



PROCUREMENT AND ENFORCEMENT  
OF INTELLECTUAL PROPERTY

PATENT, TRADEMARK  
COPYRIGHT & RELATED MATTERS

**CISLO & THOMAS LLP**  
*Attorneys at Law*

C&T Staff Training  
4-5-2023 DT

**Awaiting Response Protocol**

1. Find the original email sent to the client by searching the matter number in your sent mail
2. Reply all the email from your personal email
3. Change the subject line to insert "AWAITING RESPONSE" before the "RE: \_\_"
  - a. If this is not the first follow-up we have sent (shown in the doc record) put "SECOND/THIRD AWAITING RESPONSE RE:"
4. Select the appropriate signature block from the follow up signatures for the type of letter and copy the same recipients.
5. Save the email to Time Matters
6. Go back into the document record and type today's date into the sections for 1st A/R (or 2"d,3rd etc.)
7. Push the date out for the NEXT reminder under "Followup". This will typically be the same distance out as the original date was from the sent date.
  - a. If this was the 3'd follow-up set the reminder for 1month before the deadline
8. After 4th notification we typically call the client to double check that they are receiving our emails and clarify their instructions. After the call please add "Note" in TM detailing the details of the call.
9. If we don't receive clarification we usually send a drop letter

**Email Signatures:**

**Approval of Extension Request:**

Dear:

This is to follow up with you regarding the email below and the attached letter. As a kind reminder, the deadline to file a Statement of Use or Extension Request for is \_\_. Please let us know how you would like to proceed at your earliest convenience. Thank you.

**Enclosing Sections 8 & 15:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note that we are still currently awaiting the executed Sections 8 & 15 (and specimens) for the above-referenced registration. Please execute and date the declaration and return the signed paperwork (along with specimens) to our office at your earliest convenience.

**Enclosing SOU:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note that we are still currently awaiting the executed Statement of Use for the above-referenced application. Please sign and date the Statement of Use and return it to our office at your earliest convenience.

**Notice of Allowance:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note that we are still currently awaiting your instructions regarding the above-referenced application. The deadline to file either a Statement of Use or Extension Request is \_. Please let us know how you would like to proceed at your earliest convenience.

**Office Action:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note that we are still currently awaiting your instructions regarding the Office Action for \_. If you would like to maintain this application, please forward us your instructions at your earliest convenience and note that the deadline to respond to the Office Action is \_.

**Renewal Due:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note that we are still currently awaiting your instructions regarding the renewal for the above-referenced registration. Please let us know how you would like to proceed at your earliest convenience. Thank you.

**Scan Results or Full Search:**

Dear :

This is to follow up with you regarding the attached letter. Please note that we are still currently awaiting your instructions regarding the above-referenced preliminary trademark scan. Please let us know how you wish to proceed at your earliest convenience.

We look forward to hearing from you in due course.

**Standard:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note the \_ deadline. We look forward to hearing from you.

**Trademark Application:**

Dear :

This is to follow up with you regarding the email below and the attached letter. Please note we are still awaiting the signed application. If you are still interested in the matter and would like to proceed, please forward us the signed documents at your earliest convenience. Thank you.

**Notice of Allowance (Patent):**

Dear:

This is to follow up with you regarding the email below and the attached letter. Please note that we are still currently awaiting your instructions regarding the above-referenced application. The deadline submit the issue fees (and corrected drawings) is \_\_\_\_\_. Please let us know how you would like to proceed at your earliest convenience. Thank you.

**Follow-Ups**

FU Complete Letters (Check the box next to "Follow Up")

**Confirming Letters**

- Letter to Client Confirming of Statement of Use/Amendment to Allege Use Filed
- Letter to Client Confirming Extension Request Filed
- Letter to Client Confirming Response to Office Action Filed
- Letter to Client Confirming Revocation and New Power of Attorney Filed
- Letter to Client Confirming Sections 8 & 15 Filed
- Letter to Client Confirming Sections 8 & 9 Filed

**Trademark letters**

- Letter to Client Regarding Filing Particulars
- Letter to Client Regarding Notice of Acceptance of SOU
- Letter to Client Regarding Acceptance of Sections 8 & 15
- Letter to Client Regarding Acceptance of Renewal
- Letter to Client Enclosing Notice of Abandonment
- Letter to Client Regarding Notice of Recordation
- Letter to Client Regarding Notice of Publication
- Drop Letter to Client

