


**IN THE REGISTRY OF PATENTS
INTELLECTUAL PROPERTY OFFICE OF SINGAPORE**

PRACTICE DIRECTION NO. 1 OF 2007

ELECTRONIC ONLINE SERVICE

1. Practice Direction No. 1 of 2007 sets out the practice to be adopted in relation to the Electronic Online System (EOS) of the Registry of Patents of the Intellectual Property Office of Singapore (IPOS). This Practice Direction makes changes to the modes of payment that are available, introduces new forms to support the alignment of the patent system to changes in the Patent Cooperation Treaty (PCT) Regulations, and removes certain formal requirements relating to the marking of replacement sheets of patent documents to facilitate the filing process.
2. This Practice Direction is issued by the Registrar under Rules 21(7), 23(29), 96D, 96F and 96H of the Patents Rules to establish the operation and use of the EOS.
3. As for the implementation of this Practice Direction, the following will apply:
 - a. Paragraphs 3(1) and 10(1) of this Practice Direction shall come into effect on 12 March 2007 and the corresponding paragraphs in Practice Direction No. 2 of 2006 will cease to have effect from that date; and,
 - b. The paragraphs of this Practice Direction other than Paragraphs 3(1) and 10(1) shall come into effect on 1 April 2007 and the remaining paragraphs of Practice Direction No. 2 of 2006 will cease to have effect from that date.

Dated this 8th day of March 2007


WONG SHENG KWAI
ACTING REGISTRAR
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IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007

TABLE OF CONTENTS

PART I: INTRODUCTION.....	3
1. Citation.....	3
2. Commencement	3
PART II: ELECTRONIC FILING AND SERVICE	4
1. The Electronic Online System	4
2. Establishment of the ePatents Centre.....	4
3. Prerequisites for Electronic Transactions	4
4. Types of ePatents Accounts.....	5
5. Personal and Corporate Accounts	5
6. Personal and Corporate Registered Accounts.....	5
7. Personal and Corporate Subscriber Accounts.....	6
8. Digital Certificates	7
9. Transactions to be Made using the EOS.....	7
10. Modes of Electronic Payment of Fees and Charges.....	8
11. Limits on the Size and Number of Documents Submitted Using the EOS	9
12. Size and Presentation of Electronic Documents	9
13. Size and Presentation of Drawings in Electronic Form.....	12
14. Amendment or Correction of Documents.....	13
15. Pagination of Documents	14
16. Filing Documents by Electronic Transmission.....	14
17. Filing Documents on Portable Media.....	14
18. Preparing and Filing Documents at the Self Help Kiosk.....	16
19. Preparation of Paper Documents for Service Bureau Submission.....	16
20. Filing Documents via the Service Bureau	17
21. Filing Documents via the Patents Deposit Box	18
22. Hard Copies of Electronic Documents	19
23. Resubmission of Electronic Documents while Retaining the Date of Receipt.....	19
24. Emergency Procedures	19
FIRST SCHEDULE.....	20

IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007

PART I

INTRODUCTION

1. Citation

These directions may be cited as the Practice Direction No. 1 of 2007.

2. Commencement

This Practice Direction shall come into effect in the following manner:

- a. Paragraphs 3(1) and 10(1) of this Practice Direction shall come into effect on 12 March 2007 and the corresponding paragraphs in Practice Direction No. 2 of 2006 will cease to have effect from that date; and,
- b. The paragraphs of this Practice Direction other than Paragraphs 3(1) and 10(1) shall come into effect on 1 April 2007 and the remaining paragraphs of Practice Direction No. 2 of 2006 will cease to have effect from that date.

IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007
PART II
ELECTRONIC FILING AND SERVICE

1. The Electronic Online System

- (1) The Registry of Patents has established an electronic online system (“EOS”) for conducting certain patent transactions as specified in the Patents Rules.
- (2) Transactions via the EOS shall be made in one of 3 ways:
 - (a) by electronic transmission;
 - (b) by portable media; or
 - (c) with the assistance of the service bureau.
- (3) The service allowing transactions via the EOS by electronic transmission or by portable media service is accessible at the URL <http://www.epatents.gov.sg> and is commonly referred to as ePatents.

2. Establishment of the ePatents Centre

- (1) The current online system operator appointed under Rule 96B of the Patents Rules is CSE Global Ltd (“CSE”). CSE has set up an ePatents Centre to assist in the operation of the EOS and handle the registration, subscription and management of ePatents accounts which users need to be able to conduct patent transactions. The ePatents Centre also provides helpdesk support.
- (2) The address of the ePatents Centre is —

ePatents Centre
CSE Global Ltd
No. 2 Ubi View 4th floor
Singapore 408556,

or such other address as may be published in the Patents Journal.

