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## May 2003 Contents:

- Spotlight on Customer Service
- Quick Patent Facts
- Prior-Art Search Services
- Enter our May Giveaway – [enter to win!](#)

### Spotlight on Customer Service:



This month we focus on our very own Betty Anissa Bottmeyer, known to many of you as Betty B.

Betty was Reedfax's second employee – and she helps us out quite a bit. Betty not only answers your

phone calls, but she loads our new patent issues each week (US, EP, & WO), orders our supplies, and keeps our shipping department running smoothly.

Betty enjoys trips to Longwood Gardens (<http://www.longwoodgardens.org>) in her new car and traveling. Currently, she's getting ready for her brother's big wedding later this month.

### Quick Patent Facts:

#### All about patent file histories.

The file jackets for issued patents, better known as a patent file history or file wrapper, are stored in warehouses located throughout Virginia and Maryland. When an order is placed for a file, the order is sent out to the warehouse for retrieval and delivery to the PTO's file information unit (the FIU) – where we then copy it.

#### All about patent file histories. (continued)

Some types of file histories are only available through certain channels. Pre-grant applications, files in Interference or the Board of Appeals – can be ordered – but only by ordering with the PTO's Dissemination Support Division (DSD). In these cases, the PTO does the copying. Orders placed through DSD can take up to 45 days to obtain. For files in Interference or the Board of Appeals, there is no guarantee that those locations will release the file.

#### Prior Art Search Services from REEDFAX

We've worked hard over the past year to create a network of prior art search professionals. With nearly 100 years of experience, our patent searchers are subject matter experts in fields such as biology and biotechnology, chemistry and chemical engineering, computer hardware and software, electronics, micro fabrication, photonics, and physics. Your patent searches will be performed by a searcher that intimately understands the subject matter of your search - not a layperson.

In addition, our expert searchers utilize the most comprehensive prior-art databases available for both patent and non-patent literature searching.

Our patent search reports are competitively priced, and come with expert commentary on each cited patent, not just a list of patent

On occasion, a file may be housed in an examining group. When this is the case, we must contact the group and request to copy the file. Sometimes, the group will release the file – sending it to the FIU for us to copy. Sometimes they will allow us to copy it at their group location. Sometimes, they will tell us to wait until they have finished with it.

Once and a while, a file will not be at the location it is charged to. When this happens – the PTO will put the file on official search. The official search period is 30 days. The PTO tells us that during this period of time, they check back and check where the file had been – and try and locate it. During this 30-day period, we are prohibited from re-ordering the file. Sometimes they find the file, but sometimes they do not. Many times files are found many months (even years) later.

When we order an abandoned serial number, we must prove to the PTO personnel at the FIU that it is indeed abandoned. To do this, we have to show them a face page of an issued patent citing it as abandoned, or an issued patent that has incorporated it by reference. If we cannot provide this information to the PTO, they will simply not give us the file unless we can show them proper authorization – in the form of a power-to-inspect form. It gets silly sometimes, if we're requesting an application from the 1970's (which has never been cited as abandoned) – we know, and you know that it can't possibly be pending – but the PTO will not release it with out a properly filled out power-to-inspect form.

numbers. The result? Outstanding patent searches that save you time by summarizing relevant portions of prior art, while providing the highest possible degree of accuracy.

Thinking about that next patent search – think REEDFAX!

Inquiries to Customer Service @ 1-800-422-1337, or by email to [email@REEDFAX.com](mailto:email@REEDFAX.com)

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### Enter our May Give-away!!

A stunning dwarf Juniper Bonsai tree – ideal for Father's Day! Delivered in you name to your Father (or anyone you'd like). [<click here>](#) Winners will be selected using a random number generator, and notified via email. One entry per customer!

Good Luck!

Congratulations to our **April** give-away winner Janice Speidel of Roseland, NJ