240 visitors accessed the Guidance and training materials section, indicating usefulness
- New content creates continuing interest in the webpage



Resources: Patent Ombudsman Program

The Patents Ombudsman Program enhances the USPTO's ability to assist applicants or their representatives with issues that arise during patent application prosecution.

Contact info:

- Email: OmbudsmanProgram@uspto.gov
- Website: <https://www.uspto.gov/patents/ombudsman/jsp>
- Phone: 571-272-5555 or 1-855-559-8589 (toll free)

Resources: Interview Specialist

Interview Specialists are subject matter experts in each Technology Center (TC) on interview practice and policy. They are available to assist both applicants and examiners in interviews, as needed, including facilitating interviews by assisting with technical issues which may arise (e.g. WebEx problems, public interview room setup) and helping to ensure that the interview goes smoothly.

Contact info:

- Email: ExaminerInterviewPractice@uspto.gov

Resources: Inventors Assistance Center (IAC)

The IAC provides patent information and services to the public. The IAC is staffed by former supervisory patent examiners, experienced primary patent examiners, various intellectual property specialists, and attorneys who can answer general questions concerning patent examining policy and procedure.

Contact info:

- Phone: 571-272-1000 or 1-800-786-9199 (toll free)

Call for topics, presenters and panelist

If you are interested in participating in a future Partnership Meeting or have ideas for future topics please email us your contact information along with potential discussion topics.

Email: BusinessMethods@uspto.gov or fill out the speaker interest form on the Business Methods website



Questions?

