

**envoy**<sup>o</sup>

Specialists in global IP annuities and renewals

# Proven solutions from the renewals specialists

Envoy provides worldwide patent and trademark renewal services for IP professionals.

Using our free and secure online portal, Envoy's customers benefit from time and cost efficiencies in managing renewal payments in any jurisdiction through a single, low cost and reliable supplier.

## Expertise and reliability

Developed and managed by qualified patent attorneys, Envoy has an unrivalled understanding of the needs of the IP profession, whether a private practitioner or in-house counsel. We know the value of a client's patent and the importance of reliability when it comes to its maintenance.

Ask us about our 100% fulfilment record and how we can reduce your administrative burden.

## Tried and trusted worldwide

Envoy is used in over 30 countries by patent agencies, law firms, universities and corporate in-house IP departments. Our customers include reputable patent and trademark firms such as Gevers and Murgitroyd, global law firms like DLA Piper and blue chip corporations such as IBM.

## Customers first

Our core values are centred around our customers. We never compete with our customers. We listen to their needs and customise solutions to match. We make it our mission to deliver value for money, and levels of customer service and support that raise the bar in the IP renewals market.



# A more efficient way to manage IP annuities and renewals



Log in to secure  
online account



Check prices in  
global territories



Instruct multiple  
renewals worldwide



Monitor payments  
in real time



Receive  
official receipts

## Quick and easy-to-use

The Envoy system is entirely web-based, so there is no need for any new software. It takes minutes to register a **free online account**. You can check prices anytime and start instructing renewals anywhere in the world.

There is no need to worry about missing renewal dates due to misplaced emails or faxes – the Envoy system relieves that burden, ensuring a swift and smooth renewals process.

- Every IP jurisdiction in the world
- No minimum number of renewals
- No need to upload all your case data
- Can be used alongside other renewals solutions

## Data transfer your way

Case data can be uploaded to customer accounts at any stage, either on a case-by-case basis or as a multiple upload in a spreadsheet. And remember, the Envoy team are always here to help if you need it.

# IP renewals with a difference

Unlike many providers, Envoy offers price transparency and all-inclusive, fixed quotes – so there are no estimates and no hidden extras.

And we don't just offer competitive pricing, we provide long-term **value for money** too, so our customers have access to the added features and benefits they require as part of the Envoy service.

As for service, we aim for best in class. We put our customers first and are committed to setting the highest possible standards of service and support.



## Value for money with sustainable pricing

- All-inclusive quotes and price transparency
- Competitive prices and the lowest urgency fees in the industry



## Personal service and ongoing support

- Dedicated service team with quick response times
- Experienced and highly trained staff with strong attention to detail



## Flexible and easy-to-use online account

- Instruct renewals anytime using your free, customisable account
- Compatible with your existing case management software



## Secure and reliable renewals process

- Developed and managed by qualified patent attorneys
- Proven track record – 100% fulfilment reliability



Envoy was rated as the **number 1 provider for customer service and support** in the IP renewals market by the World Trademark Review.\*

\* World Trademark Review, "Made To Measure?" non-legal services survey, Feb/Mar 2015

# A customisable account

Accounts are individually tailored to meet our customers' business needs and processes. Customers can determine how they would like to manage their renewals by selecting the relevant account features and tools in the Envoy system.

Account features and tools are provided as part of the Envoy service, so they're **free to use**. There are no set-up costs or account management fees – you only ever pay for the renewals you instruct.

## Built-in features with every account



### Price freezing

Freeze prices for up to 120 days to avoid currency fluctuations.



### Real-time monitoring

Monitor the end-to-end renewal process from instruction to provision of receipts.



### Instant invoices

An invoice is instantly emailed to your accounts team or designated contact.



### Batch uploads and instructions

Add up to 1,000 cases simultaneously to get instant prices and make multiple instructions.



### Price forecasting

Download a spreadsheet of future renewal prices for your patents.



### Instant access to forms

All the forms you may need to instruct a renewal are downloadable from our system.



