



Symphony IPMS v3.6

User Guide - Business User

Last Updated: October 2022

ThermoFisher
S C I E N T I F I C

About the Document

This is a User Guide that contains all the essential information required for a user to access **Symphony – MaxVal's intellectual property (IP) management application**. The Guide includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for application access and use.

The User Guide enables the Business Users of an organization to manage the lifecycle of a Trademark through Symphony. This includes coordinating the workflows for creating a search project, Giving the instruction for search, Mark record access, and Trademark record access, provide recommendations for dispute and opposition.

Note: Terms like TM Business User/Business User/Product manager are used interchangeably to reflect the functions performed by a Business User profile.

Revision History

Version	Created/Reviewed By	Purpose	Date
1.0	MaxVal	Updated the document as per the Thermo Fisher phase 2 requirements for Business User	Oct 2022

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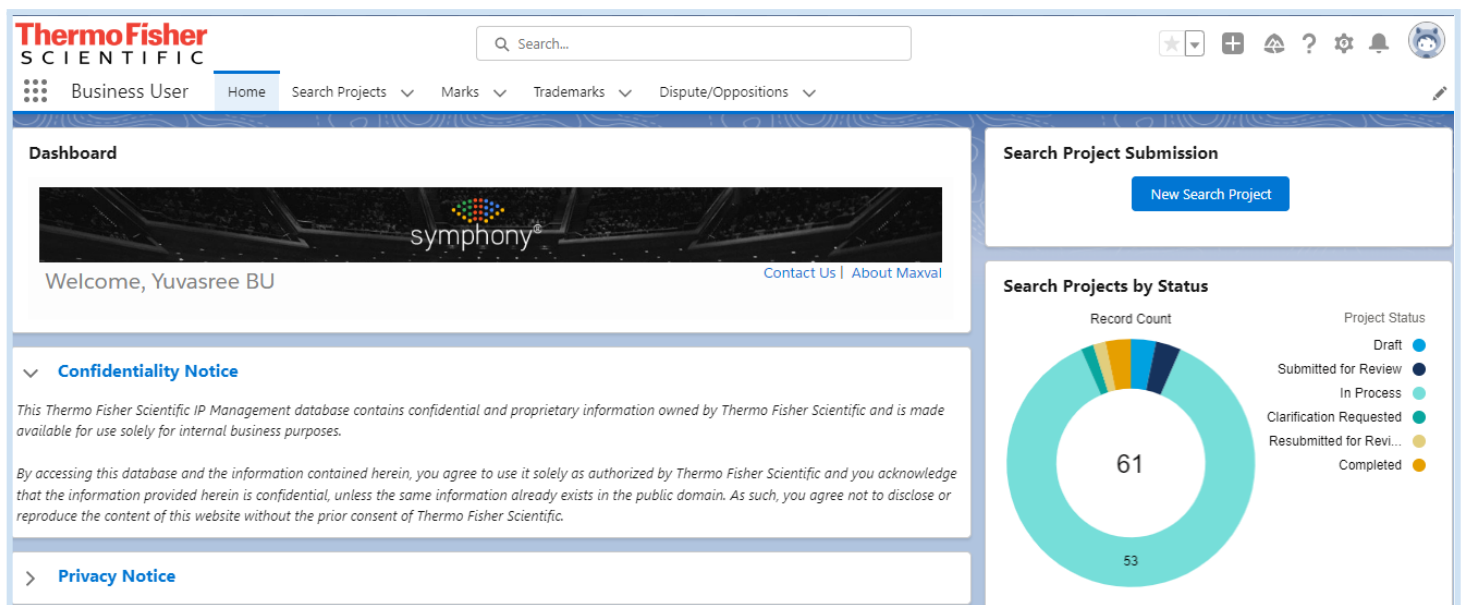
Introduction

Symphony is a platform that advances the IP management capabilities of an organization. The platform simplifies the execution of complex workflows and enhances all aspects of asset management. It monitors asset prosecution and docketing status and forecasts your expenses.

Symphony allows Business user to create a search project, Giving instructions for search, Mark record access, and Trademark record access, and providing recommendations for dispute and opposition.

Below are some of the modules and pages a Business User can access on Symphony. We will discuss them in more detail in the subsequent sections.

