



PROCUREMENT AND ENFORCEMENT
OF INTELLECTUAL PROPERTY

CISLO & THOMAS LLP
Attorneys at Law

PATENT, TRADEMARK
COPYRIGHT & RELATED MATTERS

C&T Staff Training
[03/15/2023] [CEG]

MAIL & PHONES

IN PERSON & REMOTE

MAIL:

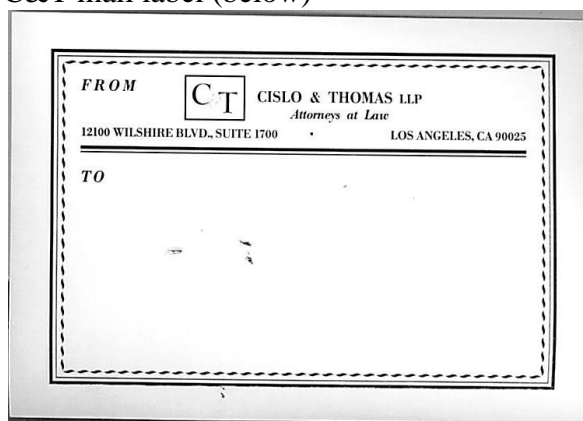
- For the purpose of this training, we are going to focus on OUTGOING mail...

PHONES:

- A lot of the enclosed phone material is for reception use, but I have included a few tips and tricks to reference if you need help with voicemails, forwarding calls, etc....
- Always feel free to reach out to reception and/or Casey if you need help resetting your voicemail password, accessing your voicemail, etc....

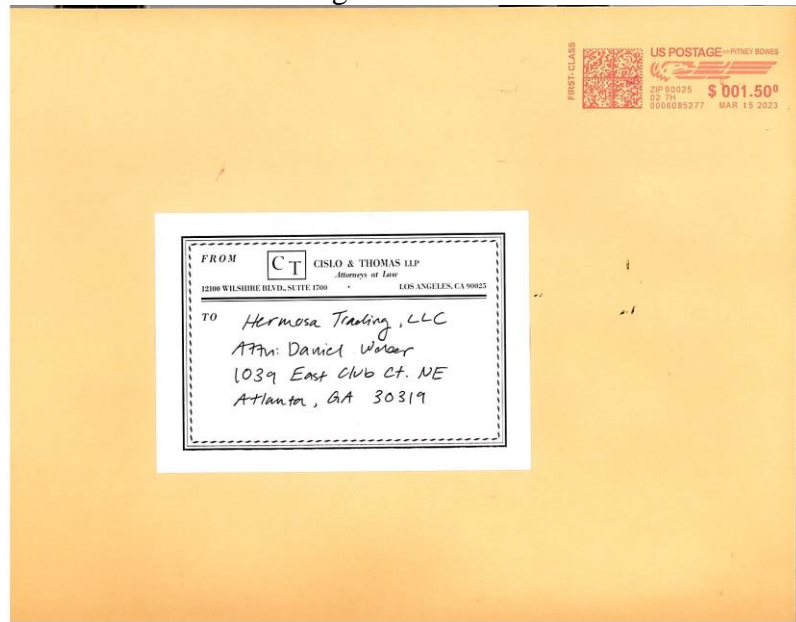
FIRST CLASS MAIL (Domestic):

1. Create C&T mail label (below)



- a.
2. Place letter/enclosures into manila envelope and seal
 3. On the Pitney Bowes, select:
 - a. First Class Retail Metered
 - b. Large Envelope
 - i. Apply
 - c. Place on scale and wait until machine reads "Ready to Print"
 - d. Slide the envelope through
 - e. Scan the envelope to save with the EXEC