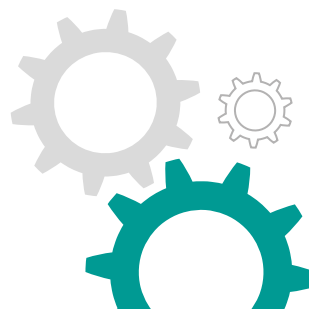
### Due date calculator

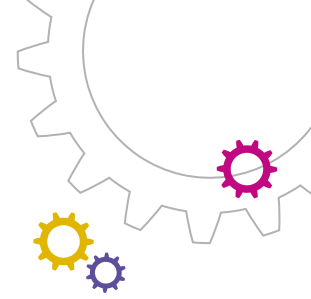
Calculate when patents are due for renewal or check that your records are correct.



### Data checking

Our system verifies the accuracy of the details you provide.





Customers have the flexibility to select the extra features and tools they require in the Envoy system, **at no additional cost.**

### Optional extra features



#### **Weekly account updates**

Weekly emails summarise all account activity and highlight any cases requiring action.



#### **Reminders**

Set reminders for cases previously renewed by Envoy.



#### **Case rollover**

Renewal data can be rolled over to the next due date to avoid missing future payments.



#### **Auto-instruct**

Renewals can be paid automatically when due, unless we receive instruction to the contrary.



#### **Due date monitoring**

Alerts can be sent notifying you when there are cases in your account due for renewal.



#### **System integration**

For high volume renewals, your case management system can be integrated with Envoy.

Contact the Envoy team to take a trial and test drive an account: [enquiries@envoyrenewals.com](mailto:enquiries@envoyrenewals.com)



#### **We also offer a Client Direct service.**

Contact the Envoy team for more information.

# Levels of service

We recognise that companies have differing renewal needs and processes. Therefore we offer the flexibility for our customers to manage their account in a way that is appropriate to their own individual business needs.

The options below describe the different ways that our customers tend to work with us, depending on the type of company they are, whether or not they have their own case management system, and their preference for how much or how little they would like Envoy to do.

## On-demand renewals service

This service is most commonly favoured by law firms with their own reliable case management data. Fresh data is downloaded from their case management system and is uploaded to their Envoy account when a renewal instruction is made.

**Use of fresh case data reduces risk of errors.**



## Managed renewals service

This service is widely used by organisations that may not be able to rely on their own docketing records. Case data is stored on Envoy's secure server and we take on a more proactive role as required by the customer. This may involve monitoring renewal dates, sending out reminders and account updates, rolling over renewal data to the next due date, or automating payment of renewals when due.

**Due date monitoring, Case rollover, Reminders and Auto-instruct are some of the account tools offered as part of this service.**



## Integrated renewals service

This service is most suitable for law firms or corporations with a very high number of renewals. We can integrate a customer's case management software with the Envoy system to allow automatic transfer of data, pricing and instructions. Official receipts and progress reports can also be accessed automatically without physically needing to log in to the Envoy system.

**API (Application Programming Interface) software integrates customer and Envoy systems.**



# Streamlined IP recordals

Our customers also rely on Envoy to manage their recordals efficiently and cost effectively. Envoy records changes in ownership, licences, changes of name or address and any other instrument affecting an Intellectual Property Right at the official registries in every legal jurisdiction.

We convert what can be a time consuming and labour intensive task into a simple instruction through a single supplier. We will work in the currency of choice and provide a single quotation and invoice scheduling the whole recordal programme.

Envoy is equipped to record a simple change of name simultaneously with a renewal, or to undertake a multinational filing programme, such as recording an assignment of a large portfolio across many territories.

Our customers rely on us to provide:

- Accurate and quick quotations
- Instant knowledge of local requirements
- Documentation and powers of attorney
- Cost effective project management
- Negotiated lower supply costs through contracted agent network

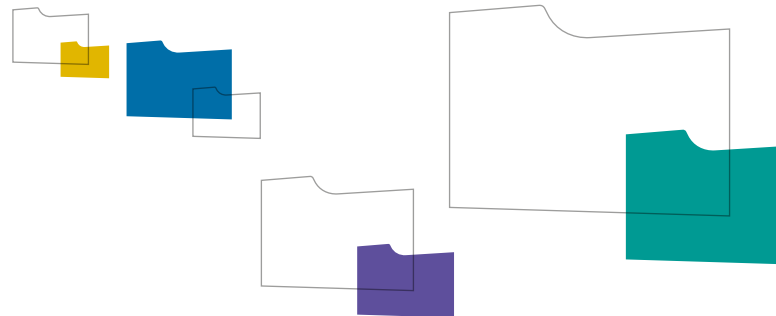
## No obligation quotations

The next time you have a recordal requirement, just ask us for a quotation. You can complete our online quote request and we will send you an all-inclusive price within 48 hours. Upon receipt of your instruction to proceed we will send you one single invoice, together with the powers of attorney and relevant documentation for completion.