3. Prerequisites for Electronic Transactions

- (1) Before a person (“*the applicant*”) can conduct any patent transaction using the EOS by electronic transmission or by portable media, the following prerequisites shall be satisfied:
 - (a) the applicant shall have an ePatents Account;
 - (b) the applicant shall have an Internet electronic mail (“*e-mail*”) account;
 - (c) the computer through which the applicant is conducting his electronic transaction shall meet the specification requirements available on the ePatents website (www.epatents.gov.sg);

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (d) for payment by eNETS Cash Card, the applicant shall have in his possession a valid Cash Card with sufficient funds to pay the fee for the transaction. This payment mode shall be discontinued with effect from 1 April 2007;
- (e) for payment through Interbank GIRO (“IBG”), the applicant shall have completed and submitted to the ePatents Centre an Authorisation for Direct Credit of ePatents Online Internet Services Fee by GIRO Form available on the ePatents website (www.epatents.gov.sg); and
- (f) for payment by eNETS Credit Card, the applicant shall have in his possession a valid Credit Card accepted by the eNETS Credit Card payment system. At the date of this Practice Direction, VISA and MASTERCARD Credit Cards are accepted by the eNETS Credit Card payment system. This payment mode shall be available with effect from 12 March 2007.

4. Types of ePatents Accounts

- (1) The types of ePatents Accounts are —
 - (a) Personal Registered Account;
 - (b) Personal Subscriber Account;
 - (c) Corporate Registered Account; and
 - (d) Corporate Subscriber Account.

5. Personal and Corporate Accounts

- (1) The Personal Account is for an individual who conducts his own patent transactions with the Registry or does so on behalf of another party not for gain.
- (2) The Corporate Account is for a sole proprietorship, a partnership, or a body corporate who conducts patent transactions for itself or as agent for another party. Each Corporate Account is initially allowed 2 designated users duly authorised to transact on its behalf (“User”). Additional Users can be designated upon application and payment of the specified fees. All transactions conducted under a Corporate Account shall be by a User.

6. Personal and Corporate Registered Accounts

- (1) A person who wishes to download information using the EOS has to obtain a Personal or Corporate Registered Account. This can be done —
 - (a) online through ePatents;
 - (b) by sending the registration form by mail or courier to ePatents Centre; or
 - (c) in person at the ePatents Centre.
- (2) A Registered Account Holder who wishes to pay through IBG must also submit the GIRO Authorisation Form.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (3) In order to make use of the IBG facility, a digital certificate must be obtained for each individual under the account conducting the transaction and making the payment (please see paragraph on “Digital Certificates” for more information).
- (4) The registration form and the GIRO Authorisation Form must be downloaded from the ePatents website (www.epatents.gov.sg).
- (5) The ePatents Centre will conduct periodic reviews of Personal and Corporate Registered Accounts and cancel any account which in its view has remained dormant for a significant period of time.

7. Personal and Corporate Subscriber Accounts

- (1) A Registered Account Holder who wishes to conduct transactions using the EOS which involves the submission of patents forms and other documents has to obtain a Personal or Corporate Subscriber Account. This can be done —
 - (a) by submitting the subscription form through mail or courier to the ePatents Centre; or
 - (b) in person at the ePatents Centre.
- (2) A Corporate Subscriber Account Holder must be resident in Singapore.
- (3) A subscription for a Corporate Subscriber Account must be accompanied by the necessary documentary evidence of the business registration for verification, for example, the Business Profile provided by the Accounting and Corporate Regulatory Authority.
- (4) A Corporate Subscriber Account Holder shall authorise and designate at least one individual to transact on its behalf (“*Subscriber User*”). All transactions conducted under a Corporate Subscriber Account shall be by a Subscriber User.
- (5) Additional Subscriber Users may be applied for:
 - (a) online through ePatents;
 - (b) by sending the relevant form by mail or courier to the ePatents Centre; or
 - (c) in person at the ePatents Centre.
- (6) A digital certificate must be obtained for each Personal Subscriber Account Holder or each Subscriber User, as the case may be (please see paragraph on “Digital Certificates” for more information). On activation of the Personal Subscriber Account or approval of the Subscriber User, as the case may be, the individual can then proceed to register his digital certificate online.
- (7) The subscription form can be downloaded from the ePatents website (www.epatents.gov.sg). Payment for subscription may be made by cheque, made payable to “**CSE Global Ltd**”.
- (8) An extension of subscription may be made online through ePatents.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (9) The attention of Subscriber Account Holders and their Subscriber Users is brought to Rule 96F of the Patents Rules which sets out the obligation to inform the Registrar in writing of any change in particulars or digital certificate.
- (10) In accordance with Rule 96F of the Patents Rules, a Corporate Subscriber Account Holder who has revoked or terminated a Subscriber User's authority to act on its behalf shall immediately request the Registrar in writing to cancel the Subscriber User.
- (11) To cancel a Corporate Subscriber Account, the Corporate Subscriber Account Holder must send the Registrar a written request to cancel the Corporate Subscriber Account and all its Subscriber Users.
- (12) The request to the Registrar to cancel a Personal or Corporate Subscriber Account or a Subscriber User is fulfilled by —
 - (a) writing to Netrust to cancel the digital certificate at —

Netrust Pte Ltd
10 Collyer Quay
#09-05/06 Ocean Building
Singapore 049315;
 - (b) writing to the ePatents Centre to cancel the Subscriber Account or the Subscriber User, as the case may be, at the address set out in paragraph 2(2); and
 - (c) sending a copy of both cancellation requests to the Registrar.

