Introduction to ARIPO eServices

Robert Chiweza
ARIPO ICT Department

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**Online Service, M/S Module, POLite+**

### Users
- Inventors
- Company
- Research Institute
- School
- Agent

### Users in ARIPO
- IT Staff
- Receiving
- Formality checking
- Examination
- Registration
- Administration

### Search Portal for Public
- **IP Digital Library**
  - IPDL for Patent, Utility Model, Industrial Design, Trademark
- **e-Service**
  - On-line application and e-payment

### Internet Journal
- On-line Journal and Retrieval

### Home page
- Portal site for Public

### Member State Module
- **Harare**
  - Data exchange related Harare Protocol
- **Banjul**
  - Data exchange related Banjul Protocol

### Transfer Search Data
- Data transfer for search system

### Account inquiry
- Request balance account and Inquiry account information

### System management
- Configuration setting and User management

### NEW
- IPAS API
- WIPOScan API
- IPAS JAVA
- WIPOScan v2.2

### Users in MS
- IT Staff
- Examiners

### POLite+ (Web-based IP Automation system)
- **Receiving**
  - UP
  - Online
  - Offline
- **Formality Checking**
  - UP
  - Check the formality and requirements
- **Publication**
  - UP
  - Publication of online and offline

### Search Requests
- UP
- Search service Requesting services

### Registration
- UP
- Creation, change management

### Fee/account
- UP
- Fee rates Management of fee receiving information

### Admin.
- UP
- User setting, Log, User authority

### Examination
- NEW
- Substantial examination

### Search system
- NEW
- Search for prior arts

### Form mgmt
- NEW
- Form management Form creation, modification

### M/S API
- UP
- UP
- UP
- UP

### System mgmt
- NEW
- NEW
- E-document DB
- NEW
- Search DB

*Fostering Innovation for Economic Growth and Development in Africa*
OBJECTIVES

• ARIPO is using the online services to:
  ➢ enhance the efficiency and flexibility of business processing and other administrative work at the ARIPO Office, Member States IPOs, IP Agents and the public at large,
  ➢ facilitate the accessibility and use of Intellectual Property information in the region and in Africa at large
  ➢ strengthen ICT institutional capacity in the ARIPO region and beyond
DIGITIZATION PROJECT

- The project involved digitization of ARIPO’s IP physical files lodged before 2nd March 2015 due to the fact that the digitization of the front files commenced with the deployment of POLite+

- The objectives of the digitization project included:
  - The automation of all business processes at the ARIPO Office and those of its Member States;
  - Provision of greater flexibility in the flow of documents with the consequent reduction in processing times;
  - Improvement in the quality of search results;
  - Provision of secure access to documents. The system would place verifiable accounts of the date of right holders and their works on record.
Online Service Components – What is found on the service
Address: https://eservice.aripo.org

- E-Service
- IP Digital Library.
- Journal
- Information
Online Service – Functions Available to the Public (Unregistered Users)

Address: https://eservice.aripo.org

• IP Digital Library.
  – Quick Search
  – Advanced Search

• Journal
  – ARIPO Journal
  – Publication Server
  – Member States Journal

• Information
  – Forms
  – Fee Schedule
  – User Guide
  – FAQ
  – Notice
Online Service – Functions Available to the Public (Unregistered Users)

• The Intellectual Property Digital Library (IPDL)
  – Allows online data search of ARIPO public data.

• ARIPO journals
  – Available for download free of charge

• Journals of MS
  – Available for downloading free of charge just like ARIPO’s journals.
  – For now only Kenya and Mozambique have made their journals available

• Information
  – Forms
    • Patent & Utility Model
    • Industrial Design
    • Trademark

Download area for IP forms.
All forms are pdf
Avoid opening on the fly (in the browser). Proper download and save
Fill in and save the form as is. Avoid printing especially application forms
Online Service – Functions Available to the Public (Unregistered Users)

- **Fees Schedule**
  - Download area for latest fees schedules for
    - Patent
    - Utility Model
    - Industrial Design &
    - Trademark
  - **Fee Calculator**
    - A guide on how to calculate fees for all four of the above
    - Inputting the required data and clicking calc will give you a rough guide

