

**IN THE REGISTRIES OF PATENTS, TRADE MARKS AND DESIGNS  
INTELLECTUAL PROPERTY OFFICE OF SINGAPORE  
IP<sup>2</sup>SG PRACTICE DIRECTION NO. 1 OF 2018**

**ELECTRONIC ONLINE SYSTEM (EOS)**

This Practice Direction is issued by the Registrar under Rule 96A(3) of the Patents Rules, Rule 78A(3) of the Trade Marks Rules, and Rules 14 and 58A(3) of the Registered Designs Rules to specify the updated practice to be adopted when using the Electronic Online System (EOS) provided by the Registries of Patents, Trade Marks and Designs.

This Practice Direction shall come into effect on 1 November 2018, and it shall supersede IP<sup>2</sup>SG Practice Direction No. 1 of 2017 issued by the Registries of Patents, Trade Marks and Designs.

Dated this 30<sup>th</sup> day of October 2018.



NG KOK WAN  
DEPUTY REGISTRAR  
REGISTRIES OF PATENTS, TRADE MARKS AND DESIGNS

*Ideas Today. Assets Tomorrow.*

## Table of Contents

<b>PART I INTRODUCTION</b> .....	3
1. Citation .....	3
2. Commencement .....	3
<b>PART II ELECTRONIC FILING AND SERVICE</b> .....	3
1. The Electronic Online System.....	3
2. Transactions to be made using the EOS .....	3
3. Modes of Electronic Payment of Fees and Charges .....	4
4. Limits on the Size of Documents Submitted Using the EOS .....	5
5. Size and Presentation of Electronic Documents (for Patents only) .....	5
6. Size and Presentation of Drawings in Electronic Form (for Patents only).....	7
6A. Size and Mode of Representations in Electronic Form (for Designs only).....	9
7. Amendment or Correction of Documents (for Patents only) .....	11
8. Pagination of Documents (for Patents only) .....	11
9. Transfer of Ownership, Licence or Security Interest .....	12
10. Filing Documents via the Service Bureau .....	12
11. Filing Documents via the Patents Deposit Box .....	13
12. Hard Copies of Electronic Documents .....	13
13. Resubmission of Electronic Documents while Retaining the Date of Receipt.....	14
14. Electronic Communications .....	14
15. Emergency Procedures When EOS is Unavailable for Extended Periods.....	15

*Ideas Today. Assets Tomorrow.*

## PART I INTRODUCTION

### 1. Citation

These directions may be cited as the IP<sup>2</sup>SG Practice Direction No. 1 of 2018.

### 2. Commencement

This Practice Direction shall come into effect on 1<sup>st</sup> November 2018.

## PART II ELECTRONIC FILING AND SERVICE

### 1. The Electronic Online System

- (1) The Registries of Patents, Trade Marks and Designs established an electronic online system (“EOS”) for conducting Intellectual Property (IP) transactions as specified in the respective IP Rules.
- (2) Transactions shall be made by electronic transmission via the EOS. Accompanying documents exceeding 100MB can be submitted by portable media via post or over the counter.
- (3) The service allowing transactions via the EOS is accessible at the URL <https://www.ip2.sg> and is commonly referred to as IP<sup>2</sup>SG.
- (4) A person or entity may apply to be registered as an Account Holder.
- (5) Use of the EOS is governed by the Terms and Conditions, notices, directions or instructions as may be issued by the Registrar from time to time. These can be found at the URL above.