8. Digital Certificates

- (1) Each Personal Registered Account Holder and each User under a Corporate Registered Account who wishes to pay for transactions through IBG must obtain a digital certificate from Netrust Pte Ltd ("*Netrust*").
- (2) Each Personal Subscriber Account Holder must obtain a Netrust Individual digital certificate. Each Subscriber User under a Corporate Subscriber Account must obtain a Netrust Corporate digital certificate.
- (3) The relevant Netrust digital certificate application form may be downloaded from the Netrust website (www.netrust.com.sg).
- (4) Registration of the digital certificate with ePatents may be made —
 - (a) online through ePatents after the account has been created or the User has been approved; or
 - (b) by presenting the digital certificate for registration at the ePatents Centre.

9. Transactions to be Made using the EOS

- (1) Subject to the Registrar's directions otherwise, the transactions to be made using the EOS are set out in the First Schedule.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (2) When conducting transactions using the EOS by electronic transmission or by portable media, where other documents apart from patents forms are to be submitted, the Electronic Patent Preparation Software (EPP Software) provided by IPOS must be used.
- (3) The submission can contain more than one document, subject to the following restrictions:
 - (a) unless otherwise directed by the Registrar, all the patents forms and other documents in the submission must relate to the same case;

(For example, a Patents Form 1 is submitted, with a description and abstract attached for an invention. This consists of a single submission. The drawings for another invention must not be attached.)
 - (b) submissions must use the electronic patent forms provided by the EOS ("*EOS Patents Forms*"); and
 - (c) documents that are attached to the EOS Patents Forms must comply with the requirements set out in this Practice Direction.
- (4) Documents other than the EOS Patents Forms must be converted into the electronic formats known as the Portable Document Format (PDF) or Tag Image File Format (TIFF). TIFF files must be in Multipage TIFF Group 4 format.
- (5) Documents converted into PDF or TIFF shall be black-and-white or grayscale electronic documents.
- (6) The following are the guidelines to be taken into consideration in the choice of format for electronic documents:
 - (a) Where the document to be submitted is an electronic document in TIFF format, it is recommended that this format be retained and the document submitted as such.
 - (b) Where the document to be submitted is a text only electronic document, it is recommended that the document be converted to and saved in PDF format using the Adobe Writer software.
 - (c) Where the document is in paper form and has to be scanned, it is recommended that the document be saved in TIFF format.
- (7) For avoidance of doubt, information and data pertaining to the application usually filled out in the Patents Form in the submission are entered into an EOS Patents Forms template provided by the EOS.
- (8) The submission, as referred to in subparagraph (3), is then sent to the Registry.

10. Modes of Electronic Payment of Fees and Charges

- (1) Payment via electronic means for EOS transactions by electronic transmission or portable media are effected by IBG, eNETS Credit Card (payment by eNETS Credit Card shall be available with effect from 12 March 2007) or eNETS Cash Card (payment by eNETS Cash Card shall be discontinued with effect from 1 April 2007).

IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007

- (2) An applicant using IBG will authorise the ePatents Centre to deduct the fees from the applicant's bank account upon the lodgement of the GIRO Authorisation Form available on the ePatents website (www.epatents.gov.sg).
- (3) Unless otherwise approved by the Registrar, payment of fees required in EOS transactions shall be made by electronic means. The Registrar may, in any case, waive the requirement for the payment to be effected by electronic means, on such terms and conditions as he deems fit.

11. Limits on the Size and Number of Documents Submitted Using the EOS

- (1) The following limits currently apply to EOS transactions:
 - (a) the size of a single submission by electronic transmission via the internet cannot exceed 5 megabytes¹;
 - (b) the number of pages in the description with or without claims cannot exceed 999;
 - (c) the number of pages in the drawings cannot exceed 999; and
 - (d) the number of pages in the abstract cannot exceed 9.
- (2) In the event any of the limits under subparagraphs (1)(b) to (e) are exceeded, the applicant shall make a request in writing to the Registrar to allow the documents to be submitted with the assistance of the service bureau with a waiver of the service bureau fees.
- (3) In considering the request in subparagraph (2), the Registrar may at his discretion, approve the request or otherwise direct the manner by which the submission is to be made.

12. Size and Presentation of Electronic Documents

- (1) All documents (including drawings) making up an application for a patent or replacing such documents shall be in the English language.
- (2) Unless otherwise provided, where the following documents are being submitted, they shall be submitted in separate electronic files and accordingly packaged for submission:
 - (a) the description together with the claims (if available);
 - (b) the drawings;
 - (c) the abstract;
 - (d) non-English specifications and abstract (of the international application entering the Singapore national phase);

¹ The 5MB limit was put in place, to avoid instances where an extended period of time is required to transmit large electronic files, and users are disconnected as a result. This caters to the needs of users who do not have a fast internet connection.

IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007

- (e) foreign search report (of a corresponding application);
 - (f) international search report (of a corresponding international application);
 - (g) international preliminary report on patentability;
 - (h) cited documents;
 - (i) English translation of non-English language documents and a copy of the verification document of the translation;
 - (j) copy of the certified copy of documents (for example, patent grant); and
 - (k) documents setting out the final results of the search and examination as to substance;
 - (l) copy of the statutory declaration, including any annexes and attachments; and
 - (m) supporting documents or evidence.
- (3) All documents shall be so presented as to permit direct reproduction by electronic or electrostatic processes in an unlimited number of copies.
- (4) The visual representation of all documents shall be clear.
- (5) All documents shall be stored electronically, with a document page setup in A4 size (29.7 cm x 21 cm).
- (6) Each page of the documents (other than drawings referred to in subparagraph (1)) shall be viewable electronically with its short sides at the top and bottom (upright position) of the page.
- (7) In the single electronic document file where the description and claims are stored, the visual representation shall be such that the claims shall follow the description and commence on a new page.
- (8) The minimum margin settings of the page setup of the electronic documents containing the description, the claims, and the abstract, shall be as follows:
- (a) top: 2.0 cm;
 - (b) left side: 2.5 cm;
 - (c) right side: 2.0 cm; and
 - (d) bottom: 2.0 cm.
- (9) The margins of the documents referred to in subparagraph (1), when submitted, and of any replacement documents, shall be completely blank.
- (10) In the application, except in the drawings —

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (a) all pages comprising the request shall, when submitted, be numbered consecutively; and
 - (b) all other pages shall, when submitted, be numbered consecutively as a separate series, and all such numbering shall be in Arabic numerals placed at the top or bottom of the page, in the middle, but not in the top or bottom margin.
- (11) All pages of drawings contained in the application shall be numbered consecutively as a separate series.
 - (12) Such numbering shall be in Arabic numerals placed at the top or bottom of the page, in the middle, but not in the top or bottom margin.
 - (13) Every document (other than drawings) referred to in subparagraph (1) shall have a document page setup of a white background with black text and at least 1 blank line spacing and the characters shall be of a size where the capital letters are not less than font size of 6 point.
 - (14) The description, claims and abstract shall not contain drawings.
 - (15) The description, claims and abstract may contain chemical or mathematical formulae.
 - (16) The description and the abstract may contain tables.
 - (17) The claims may contain tables only if their subject-matter makes the use of tables desirable.
 - (18) In all documents referred to in subparagraph (1), units of weights and measures shall be expressed in terms of the metric system.
 - (19) If a different system is used they shall also be expressed in terms of the metric system.
 - (20) In all documents referred to in subparagraph (1), temperatures shall be expressed in degrees Celsius.
 - (21) For the other physical values, the units recognised in international practice shall be used, for mathematical formulae the symbols in general use, and for chemical formulae the symbols, atomic weights and molecular formulae in general use, shall be employed.
 - (22) In general, use shall be made of technical terms, signs and symbols generally accepted in the field in question.
 - (23) If a formula or symbol is used in the specification, a copy thereof, prepared in the same manner as drawings, shall be furnished if the Registrar so directs.
 - (24) The terminology and the signs shall be consistent throughout the application.
 - (25) All documents shall be reasonably free from deletions and other alterations, over-writings and interlineations and shall, in any event, be legible.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (26) Non-compliance with this paragraph may be authorised by the Registrar if the authenticity of the content is not in question and the requirements for good reproduction are not in jeopardy.

13. Size and Presentation of Drawings in Electronic Form

- (1) Drawings forming part of an application for a patent shall be stored electronically, with a document page setup of A4 (29.7 cm x 21 cm).
- (2) The pages shall not contain frames around the usable or used area of the electronic document page.
- (3) The minimum margins settings of the page setup of the electronic document containing the drawings, shall be as follows:
 - (a) top: 2.5 cm;
 - (b) left side: 2.5 cm;
 - (c) right side: 1.5 cm; and
 - (d) bottom: 1.0 cm.
- (4) The margins, when submitted, shall be completely blank.
- (5) Drawings shall be executed as follows:
 - (a) in black, sufficiently dense and dark, uniformly thick and well-defined lines and strokes to permit satisfactory reproduction;
 - (b) cross-sections shall be indicated by oblique hatching which shall not impede the clear reading of the reference signs and leading lines;
 - (c) the scale of the drawings and the distinctiveness of their graphical execution shall be such that if the electronic document is printed on A4 sized paper, a photographic reproduction of that sheet with a linear reduction in size to two-thirds would enable all details to be distinguished without difficulty. If, as an exception, the scale is given on a drawing, it shall be represented graphically;
 - (d) all numbers, letters and reference lines, appearing on the drawings, shall be simple and clear and brackets, circles and inverted commas shall not be used in association with numbers and letters;
 - (e) each element of each figure shall be in proper proportion to each of the other elements in the figure, except where the use of a different proportion is indispensable for the clarity of the figure;
 - (f) the height of the numbers and letters shall not be less than font size of 9 point and for the lettering of drawings, the Latin and, where customary, the Greek alphabets shall be used;
 - (g) the same page of drawings may contain several figures; where figures drawn on 2 or more pages are intended to form one whole figure, the figures on the several pages shall be so arranged that the whole figure can be assembled

