

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2024 HISP CX Action Plan

# U.S. Patent and Trademark Office

As a High Impact Service Provider (HISP), the USPTO focuses on improving customer experience and delivery for the following services:

- 1) Applying for a patent:** Patents allow inventors to benefit from their novel ideas by granting them the exclusive right to profit from their inventions in the U.S., incentivizing innovation. More than 500,000 patent applications are submitted annually to the USPTO by people from around the world.
- 2) Applying to register a trademark:** Every year, an average of 900,000 people file to register trademarks, ranging from individual entrepreneurs to multi-national corporations. Trademark registrations help these businesses to thrive and enhance the nation's economy

## ***What we will deliver in 2025:***

- **Update Patent Center to reduce delays and errors in design patent application processing**

The U.S. Patent and Trademark Office (USPTO) will allow customers to submit their design patent applications in DOCX format instead of PDF, which will allow the USPTO to notify design patent applicants in real time if there are problems with their application, substantially reducing submission errors that can cause an application to be delayed or treated as incomplete. Previously only available to other types of patent applications, this change will allow the more than 50,000 new design patent applications USPTO receives each year to be processed more efficiently and accurately.

- **Replace trademark application forms with Trademark Center**

USPTO will retire its outdated application forms and replaced them with the new Trademark Center. Trademark Center offers a modern way to do business with USPTO. It includes many enhancements, such as a guided user interface to better support business owners and entrepreneurs, customization options to accommodate different needs for trademark attorneys and pro se filers, automatic saving of drafts, a new drafts and docket feature, a transparent application cost calculator, and a mobile-friendly design. The new platform was open to customers for more than a year and continuous improvements were made based on customer testing and feedback, ensuring customers had a meaningful voice in its design.

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## *What we will deliver in 2025:*

- **Encourage first-time filers to take part in a faster patent application process**

USPTO is conducting outreach to encourage first-time patent filers to take part in the First-Time Filer Expedited Examination Pilot Program, a program that provides faster initial examination and likely earlier indication of patentability for eligible first-time filers. USPTO expects that this outreach campaign will increase accessibility to the patent system for inventors who are new to the patent application process, including those in historically underserved geographic and economic areas. The pilot program runs until March 11, 2025, or the acceptance of 1,000 applications, whichever comes first.

- **Provide live training sessions for patent filers**

USPTO will provide at least 15 in-person and online patents training programs and workshops, such as [Patents One-Day Boot Camps](#), [Stakeholder Application Readiness Training \(StART\)](#), [Stakeholder Training on Examination Practice and Procedures \(STEPP\)](#), and [Stakeholder Offerings and Resources \(SOaR\)](#), to assist applicants with the patent application process. These tailored sessions are designed to equip at least 500 participants with the knowledge to navigate the patent process.