### 2. Transactions to be made using the EOS

- (1) Subject to the Registrar’s directions otherwise, the transactions to be made using the EOS are as follows –

<b>Patents</b>	PF1, PF2, PF7, PF8, PF9, PF10, PF11, PF11A, PF11B, PF11C, PF12, PF12A, PF12B, PF13, PF13A, PF14, PF15, PF17, PF19, PF20, PF28, PF35, PF36, PF37, PF38, PF45, 46, 47, PF45A, PF53, PF54, PF56, PF57, PF58, CM1, CM2, CM3, CM4, CM6, CM7, CM8, CM9, CM10, CM12, HC1, HC2, HC3, HC4, HC5, HC6, Evidence by Initiator, Evidence by Respondent, Evidence in Reply by Initiator, Written Submissions & Bundle of Authorities, Bill of Cost, Marked Bill of Cost, National Security Clearance under Section 34
----------------	---

*Ideas Today. Assets Tomorrow.*

<b>Designs</b>	D3, D5, D8, D13, CM1, CM2, CM3, CM4, CM5, CM6, CM7, CM8, CM9, CM10, CM12, CM13, HC1, HC2, HC3, HC4, HC5, HC6, Evidence by Initiator, Evidence by Respondent, Evidence in Reply by Initiator, Written Submissions & Bundle of Authorities, Bill of Cost, Marked Bill of Cost
<b>Trade Marks</b>	TM4, TM8, TM10, TM11, TM19, TM27, TM28, TM48, MM2, MP1, MP2, CM1, CM2, CM3, CM4, CM5, CM6, CM7, CM8, CM9, CM12, CM13, HC1, HC2, HC3, HC4, HC5, HC6, Evidence by Initiator, Evidence by Respondent, Evidence in Reply by Initiator, Written Submissions & Bundle of Authorities, Bill of Cost, Marked Bill of Cost

- (2) The allowable format for submission of other documents such as attachments to the EOS forms are as follows -

<b>Format</b>	<b>Documents</b>	<b>Image representation of Designs or Trade Marks</b>
<b>Registry</b>		
<b>Patents</b>	PDF (black/white or greyscale)	-
<b>Designs</b>	PDF (no colour restriction)	jpg, jpeg
<b>Trade Marks</b>	doc, docx, PDF (no colour restriction)	jpg, jpeg, bmp, tiff, tif

### 3. Modes of Electronic Payment of Fees and Charges

- (1) Where the relevant EOS Form and accompanying document are submitted via the EOS by electronic transmission, unless otherwise expressly allowed, payment shall be made at the time of submitting the documents.
- (2) 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.
- (3) Payment via electronic means for EOS transactions are effected by Inter-Bank GIRO, MasterCard, VISA or Internet Banking.

*Ideas Today. Assets Tomorrow.*

- (4) Receipt and tax invoice for the submission of the documents and payment, shall be generated and issued via the EOS, only on successful complete transmission.

#### **4. Limits on the Size of Documents Submitted Using the EOS**

- (1) The size of documents uploaded in the electronic form cannot exceed 100 megabytes.
- (2) In the event the limit under paragraph (1) is exceeded for Forms PF1, PF12, PF13, PF14, PF17, PF37, PF56, D3, CM4, HC6, and Evidence by Initiator, Evidence by Respondent, Evidence in Reply by Initiator, and Written Submissions & Bundle of Authorities, the applicant can proceed to submit the electronic form via EOS and follow up with the attachment via portable media.

#### **5. Size and Presentation of Electronic Documents (for Patents only)**

- (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 for submission:
- the description together with the claims (if available);
  - the drawings;
  - the abstract;
  - non-English specifications and abstract (of the international application entering the Singapore national phase);
  - foreign search report (of a corresponding application);
  - international search report (of a corresponding international application);
  - international preliminary report on patentability;
  - cited documents;
  - English translation of non-English language documents and a copy of the verification document of the translation;
  - copy of the certified copy of documents (for example, patent grant); and
  - documents setting out the final results of the search and examination as to substance;
  - copy of the statutory declaration, including any annexes and attachments; and
  - supporting documents or evidence.
- (3) If there is sequence listing to be provided, it can either be included to form a part of description or it can be submitted as a separate electronic file.
- (4) All documents shall be so presented as to permit direct reproduction by electronic or electrostatic processes in an unlimited number of copies.