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

without concealing any part of the partial figures; and the different figures shall be arranged without wasting space, clearly separated from one another and shall be numbered consecutively in Arabic numerals, independently of the numbering of the pages;

- (h) reference signs not mentioned in the description or claims shall not appear in the drawings, and vice versa; and the same features, when denoted by reference signs, shall throughout the application, be denoted by the same signs;
 - (i) the drawings shall not contain textual matter, except, when required for the understanding of the drawings, a single word or words such as “water”, “steam”, “open”, “closed”, “section on AA”, and in the case of electric circuits and block schematic or flow sheet diagrams, a few short catchwords; and
 - (j) the drawings shall be numbered in accordance with subparagraphs (11) and (12) of the “Size and Presentation of Electronic Documents” paragraph of this Practice Direction.
- (6) Flow sheets and diagrams shall be considered drawings for the purposes of submission.

14. Amendment or Correction of Documents

- (1) Pursuant to Rules 46(3B), 48(4), 52(10), 52A(7B) and 91(1C) of the Patents Rules, the procedure for amending or proposing to amend, as the case may be, the description, claims, drawings, or abstract with a Patents Form 13, Patents Form 13A or Patents Form 17 or correcting with a Patents Form 23 is as follows:
- (a) the relevant EOS Patents Form shall be accompanied by a copy of the document with the amendment, proposed amendment or correction, as the case may be, indicated therein in the following manner:
 - (i) by striking through any text, figure or other matter to be replaced or deleted; and
 - (ii) by underlining any replacement text, figure or other matter;
 - (b) for avoidance of doubt, a clean copy of the amended, proposed to be amended or corrected document need not be produced, only the marked up document prepared in accordance with subparagraph (1)(a) is required.
- (2) The procedure for amending a request for grant with a Patents Form 13 or correcting any Patents Form (previously filed on paper or an EOS Patents Form) with a Patents Form 23 is as follows:
- (a) submit a Patents Form 13 (to make an amendment) or Patents Form 23 (to make a correction) and specify the EOS Patents Form to be amended or corrected; and
 - (b) within the EOS Patents Form specified to be amended or corrected, key in the amended or corrected details as well as all other existing details in the section of the form in which the amendment or correction is being made in.

IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007

- (3) The procedure in subparagraphs (1) and (2) shall apply regardless of whether a document is being amended or corrected for the first time or re-amended or re-corrected respectively, following earlier amendments or corrections.

15. Pagination of Documents

- (1) Every single page of a document shall be paginated so that the pagination on the actual document (which is subsequently converted to PDF or TIFF) corresponds with the pagination of the document submitted through the EOS.
- (2) For documents which have been amended or corrected, pagination of the amended or corrected document shall correspond with the original document, with any new pages generated by the changes paginated with alphabet characters.

For example, if page 3 of the patent description is amended and the changes causes text to shift over to subsequent pages. Subsequent pages created by the amendment may be numbered page 3A, 3B... 3Y, 3Z, 3AA, 3AB.. etc. . Text on page 4 shall begin with the original text.

16. Filing Documents by Electronic Transmission

- (1) Where the relevant EOS Patents Forms and their accompanying documents submitted via the EOS is by electronic transmission, payment (if any) shall be made at the time of submitting the documents.
- (2) Receipt for the submission of the documents and payment, shall be generated and issued via the EOS, only on successful complete transmission. A separate acknowledgement will also be sent to the applicant's email address supplied in the Subscription Form for ePatents Online Internet Services.

17. Filing Documents on Portable Media

- (1) Where the relevant EOS Patents Forms and their accompanying documents submitted via the EOS is on portable media, the submission shall be stored on either of the following portable media:
- (a) 1.44 MB diskettes (“*diskette*”); or
 - (b) recordable compact discs (“*CDR*”).
- (2) All electronic files submitted on portable media shall be generated by the EPP Software. Such electronic files generated by the EPP Software for portable media submissions will consist of the following:
- (a) a single electronic file containing the documents for submission; and
 - (b) a single electronic file which is a summary of the submission (“*Submission Header*”).

For example, when an electronic file named “submissionABC123.zip” is generated, the corresponding Submission Header electronic file named “submission_headerABC123.xml” will be generated at the same time. Each time an electronic file is created, a unique corresponding Submission Header is also created.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (3) For submissions on portable media, unless otherwise directed by the Registrar, all documents stored on each piece of portable media shall relate to the same patent application. For avoidance of doubt, submissions relating to different patent applications shall be stored on separate pieces of portable media.
- (4) The applicant shall ensure that the CDR is prepared as a single session data disc when storing the electronic files onto CDR.
- (5) The portable media shall be labelled accordingly by applying a self adhesive label to the portable media and ensuring that the following details have been written in indelible ink or printed onto the label:
 - (a) name of the Personal Subscriber Account Holder or Subscriber User;
 - (b) name of the electronic files stored on the portable media;
 - (c) the patent application number (where available); and
 - (d) the applicant's own reference number (where available).
- (6) If a submission comprises of several diskettes, the label shall also indicate the sequence of the media within the set.