**Patent Letters**

- Letter to Client Regarding Filing Particulars
- Letter to Client Regarding Issue Notification
- Letter to Client Regarding Notice of Recordation
- Letter to Client Enclosing Notice of Abandonment o Letter to Client Regarding Notice of Publication
- Drop Letter to Client

**Default (2 Weeks) FU Letters (Don't mark anything in EXEC copy)**

- Letter to Client Regarding Patent Issuance

Other :( Manually push out in order to ensure that 3 ARs (minimum) are sent before the deadline & double check after you save)

- Letter to Client Regarding Sections 8 & 15 Due/ Renewal Due
- Letter to Client Regarding Approval of Extension Request
- Letter to Client Regarding Notice of Allowance (Both Patent and Trademark)
- Letter to Client Regarding Approval of Extension Request
- Letter to Client Regarding Office Action
- Letter to Client Regarding Scan/Search
- Letter to Client Regarding New Trademark Application

As you may have noticed, we set reminders to follow-up with clients when we save the EXEC copy of letters. You will get notified for the follow-up if you are listed as staff on the document record. The person who drafted the letter is typically in charge of the follow-up. If you have send the letter on behalf of an attorney that is not Dan check with them before sending the awaiting response as they might already be in contact with the client. If you are listed as staff with another assistant or paralegal, check with them to see who should be in charge of it. However, usually it is pretty clear who should be sending it out. If you have send the letter

**\*Note: Follow-ups for Jeff Sheldon are done by Jennifer.** When you get notified for them, email her with the matter no and the type of letter and tell her you are marking the follow-up complete and assuming she is handling. This is the case for all letters EXCEPT registration and patent certificates for Jeff, you do follow-ups for those

\* Before sending an AR and following the instructions below check the “Note” section in TM or the emails to verify that we have not received instructions from the client.

## **Drafting Letters**

1. **Save any documents** you need to save (USPTO etc.)
2. Create new letter from the template folder
  - a. Save it to your desktop so you don't edit the template
  - b. Save to TM the day that you will be sending out the letter using the Time Matters tab in Word as "Letter to Client Regarding..."
3. Start editing from the top down
  - a. What should be edited for each specific letter will be bolded in the templates. Make sure to remove the bold for these unless it is a deadline.
  - b. Most common mistakes are not having the correct dates on both pages, uniform fonts, contact information being correct, not updating the file path and forgetting to change the initials and signature line.



PROCUREMENT AND ENFORCEMENT  
OF INTELLECTUAL PROPERTY

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(805) 962-1515

**SAN DIEGO**  
12636 HIGH BLUFF DRIVE  
SUITE 400  
SAN DIEGO, CA 92130-2071  
(619) 481-5448

Overall Letter

- Use most recent header (7)
- Times New Roman
- 12 Font

Tran's Family, Inc.  
Hieu Tran  
Attn: Roger Kratz  
5598 Lindbergh Lane  
Bell, CA 90201

14 Font  
Bold & underlined

April 4, 2023

Manually  
type in  
date

**CONFIDENTIAL**

ATTORNEY-CLIENT PRIVILEGE

12 Font  
All Cap  
"smallcaps"

12 Font  
All Caps

**VIA ELECTRONIC MAIL ONLY**

EMAIL ADDRESS: daniel@sfsupermarket.com;  
rogerkratz@htseafood.com

9.5 Font  
All Caps

9.5 Font  
No Live Links

Bold

**Re: New Trademark Application for:  
CHO BEN THANH PLAZA  
C&T Ref. No.: 23-46487**

Dear Roger:

Pursuant to your instructions, we prepared and enclose a federal intent-to-use based trademark application for CHO BEN THANH PLAZA on behalf of Ivy N. Tran to cover "leasing of commercial real estate property for use as retail stores, restaurants, and offices". This will confirm that you do not want us to conduct a preliminary trademark scan or any searches.

We prepared a word version of the application to be kept in our files. We will file the application using the electronic filing system's template at the United States Patent and Trademark Office ("USPTO"). The USPTO application is the official version that will be submitted at the USPTO. The word version we prepared is a little easier to understand than the USPTO version, which is why we prepared it.

Carefully review the application and let us know if we should make any changes such as the ownership designation and/or if you wish to add any goods or services to the application (you may not add any once the application has been filed at the Trademark Office).