4. Final Version will look something like this:

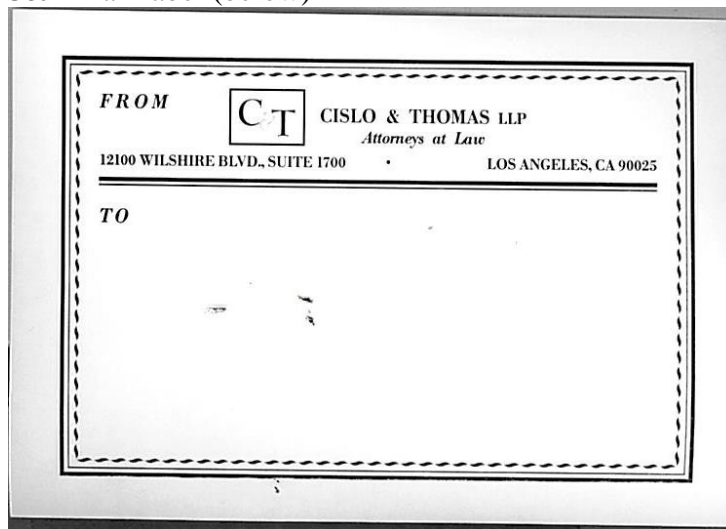


a.

CERTIFIED MAIL (Domestic):

- Common with DROP letters/signature required

1. Create C&T mail label (below)



a.

2. Grab a certified mail label and slip (below)

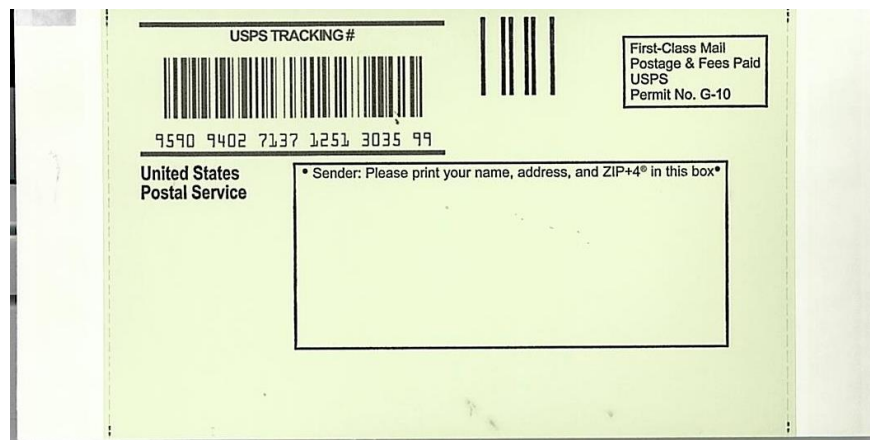
a.

- i. 70220410000180142396 is Article Number
- ii. Left half of this slip is detachable & a sticker, break off along the fold and remove the article number sticker and place in section 2 below
- iii. Right half of this slip is for internal use, fill out the fee section and write the matter number and client name in the bottom section that says 'Send To'

1. Certified Mail Fee (as of March 2023): \$4.15
2. Return Receipt Fee (as of March 2023): \$3.35

b.

- i. Article Addressed to: client information
- ii. Article Number: sticker from above
- iii. Service Type: check 'Certified Mail' box



c.

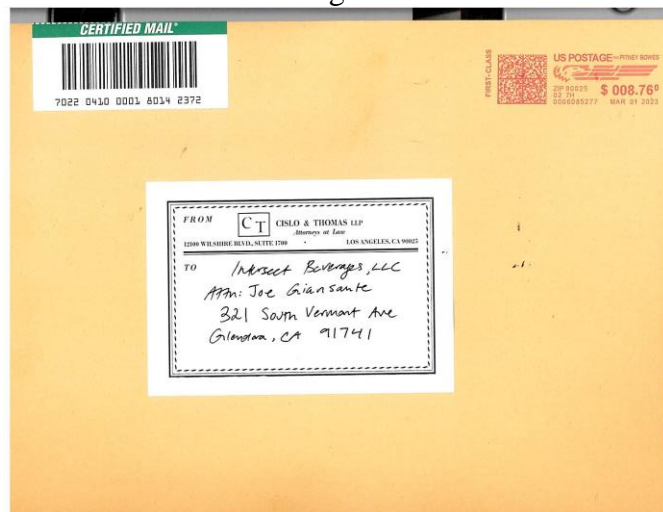
- i. Sender: Cislo & Thomas information so that once this letter is delivered and signed, this green slip can be returned to us