For example, if three diskettes make up the set, the first diskette shall be numbered "1/3", the second diskette shall be numbered "2/3" and the third diskette, "3/3".
- (7) Payment shall be made via the EOS by electronic transmission before the portable media is sent to the Registry. The Submission Header in subparagraph (2)(b) corresponding to the electronic files stored on the portable media, shall accompany the payment made via the EOS by electronic transmission.
- (8) A receipt for the submission of the payment shall be generated and issued via the EOS only on successful complete transmission. A separate acknowledgement will also be sent to the applicant's email address as supplied in the Subscription Form for ePatents Online Internet Services.
- (9) A printed copy of the receipt in subparagraph (8) shall accompany the portable media within a sealed envelope sent to the Registry. The lower portion of the receipt may be used as a mailing label for the envelope containing the portable media.
- (10) The envelope containing the portable media shall be sent to the Registry by any of the following means:
 - (a) by handing it to the Registry counter during the hours of business set out in any practice directions issued by the Registrar;
 - (b) by placing it in the Patents Deposit Box as allowed in Rule 98(4) of the Patents Rules; or
 - (c) by posting it to the Registry.
- (11) Portable media sent to the Registry shall be prepared in accordance with these directions and must be accompanied by the receipt showing proof of payment for the

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

submission as mentioned in subparagraph (9), to be considered as a properly prepared submission.

- (12) For avoidance of doubt, in the event that insufficient payment is received, the submission will be rejected.
- (13) For the avoidance of doubt, a submission via the EOS by portable media is treated as received by the Registry in the same manner as the receipt by the Registry of submissions made by way of paper documents as provided in the Patents Rules.

18. Preparing and Filing Documents at the Self Help Kiosk

- (1) Electronic documents may be prepared and submitted using the Self Help Kiosk at the Registry, with the fees set out in the First Schedule of the Patents Rules being payable.
- (2) The Self Help Kiosk will be equipped with all the necessary equipment required to make a submission using the EOS.
- (3) Users who would like to make use of the Self Help Kiosk will have to provide one of the following forms of identification:
 - (a) Singapore National Registration Identification Card (NRIC); or
 - (b) valid passport.
- (4) Payment of fees due for the use of the Self Help Kiosk and any other fees payable shall be paid in full, before the identification in subparagraph (3) will be returned. Payment of the fees due can be made at the Registry counter in one of 4 ways:
 - (a) cash;
 - (b) Cash Card;
 - (c) cheque made payable to “**Intellectual Property Office of Singapore**”; or
 - (d) IBG.

19. Preparation of Paper Documents for Service Bureau Submission

- (1) The documents submitted shall be A4 in size. Documents which are larger than A4 in size shall be reduced to that size before they are submitted to the service bureau.
- (2) Documents shall be printed on one side of the paper only.
- (3) To facilitate the rapid processing of documents, —
 - (a) documents consisting of 30 sheets or less shall be properly secured with staples; and
 - (b) where documents are too thick to be secured with staples, they are to be separated into several sections, with each section being secured in a sealed envelope and all envelopes appropriately labelled.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

(For example, if three envelopes make up the set of paper documents, the first enveloped shall be numbered “1/3”, the second envelope shall be numbered “2/3” and the third envelope, “3/3”. It would also be helpful to identify the documents inside, by labelling the envelopes with the application number or reference number.)

20. Filing Documents via the Service Bureau

- (1) Pursuant to Rule 96K of the Patents Rules, the Registrar hereby prescribes that any service bureau established or authorised to be established by the Registrar may assist in the use of the EOS in carrying out any of the transactions referred to in the First Schedule.
- (2) The filing of documents at the service bureau comprises 2 separate stages, namely, the submission of documents and the collection of documents from the Registry.
 - (a) The submission of documents stage consists of the following steps:
 - (i) preparation of the relevant Patents Forms, available on the IPOS website (www.ipos.gov.sg) and the documents to be filed;
 - (ii) for each patent application, the preparation of one copy of the Service Bureau Request Form available on the ePatents website (www.epatents.gov.sg); and
 - (iii) submission of the Patents Forms, the documents and the Service Bureau Request Form to be sent to the Registry via post, handed in at the Registry Counter (during the hours of business) or deposited in the Patents Deposit Box (after the hours of business), with payment or with receipts of payment (for payment via eNETS Credit/Debit Card, eNETS Internet Banking or Flexipay through the IPOS website) for the filing fees and service bureau surcharges accompanying the submission.
 - (b) The collection of the documents stage consists of the following steps:
 - (i) notification by the Registry in writing, that the documents are ready for collection;
 - (ii) production of the notification to the Registry Counter; and
 - (iii) collecting the documents back from the Registry.
- (3) The person filing will be required to pay the fee that he has filled into the Service Bureau Request Form to the Registry counter before the submission is accepted.
- (4) Payment of fees for requests made to the service bureau can be made at the Registry counter in one of 7 ways:
 - (a) cash;
 - (b) Cash Card;
 - (c) cheque made payable to **“Intellectual Property Office of Singapore”**;