- **User Guide**
  - Downloadable user manuals for
    - E-Service
    - IP Digital Library
    - Journal
    - E-Payment
  - Download area for Adobe Reader
  - **FAQ**
    - Shows FAQs for e-service, IPDL and Journal
  - **Notice**
    - Shows a list of notices that have been posted about the eservice. Some can be shown by po-up
E-Service Account – Signing Up

• Requirements
  – Valid email address
  – Scanned copy of proof of ID (saved as image)
  – Scanned image of your signature (saved as image)
  – Should be a resident of a Member State of ARIPO for natural persons or the place of business should be within any Member State of ARIPO for legal entities

• Signing Up Options
  – Natural Person – This should be used by individuals
  – Legal Entity – Should be used by companies and corporates
  – Agent – Should be used by individuals who are representing a legal entity
  – Member State – Should be used by an IPO of a Member State

• Process
  – Fill in all the required fields. Taking note that your email address is valid. The “Check” button MUST always be clicked. Verifies the availability of the entered email address.
  – Agree to the Policy and Submit the application.
  – Approval process takes 2 working days.
  – Most rejections are caused by wrong attachments to the “e-Sign Image” (scanned signature) and “Proof of Personal Identification” (proof of ID)
Online Service – Functions Available to Registered Users

- E-Service
  - Online Filing
  - Notification
  - My Docket
    - Filing History
    - File Inspection
    - Payment History
    - Funds Held Account
    - Reminder
- IP Digital Library.
- Journal
- Information
Online Service – Functions Available to Registered Users

• E-Service
  – Online Filing
    • Allows users to submit new IP applications to ARIPO “New Application”
    • Follow-up documents can also be submitted through this option by using “Other Documents”
  – E-Payment
    • Shows where a user can pay for some due fees via online means.
    • Users can pay for applications that belong to them only except for annual maintenance fees
    • Credit cards that support 3D security are the only ones that can be used. You need to check with your bank if this feature is available on your card.
  – Notification
    • Shows a list of documents received from ARIPO via online means
  – My Docket
    • Filing History – Shows a list of filing transactions the user has done with ARIPO
    • File Inspection – Shows the status of applications filed via online or those that the user has requested to be linked to the online account
    • Payment History – Shows all payments made via e-payment
    • Funds Held Account – Show the user how their funds in ARIPO are being used
    • Reminder – Show a list of pending actions that the user should perform

• The Intellectual Property Digital Library (IPDL)
• ARIPO journals
• Journals of MS
• Information
E-Services Available to Member States

- Member States (M/S) module
  - Provides notification transmission/reception function

- Member States E-Service for Journal and Account
  - Provides journal upload and MS account viewing function
Other Online Tools Available to the Public

- REGIONAL IP DATABASE [http://regionalip.aripo.org](http://regionalip.aripo.org)
- Launched on 10 Sept 2018. The objective is to create a centralized database where the published titles of ARIPO and those of its Member States can be viewed and searched centrally
- The current database has more than 350,000 IP rights from ARIPO, Botswana, Gambia, Ghana, Kenya, Malawi, Mozambique, Namibia, Rwanda, Tanzania, Uganda, Zambia ar
Other Online Tools Available to the Public

- TMVIEW, DESIGNVIEW and TMClass PLATFORMS https://www.tmdn.org/tmview/welcome

- ARIPO’s published trademark data was made available on the TMview platform on 7 December 2015 and published design data made available on the DesignView platform on 31 October 2016.

- The objective is to support the availability of IP information to the public

- TMview and DesignView are online search tools providing centralized access to published trademarks and registered designs from participating offices

- The platforms only provide centralized access
BENEFITS

• For the ARIPO Office
  – On-line filing of IP applications to improve accessibility.
  – Automation has so far brought a great improvement in service delivery and can still be leveraged to increase customer satisfaction;
  – Reduced costs & processing time for applications;
  – Fewer errors in the business processing of applications
  – Increased uptake of IP

• For Users
  – On-line filing of IP applications to improve accessibility and flexibility.
    • Can file and view notifications 24/7 and from anywhere where there is Internet
    • Payments can be made at anytime.
    • Users can now pay renewal fees based on instruction via e-payment.
    • Reduced costs & processing time for applications
### Online Filing Statistics

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## ONLINE FILING STATISTICS

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CHALLENGES

- Most of the Member States have not made their journals available for upload on the online services platform
- Some banks are still issuing cards which are not 3D secure
- There are still a number of agents who have not signed up for online filing
- Internet accessibility
THE END