3. Place article number in the VIA CERTIFIED AND ELETRONIC MAIL box on letter

4. Head to postage machine

- a. Put letter/enclosure(s) in manila envelope, seal with tape, and put the filled out certified mail label over the tape, put address sticker on
- b. Put the certified mail sticker above the address label (upper left corner of the envelope) and fold it over the edge
- c. On the Pitney Bowes, select:
 - i. First Class Retail Metered
 - ii. Large Envelope
 - iii. Certified (+\$4.15)
 - iv. Return Receipt (+3.35)
1. Apply
- v. Place on scale and wait until machine reads “Ready to Print”
- d. Slide the envelope through
- e. Scan the envelope to save with the EXEC

5. Final Version will look something like this:



a.

FEDEX:

Login: 090417665

Password: Donald123

Shipping → Create a Shipment → Return to Old Version

Domestic Shipments

1. From:
 - a. Attorney listed, or from Daniel M. Cislo, Esq. (default)
2. To:
 - a. Enter address
 - b. Phone number (firm phone): 310-979-9190
3. Package and Shipment Details:
 - a. Weight: 1 lb
 - b. Value: \$5.00
 - c. Service Type:
 - i. Default is FedEx Ground unless told otherwise. You can check 'rates and transit time section' to determine what service to select
4. Billing Details
 - a. Enter matter number from letter
 - b. Special Services
 - i. You can add signature requirements in this section
 - c. Shipment Notifications
 - i. Put in your email in the 'Notify Sender Via' section to receive updates on delivery (and/or delays)
 - d. Double check the Rates and Transit Times section that the price is OK
5. Complete your shipment
 - a. Ship!
6. Your label will appear. Copy the tracking number into your letter if there is the option to do so, and print the shipping label on the FedEx labels we have in the office.



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FedEx Ship Manager - Create a Shipment

fedex.com/shipping/shipEntryAction.do?origincountry=us&locallang=us&urlparams=us

CorpStrat Sign-in | USPTO Private Pair Patent Mail copyright search TSDR FEDEX Sign in | Staples

FedEx Daniel

Ship

Create a Shipment

1 Enter shipping information 2 Print label(s)

* Denotes required field. Preferences | Clear all fields

My Shipment Profiles

My shipment profiles (formerly Fast Ship)

Select

Ship

1. From

Daniel Cislo, 12100 WILSHIRE BOULEVARD, SUITE 170, LOS ANGELES, California, 90025, United States

2. To

* Country/Territory United States

Company Select or enter

* Contact name Select or enter

* Address 1

Address 2

* ZIP

* City Select or enter

* State Select

* Phone no. ext.

Perform detailed address check

☐ This is a residential address

☐ Save new recipient in address book

4. Billing Details

* Bill transportation to MyAccount-665

Your reference

More reference fields Add an account

Special Services (optional)

Select additional services for your shipment

Pickup/Drop-off (optional)

You are dropping off your package at a FedEx location.

Shipment Notifications (optional)

Send an email to yourself, the recipient or others indicating the status of your shipment.

Rates & Transit Times (optional)

Amounts are shown in USD

Select	Service and Transit Time	Your Rate
	Enter more information to get rates and transit times.	--,--

5. Complete your Shipment

Ask FedEx

☐ Create a Shipment Profile to store recipient, package and all other details of this shipment for future use.

57°F Mostly cloudy 9:04 AM 3/15/2023

FedEx Ship Manager - Create a S
+

fedex.com/shipping/shipEntryAction.do?origincountry=us&locale=us&urlparams=us

CorpStrat Sign-in | USPTO Private Pair Patent Mail copyright search TSDR FEDEX Sign in | Staples

FedEx.
Daniel

* ZIP
* City
* State
* Phone no.