Once the documentation is returned to us you can focus on your core business, knowing that we will send you the official receipts evidencing the recordals as soon as they are available.

And remember, you do not need to be an existing Envoy customer to use our recordal service.

Simply go to [envoyrenewals.com](https://envoyrenewals.com) to submit a quote request, or contact us for more information: [enquiries@envoyrenewals.com](mailto:enquiries@envoyrenewals.com)





# Global endorsement

We work with market leading patent agencies, law firms, universities and corporate in-house IP departments throughout Europe, America, Asia, Africa and Australasia.

## **Bereskin & Parr** INTELLECTUAL PROPERTY LAW

"The staff are amazing whenever we need them."

Kelly Verissimo  
**Bereskin & Parr LLP, Canada**

## **IPentus**

"You get instant pricing which can be fixed, quickly and efficiently."

Arlene Campbell  
**IPentus, UK**



"Excellent customer services from a friendly and supportive team."

Sue Callam  
**IBM United Kingdom Ltd, UK**



"They are extremely helpful and clear with queries, and their costs are very reasonable."

Nina Wilson  
**Norton Rose Fulbright, Australia**



"The online system is very user friendly and responsive."

Ann Chong  
**Henry Goh & Company, Malaysia**



"Convenient, efficient, competitive prices."

Christine Chan  
**AES SEAL, UK**

## **Keltie**

"Their prices are competitive and their billing processes are very slick."

Simon Rogers  
**Keltie LLP, UK**



"The customer service is very courteous and responsive."

Jacqueline Kimvilakani  
**DLA Piper, USA**

For more customer references please visit [envoyrenewals.com](http://envoyrenewals.com) or if you'd like to speak to any of our customers, please email [enquiries@envoyrenewals.com](mailto:enquiries@envoyrenewals.com)

# Take a trial and check prices

To get a feel for how quick and easy it is to use Envoy, you can take a trial at [envoyrenewals.com](http://envoyrenewals.com)

It takes a few clicks to register an online trial account, and you will be able to check prices and place instructions without incurring real costs or renewing real cases.

## Request a demo

To find out more about how Envoy can add value to your business, contact us to arrange an online demo or to speak to our experienced team.

## Open a free account

If you like what you see, it takes just minutes to open a real account. Contact us to get up and running.

## Ask us anything

If you have any questions about Envoy and our renewals or recordal service, please get in touch with our team.

[enquiries@envoyrenewals.com](mailto:enquiries@envoyrenewals.com)

Tel. +44 (0)141 241 6250

Toll-free (USA/Canada): +1-888-249-1726

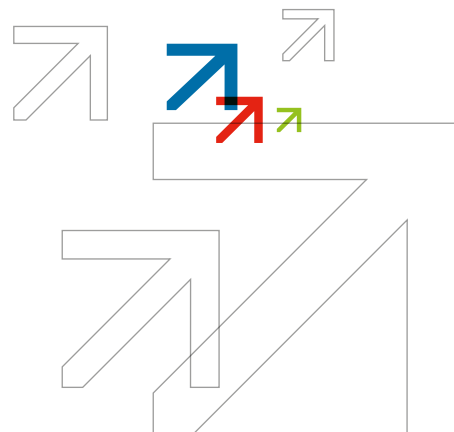
[envoyrenewals.com](http://envoyrenewals.com)

### UK and Europe


Envoy International Ltd  
Delta House  
50 West Nile Street  
Glasgow  
G1 2NP  
UK

### North America

Envoy IP, Inc.  
1603 Orrington Avenue  
Evanston  
IL 60201  
USA



Follow us

 @Envoyrenewals

 Envoy International Ltd



**envoy**<sup>o</sup>