*Ideas Today. Assets Tomorrow.*

- (5) The visual representation of all documents shall be clear.
- (6) All documents shall be stored electronically, with a document page setup in A4 size (29.7 cm x 21 cm).
- (7) 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.
- (8) 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.
- (9) 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.
- (10) The margins of the documents referred to in subparagraph (1), when submitted, and of any replacement documents, shall be completely blank.
- (11) In the application, except in the drawings —
  - 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.
- (12) All pages of drawings contained in the application shall be numbered consecutively as a separate series.
- (13) 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.
- (14) 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.

*Ideas Today. Assets Tomorrow.*

- (15) The description, claims and abstract shall not contain drawings.
- (16) The description, claims and abstract may contain chemical or mathematical formulae.
- (17) The description and the abstract may contain tables.
- (18) The claims may contain tables only if their subject-matter makes the use of tables desirable.
- (19) In all documents referred to in subparagraph (1), units of weights and measures shall be expressed in terms of the metric system.
- (20) If a different system is used, they shall also be expressed in terms of the metric system.
- (21) In all documents referred to in subparagraph (1), temperatures shall be expressed in degrees Celsius.
- (22) 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.
- (23) In general, use shall be made of technical terms, signs and symbols generally accepted in the field in question.
- (24) 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.
- (25) The terminology and the signs shall be consistent throughout the application.
- (26) All documents shall be reasonably free from deletions and other alterations, overwritings and interlineations and shall, in any event, be legible.
- (27) 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.

#### **6. Size and Presentation of Drawings in Electronic Form (for Patents only)**

- (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.

*Ideas Today. Assets Tomorrow.*

- (3) The minimum margins settings of the page setup of the electronic document containing the drawings, shall be as follows:
- top: 2.5 cm;
  - left side: 2.5 cm;
  - right side: 1.5 cm; and
  - bottom: 1.0 cm.
- (4) The margins when submitted, shall be completely blank.
- top: 2.5 cm;
  - left side: 2.5 cm;
  - right side: 1.5 cm; and
  - bottom: 1.0 cm.
- (5) Drawings shall be executed as follows:
- in black, sufficiently dense and dark, uniformly thick and well-defined lines and strokes to permit satisfactory reproduction;
  - cross-sections shall be indicated by oblique hatching which shall not impede the clear reading of the reference signs and leading lines;
  - 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;
  - 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;
  - 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;
  - 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;
  - 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 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;

*Ideas Today. Assets Tomorrow.*



- 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.

### **6A. Size and Mode of Representations in Electronic Form (for Designs only)**

#### *Mode of Representations*

(1) The representation of the submitted design (or, where there is more than one view filed as the representation of the submitted design, the representation of each view of the design) shall be either in the form of photographs or drawings which should be visually clear, of good quality and be suitable for reproduction. Because the application shall contain a clear representation of the design, the submitted views of the design shall be either in the form of photographs, or in the form of drawings, and shall not be in the form of both photographs and drawings.

(2) If the representations of the submitted design consist of photographs, the photographs shall be clear original prints. If the application is filed via the Service Bureau, the photographs submitted shall be mounted on good quality A4 size paper.

(3) All photographs shall be of matte finish and shall show the article against a plain contrasting background. Any extraneous articles that are not intended to form part of the design shall be excluded.

(4) If the representations submitted consist of drawings, these drawings must be accurately drawn on good quality A4 sized white paper and the drawings must be of well-defined, even, black lines. Rough-hand sketches are not acceptable.

(5) For applications filed via the EOS, the image files must be in JPG or JPEG format only. The image file name should not contain any spaces or special characters.

*Ideas Today. Assets Tomorrow.*

**Intellectual Property Office of Singapore**

51 Bras Basah Road  
#01-01 Manulife Centre  
Singapore 189554

**T** +65 6339 8616  
**F** +65 6339 0252  
**W** [www.ipos.gov.sg](http://www.ipos.gov.sg)

### *Views of Representations*

- (6) The drawings or photographs should contain a sufficient number of views to completely disclose the appearance of the claimed design, for example, front, rear, right and left sides, top and bottom views.
- (7) Cross section views of the design should not be submitted unless it is to clearly show the appearance and shape of three-dimensional designs.