If all is in order, please have Ivy N. Tran execute and date the Declaration and Power of Attorney pages, and return the signed application to us, which we will maintain in our files.

Justify

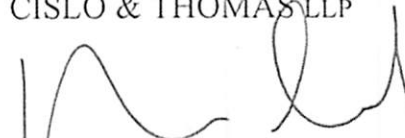
Tran's Family, Inc.  
Hieu Tran  
Attn: Roger Kratz  
April 4, 2023  
Page 2

← Times New Roman

We look forward to return of the signed application. In the meantime, please feel free to contact me with any questions or comments you may have.

Very truly yours,

CISLO & THOMAS LLP

  
Daniel M. Cislo, Esq.

DMC:tr:cg

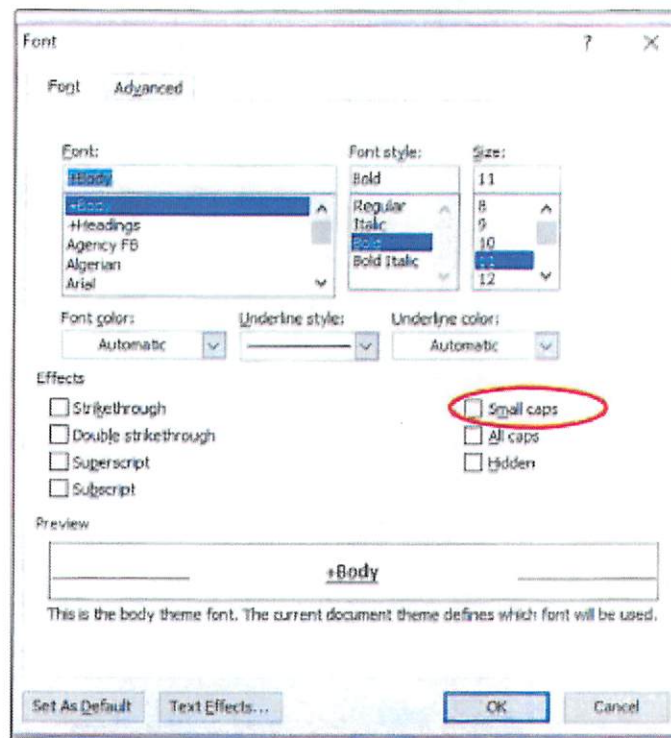
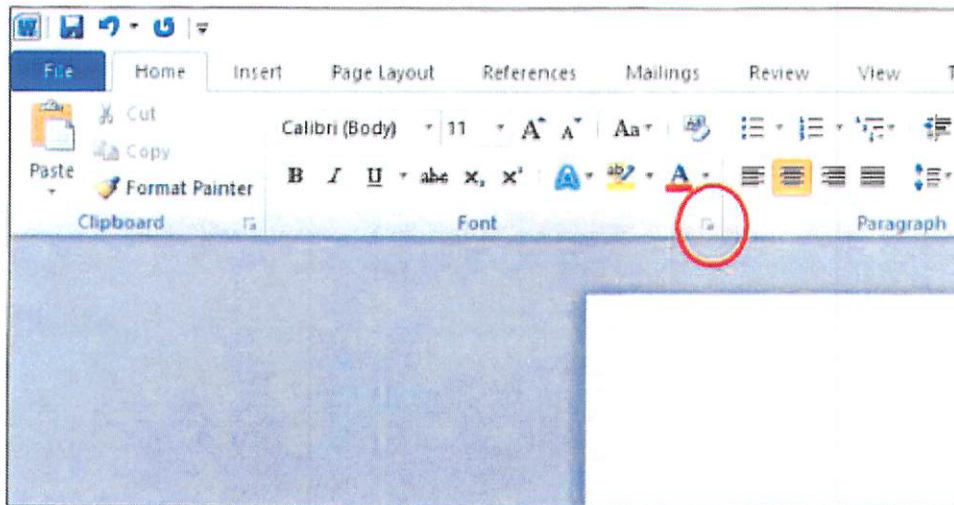
Enclosure(s):

→ 12 Font... Always Include the "(s)"

Federal ITU Application → 8 Font

\\SRV-SQL\TMDocs\23-46487\Letter to Client Enclosing New Application.docx → 7 Font

## SMALL CAPS FUNCTION



Highlight → Right Click → Font → Small Caps