IN THE REGISTRY OF PATENTS
PRACTICE DIRECTION NO. 1 OF 2007

- (d) IBG;
 - (e) eNETS Credit/Debit Card through the IPOS website;
 - (f) eNETS Internet Banking through the IPOS website; or
 - (g) Flexipay through the IPOS website.
- (5) Payment for fees for requests made to the service bureau via post or courier can be made in one of 5 ways:
- (a) cheque made payable to **“Intellectual Property Office of Singapore”**;
 - (b) IBG;
 - (c) eNETS Credit/Debit Card through the IPOS website;
 - (d) eNETS Internet Banking through the IPOS website; or
 - (e) Flexipay through the IPOS website.
- (6) For avoidance of doubt, in the event that insufficient payment is received, the submission will be rejected. Notwithstanding this, for an avoidance of doubt, a Patents Form 1 filed with insufficient payment will be treated under Section 26(1)(a) of the Patents Act as an indication that a patent is sought in pursuance of the application.
- (7) Item 59 of the First Schedule to the Patents Rules prescribes the amount payable for filing via the service bureau. This surcharge is imposed in view of the administrative cost of maintaining the service bureau, and to encourage the use of the EOS remotely.

21. Filing Documents via the Patents Deposit Box

- (1) Where in the course of any submissions made via the EOS, documents are deposited in the Patents Deposit Box, the documents shall be separated into bundles which are 4cm in thickness or consisting of 350 sheets to enable the documents to fit the deposit slot of the Patents Deposit Box. Each bundle must be placed in an appropriately labelled and sealed envelope.
- (2) Documents which require a filing fee to be paid may be submitted via the Patents Deposit Box only if the payment for the filing fee —
 - (a) has already been received via the EOS;
 - (b) is paid by IBG or by a cheque payable to **“Intellectual Property Office of Singapore”** for the relevant sum attached to the documents, for submissions via the EOS with the assistance of the service bureau; or
 - (c) has already been received via eNETS Credit/Debit Card, eNETS Internet Banking or Flexipay through the IPOS website, for submissions via the EOS with the assistance of the service bureau.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (3) For avoidance of doubt, where Rule 3(2) of the Patents Rules applies and in the event that insufficient or no payment is received with the submission, the submission will be rejected.

22. Hard Copies of Electronic Documents

- (1) The Registrar may, at his discretion, request for hard copies of any documents submitted electronically.
- (2) Upon such request, the addressee shall furnish hard copies of the relevant documents at the venue specified by the Registrar —
 - (a) within the specified time frame; or
 - (b) in any event within seven working days of the request, if no time frame is specified.
- (3) The Registrar may also direct that any or all documents shall be submitted in hard copy instead of using the EOS for such period or periods as he in his discretion thinks fit.

23. Resubmission of Electronic Documents while Retaining the Date of Receipt

- (1) In the event that electronic documents sent to the Registry are inaccessible, the documents will have to be resubmitted in the electronic formats as specified in this Practice Direction.
- (2) To retain the original date of receipt of the initial submission of electronic documents, unless otherwise directed by the Registrar, the applicant shall have to submit a statutory declaration prepared in accordance with Section 11 of the Oaths and Declaration Act (Cap 211) to the Registry.
- (3) The statutory declaration in subparagraph (2) shall state explicitly and declare that the contents of the resubmission of electronic documents are exactly the same as the documents submitted on the original date of receipt.
- (4) Where the electronic documents are inaccessible and the applicant does not resubmit an accessible set of the documents in the electronic formats as specified in this Practice Direction, the submission is treated as not having been made.
- (5) Where the electronic documents are inaccessible and the applicant resubmits an accessible set of the documents in the electronic formats as specified in this Practice Direction, but does not satisfy the Registrar that the contents of the resubmission of the electronic documents are exactly the same as the documents submitted in the original submission, the date of receipt of the submission shall be taken to be the date of receipt of the resubmission.

24. Emergency Procedures

- (1) In the event that the EOS is unavailable for extended periods (for example, due to failure of the EOS server), a message will be placed on the ePatents website with the title “Emergency Provisions are in Operation”.