### *Number of Views*

- (8) Each application shall, as far as possible, contain up to 10 different views of the design. Where more than 10 views are provided, the Registry may disregard the additional views lodged.
- (9) Each view shall be presented on individual sheets of A4 sized paper. Similarly, for applications filed via the EOS, each view is to be submitted as one image file. The Registry will accept the views in the consecutive order that they are provided by the applicant.
- (10) If the application is for a design which is to be applied to a set of articles, a set of non-physical products or a set of articles and non-physical products, the view selected for publication shall show the design as applied to all the items (articles and/or non-physical products) that are in the set. For example, if the application is for a set of jewellery consisting of a pendant, a ring and a bangle, these three items must be shown within the view selected for publication.

### *Dimensions of Views*

- (11) The dimensions for each of the views of the design should not exceed 13 cm x 15 cm, and should not be smaller than 3 cm x 3 cm.
- (12) In the case of a set of articles, a set of non-physical products, or a set of articles and non-physical products, where the view selected for publication shows all the items that are in the set (articles and/or non-physical products), the dimension of this view selected for publication should also not exceed 13 cm x 15 cm.
- (13) For applications filed via the EOS, the total file size of all the images and the attachments submitted should not exceed 100 MB.

*Ideas Today. Assets Tomorrow.*

### *Labelling the Views*

(14) The views may be labelled numerically such as “Fig. 1”, “Fig. 2” or include terms such as “Perspective view” or “View of one side”.

(15) The labels should not include dimensions, wordings that describe all or parts of the design, or elements of any trade mark.

(16) To protect a design which only applies to a part or parts of an article, clearly identify the part or parts of the article in solid lines. The parts for which protection is not claimed may be indicated by means of broken or stippled lines, or shaded portions. Broken or stippled lines and/or shaded portions are for illustrative purposes only.

(17) Images labelled as “Reference View” are also for illustrative purposes only. Reference views may, for example, show the design in use. Where an applicant indicates that a view is a “Reference View”, the applicant is indicating that that view is not to be taken into consideration in determining the design for which protection is claimed.

### **7. Amendment or Correction of Documents (for Patents only)**

(1) Pursuant to Rules 46(3B), 48(4), 52(10) 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 an error in any document other than a form with a Form CM4 is as follows:

- a. the relevant EOS Patents Form shall be accompanied by
  - (i) a copy of the document with the amendment, proposed amendment or correction, as the case may be, indicated therein in the following manner:
    - (1) by striking through any text, figure or other matter to be replaced or deleted; and
    - (2) by underlining any replacement text, figure or other matter; and
- b. a clean copy of the amended, proposed to be amended or corrected document shall be submitted.

(2) The procedure in subparagraphs (1) 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.

### **8. Pagination of Documents (for Patents only)**

(1) Every single page of a document shall be paginated so that the pagination on the actual document (which is subsequently converted to PDF) corresponds with the pagination of the document submitted through the EOS.

*Ideas Today. Assets Tomorrow.*

- (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.

### **9. Transfer of Ownership, Licence or Security Interest**

- (1) Pursuant to Rule 57(3) of the Patents Rules, Rule 55(3) of Trade Mark Rule, Rule 37(2AA) of the Registered Designs Rules, the procedure for registering, amending or terminating a licence with Form CM6, registering, amending or terminating a security interest with Form CM7 or registering a transfer of ownership with Form CM8 is as follows:
- a. validation by SingPass/CorpPass on behalf of the licensor for the licence, or the grantor for the security interest, or assignor for the assignment in the case of Form CM6 or 7 or 8 respectively.