Perform detailed address check
☐ This is a residential address
☐ Save new recipient in address book

3. Package & Shipment Details

? Help Hide

* Ship date
* Number of packages
* Weight
Declared Value
* Service type
* Package type
☐ Include a return label

Amounts are shown in USD

Select	Service and Transit Time	Your Rate
	Enter more information to get rates and transit times.	--

5. Complete your Shipment

? Help

☐ Create a **Shipment Profile** to store recipient, package and all other details of this shipment for future use.
[Send a Mobile Shipping Label](#)

Please note:

- Click the Ship button only once. Expect some delay due to transmission time. Do not click Stop or Reload; it may cause a duplicate shipment transaction to occur.
- By clicking the Ship/Continue button, you agree to the [FedEx Ship Manager at fedex.com Terms of Use](#) and the FedEx terms of shipping in the applicable [FedEx Service Guide](#) and the [Shipper's Terms and Conditions for FedEx Express international shipments](#).
- By clicking the Ship/Continue button, you agree that this shipment does not contain undeclared Dangerous Goods. If you are uncertain of whether your shipment contains Dangerous Goods, see the [Help](#) for more information.
- Results provided by FedEx Address Checker are believed to be reliable, but are not guaranteed.
- FedEx makes no warranties, express or implied, regarding Address Checker information.
- Correct completion of shipping documents is the responsibility of the customer.
- If the delivery address is later identified as residential, you could receive a residential surcharge.

Save for later Ship

OUR COMPANY MORE FROM FEDEX LANGUAGE

57°F Mostly cloudy 9:07 AM 3/15/2023



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PHONE HELP

Phone TimeMatters
17-35627
20-42608

Call Forward

1. Feature 4
 - a. Then extension
 - b. Or 81 and then someone's cell
 - c. Ok

Cancel Forward

1. Feature
2. #
3. 4

How to Change Someone's Name before the VM Beep (External for Clients)

1. Specific Phone → Feature 981 → enter in password
2. Admin
3. Greet
4. Record
5. prime
6. OK

Remote attorneys: how to access VM

1. Call C&T from an outside line (310-979-9190)
2. At the recording, plug in your extension
3. Let it ring until you get to your personal recording
4. Press *
5. Enter password then #
6. Then you should be able to listen to them!

Remote attorneys (with call forward but phones at office): how to access VM remotely

1. Call C&T from outside line (310) 979 9190
2. At the recording, plug in your extension
3. Let it ring until you get your personal recording
4. Press **
5. Enter your extension, password, and # all together

How to Reset VM Password for someone at Office:

1. Reception phone → feature 983 → Log: 1024783#
2. MBOX → CHNG → type in extension you want to change
3. Reset → then hang up
4. Go to phone of person you are resetting (or email them if remote)
 1. Feature 981
 2. Type in 0000 for pass
 3. Pick a new four-digit pass
 4. Type in again
 5. OK

How to Change Name Recording for Someone's VM (Internal)

When they go to listen to their voicemail the recording that plays

1. Feature 981
2. Enter pass
3. Press OK
4. Press 8 (admin)
5. Press 1
6. Record first and last name at tone
7. Press ok or #
8. Release

Changing the Name of Someone's Phone (Internal Programing) for Directory

Name that appears when reception transfers a call to someone else

1. Feature **266344
2. Pass: 23646
3. Press show, enter the extension you want to change
4. Show → show → next
5. Enter the name
6. Next
7. Release

How to change time on phones

** changing the reception phone will most likely change all of them **

1. Feature **8463
2. Pass: 23646
3. Change using buttons
 1. Military time

If reception needs to check/get into someone else's VM

1. Feature 981
2. Other
3. (Ext) followed by pass #

Remote attorneys (with call forward but phones at office): how to access VM remotely (as of July 2022)

1. Call C&T from outside line (310) 979 9190
2. At the initial C&T recording, press **
3. plug in your extension, followed by your password, then pound

Calling Internationally:

- More information to come. Feature is disabled as far as I know from speaking with Mike, but we may look into 'google phone' options. If anyone has any intel on this, or has successfully made an outgoing international call from their work phone recently, please reach out to Casey. Thank you!

Phone Script (in case phone's need to be reset):

- You have reached the law offices of Cislo & Thomas. Our office hours are 8 Am to 5 Pm, Monday through Friday. If you know your parties extension you wish to reach, please dial it now. For the dial by name directory, please press pound, or dial 0 to speak with our receptionist. Thank you and have a good day.