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

- (2) On the broadcast of such a message on the ePatents website, a waiver of the service bureau charges will apply to submissions received prior to midnight on that day.
- (3) The Registrar as he in his discretion thinks fit, may also direct a waiver of service bureau charges for situations where the inability to conduct the transaction via the EOS by electronic transmission or by portable media is not due to the Subscriber Account Holder's hardware failure and does not arise as a result of the Subscriber Account Holder's direct responsibility, including but not restricted to the —
- (a) unavailability of telephone or broadband connection services;
 - (b) extended disruption to the power supply of the Subscriber Account Holders' premises; or
 - (c) unavailability of internet service provider's services.
- (4) For avoidance of doubt, where a waiver under subparagraph (3) is sought, a Waiver Request Form, available on the ePatents website (www.epatents.gov.sg), must accompany the submission. Unless the Registrar otherwise directs, a statutory declaration and any documentary evidence must be furnished to verify the situation. The statutory declaration and documentary evidence (if any) shall be provided to the Registrar within 7 working days of the occurrence of the situation. The Registrar will not consider the waiver request prior to receiving the statutory declaration and documentary evidence (if any).
- (5) Submissions made under these provisions may be made to the Registry on paper or on portable media with the assistance of the service bureau.

FIRST SCHEDULE

Paragraphs 9(1) and 21(1).

FORMS AND OTHER DOCUMENTS TO BE FILED OR SUBMITTED USING THE EOS

Patents Form	Document(s) to accompany the Patents Form (where applicable)
PF 1	<ul style="list-style-type: none">▪ Description with claim(s)▪ Description without claim(s)▪ Abstract▪ Drawing(s)
PF 1(2004)	<ul style="list-style-type: none">▪ Description with claim(s)▪ Description without claim(s)▪ Abstract▪ Drawing(s)
PF 8	NA
PF 9	NA
PF 10	NA
PF 10 (2004)	NA
PF 11	NA
PF 11 (2004)	NA
PF 11A	NA
PF 11B	<ul style="list-style-type: none">▪ Certified copy of granted patent

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

	<ul style="list-style-type: none"> ▪ Document(s) setting out the final results of the search and examination as to substance
PF 11B (2004)	<ul style="list-style-type: none"> ▪ Certified copy of granted patent ▪ Document(s) setting out the final results of the search and examination as to substance
PF 11C (2004)	NA
PF 12	<ul style="list-style-type: none"> ▪ Foreign search report ▪ International search report ▪ Cited document(s)
PF 12 (2004)	<ul style="list-style-type: none"> ▪ Foreign search report ▪ International search report ▪ International preliminary report on patentability (PCT Chapter I) ▪ International preliminary report on patentability (PCT Chapter II) ▪ Supporting document(s) ▪ Cited document(s)
PF 13	<ul style="list-style-type: none"> ▪ Amendment(s) of description and/or claim(s) ▪ Amendment(s) of abstract ▪ Amendment(s) of drawing(s) ▪ Amendment(s) to PF1 ▪ Amendment(s) to PF1 (2004)
PF 13A	<ul style="list-style-type: none"> ▪ Amendment(s) of description and/or claim(s) ▪ Amendment(s) of abstract ▪ Amendment(s) of drawing(s)
PF 14	<ul style="list-style-type: none"> ▪ Description with claim(s) ▪ Drawing(s)
PF 14 (2004)	<ul style="list-style-type: none"> ▪ Description with claim(s) ▪ Drawing(s)
PF 15	NA
PF 16	NA
PF 17	<ul style="list-style-type: none"> ▪ Amendment(s) of description and/or claim(s) ▪ Amendment(s) of claim(s) only ▪ Amendment(s) of drawing(s) ▪ Supporting document(s)
PF 19	<ul style="list-style-type: none"> ▪ Evidence under rule 53(1)(b)
PF 20	NA
PF 21	NA
PF 23	<ul style="list-style-type: none"> ▪ Correction(s) of description and/or claim(s) ▪ Correction(s) of abstract ▪ Correction(s) of drawing(s) ▪ Correction of document filed in relation to a patent/application ▪ Correction(s) of Patents Form ▪ Supporting document(s)
PF 24	<ul style="list-style-type: none"> ▪ Copies of document(s) filed under rule 57(4)
PF 25	NA
PF 26	NA
PF 28	NA
PF 37	<ul style="list-style-type: none"> ▪ Abstract ▪ Amendment(s) to the international application ▪ Copy of verification page of translation ▪ Description with claim(s)

IN THE REGISTRY OF PATENTS

PRACTICE DIRECTION NO. 1 OF 2007

	<ul style="list-style-type: none"> ▪ Drawing(s) ▪ Non-English international application/amendment(s) to the international application ▪ Supporting document(s)
PF 38	NA
PF 40	NA
PF 41	NA
PF 42	NA
PF 44	NA
PF 45	NA
PF 45 (2004)	NA
PF 45A (2004)	NA
PF 46	<ul style="list-style-type: none"> ▪ Statutory declaration/affidavit
PF 46 (2004)	<ul style="list-style-type: none"> ▪ Statutory declaration/affidavit
	<ul style="list-style-type: none"> ▪
PF 47	NA
PF 47 (2004)	NA
PF 53	NA
PF 56 (with effect from 1 April 2007)	<ul style="list-style-type: none"> ▪ Description without claim(s) ▪ Missing part ▪ Priority documents ▪ Translation of priority documents
PF 57 (with effect from 1 April 2007)	<ul style="list-style-type: none"> ▪ Statutory declaration/affidavit