### **10. Filing Documents via the Service Bureau**

- (1) Pursuant to Rule 96K of the Patents Rules, Rule 78I of the Trade Mark Rules and Rule 58H of the Registered Designs 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.
- (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 Service Bureau.
- a. The submission of documents stage consists of the following steps:
    - (i) preparation of the relevant Forms, available on the IPOS website ([www.ipos.gov.sg](http://www.ipos.gov.sg)) and the documents to be filed;
    - (ii) for each application, the preparation of one copy of the Service Bureau Request Form available on the IPOS website; and
    - (iii) submission of the Forms, the documents and the Service Bureau Request Form to be sent to the Registry via post or handed in at the Registry Counter (during the hours of business) or deposited in the Patents Deposit Box (after the hours of business for Patents only), with payment for the filing fees and Service Bureau surcharges accompanying the submission.
  - b. The collection of the documents stage consists of the following steps:
    - (i) Self-collection from the Service Bureau within the stated timeframe in the Service Bureau Request Form by producing the relevant receipt for verification;
    - (ii) A copy of the receipt signed by the collector will be kept by IPOS for record purposes.

*Ideas Today. Assets Tomorrow.*

- (3) The person filing will be required to pay the fee corresponding to the Service Bureau Request Form to the Service Bureau before the submission is accepted.
- (4) Details of payment methods for requests made to the Service Bureau are available at <https://www.ipos.gov.sg/payment>.
- (5) Payment for fees for requests made to the Service Bureau via post or courier can only be made via Inter-Bank GIRO (IBG).
- (6) In the event that insufficient payment is received, the submission will be rejected. Notwithstanding this, 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) The First Schedule to the Patents Rules, Trade Marks Rules and Registered Designs Rules prescribe 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.

#### **11. Filing Documents via the Patents Deposit Box**

- (1) Documents that are deposited in the Patents Deposit Box 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 —
  - has already been received via the EOS;
  - is paid by IBG.
- (3) For avoidance of doubt, where Rule 3(2) of the Patents, Trade Marks and Registered Designs Rules applies and in the event that insufficient or no payment is received with the submission, the submission will be rejected.

#### **12. Hard Copies of Electronic Documents**

- (1) The Registrar may, at his discretion, request 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

*Ideas Today. Assets Tomorrow.*

- 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.

### **13. 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 format 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 format 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 format 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.

### **14. Electronic Communications**

- (1) Unless otherwise specified by the Registrar, electronic communication via EOS shall be the primary means through which correspondence are sent, received and exchanged between the account holder and the Registrar.
- (2) All correspondence made available to the Registrar through the account and that is received or retrieved by the Registrar through the account shall be deemed to have been duly authorised by the account holder.

*Ideas Today. Assets Tomorrow.*

- (3) Any correspondence that is to be sent by the Registrar under the Patents, Trade Marks and Registered Designs Acts and Rules shall be deemed to be duly sent to the account holder if such correspondence has been made available through the account in the EOS.

**15. Emergency Procedures When EOS is Unavailable for Extended Periods**

- (1) In the event that the EOS is unavailable for extended periods (e.g., due to failure of the EOS server), a message on the emergency procedures and alternative filing modes will be placed on the IPOS website and IP<sup>2</sup>SG website, and communicated to IP<sup>2</sup>SG account holders. Customers are to abide by the instructions and utilise the alternative filing modes set out in the message communicated by IPOS.
- (2) IPOS may issue correspondence (via the EOS, email or post) containing instructions and stipulated time frames in response to applications submitted via alternative filing modes. Customers are to abide by the instructions set out in these correspondence, where applicable.
- (3) For applications to register a trade mark, collective mark or certification mark via Form TM4, customers shall adhere to the instructions and alternative filing mode set out in the message communicated by IPOS. Unless the Registrar directs otherwise, applications submitted using the manual Form TM4 (hard copy or soft copy submissions) will not be eligible for the lower filing fee.
- (4) Customers shall make their submissions in one of the following methods:
- Over the counter between Monday to Friday from 8:30am to 5:00pm.
  - Facsimile (for submissions without payment only)
  - Email
  - Patents Deposit Box (after opening hours only)
- (5) Service Bureau charges and other related manual filing fees (e.g., manual filing fee of Form TM4) will not be applicable during the period of EOS unavailability.

*Ideas Today. Assets Tomorrow.*