

Q: I sent you instructions to renew a patent but I don't see the following year's annuity in my active portfolio (*Submit Instructions*).

A: The following year's annuity will show up in *Submit Instructions* section only once the current year's annuity has been paid. You can check the status of the current annuity payment in the *Instructed Renewals* section.

Q: I sent you instructions but it has not yet been paid and the due date has passed.

A: Some regions such as Spain, can only be paid after the due date has past. In some cases our associate does not update the system until the confirmation is provided and it is not reflected as such in the system. If you feel that an annuity payment is late, or have any concerns, please contact your Azami Account Manager and we will happily look into the case.

Q: Is there a short video walkthrough of the portal?

A: <https://www.youtube.com/watch?v=o0Bj4SQ9ZfM>

Q: Do you offer payments in currencies other than USD or EUR?

A: We currently have a single invoice in USD or EUR. Clients can also pay in CAD JPY, CNY, AUD, INR.

Q: How do I add new annuities to my portfolio?

A: Please use the *Request Renewal Quote* section of the portal to upload new annuities to the renewals portal.

Q: I sent you a request to add new annuities but I don't see them in my portfolio.

A: Please allow 48 hours for the information to be uploaded to your portal.

Q: Once I send you instructions, how quickly is my patent paid?

A: Typically we make payments in two week cycles for most EP regions, others are put in a queue for payment. If the annuity is recorded as "Instructions Received" please rest assured it is being taken care of.

Q: My patent got granted but I don't see it in my portfolio?

A: At this time we do not currently track annuities that are not in your active portfolio, including Annuities that are in the *Inactive* section of the portal. Please upload any new annuities to the portal (see question "How do I add new annuities to my portfolio?") and inform also us of any changes to the status of any annuities currently existing in the portal.

Q: Why are some payment confirmation receipts not actually from the patent office?

A: For many regions we provide confirmation receipts from the patent offices. However, some patent offices do not provide these receipts. In these cases we provide other types of proof that payment has been made, such as screenshots from the patent office payment pages or bank transfers.

Q: When searching for my patent, it doesn't show up in the search results.

A: In an attempt to reduce the columns on the table, we have limited search options. The application # and client reference numbers can always be used. Try using different information such as application #, title, etc. **or** a different format (eg. For a US patent try 12345678 instead of 12/345,678) **or** partial info (eg. 12345 instead of 12345-000).

Q: How often do notifications get sent?

A: 6, 5, 4, 3, 2, 1 month and 2 weeks before the due date.
1, 2, 3, 4, 5, 6 months past the due date.

Q: How do I know if something is paid?

A: The annuities payment status is changed to paid when a payment has been recorded in the system, this will be changed to confirmation provided when the receipt is uploaded to the system.

Q: What is Freeze Pricing?

A: You are able to freeze the prices you see for a 2 week period, this freezes the FX rate for that day. This does not block any surcharges being entered for a late instruction.