- Home
- Search projects
- Mark
- Trademark
- Dispute and Opposition



Home

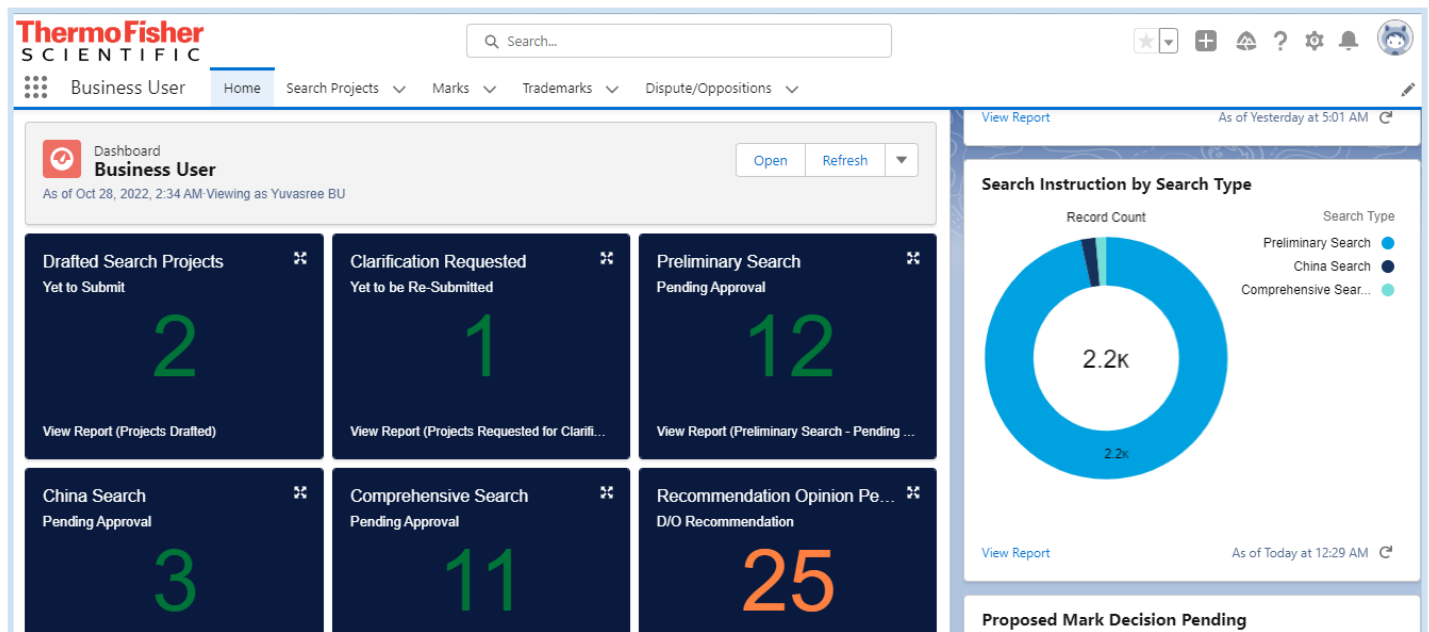
The 'Home' button leads the Business User to the homepage that displays a snapshot of all the records within the portfolio. The homepage is set for the organization and cannot be modified by individual users.

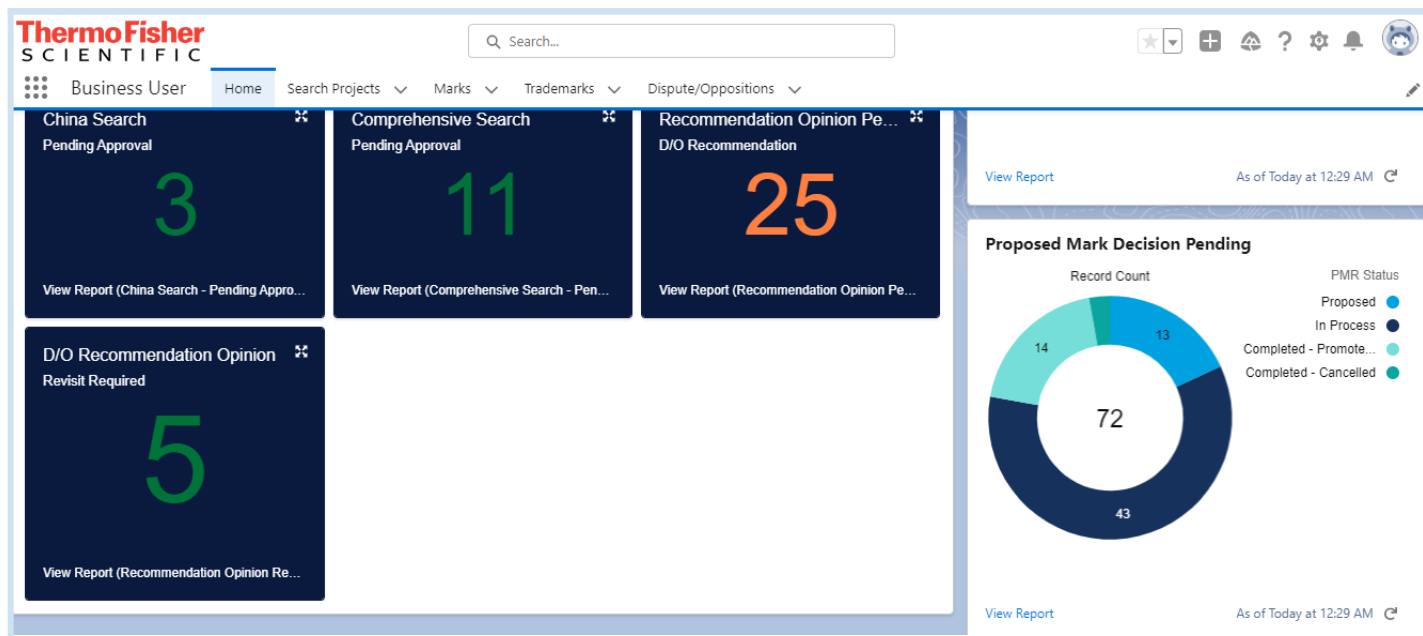
Business Users can access the following from the homepage:

- Dashboards
- Reports
- Search Project Submission

A. Dashboards

The Business User can access the dashboards on their homepage with different graphs and status updates for Drafted search projects, Clarification requested, Preliminary search, China search, comprehensive, Recommendation opinion pending, Dispute and opposition recommendation etc. These dashboards are dynamic and change as per the logged-in user.





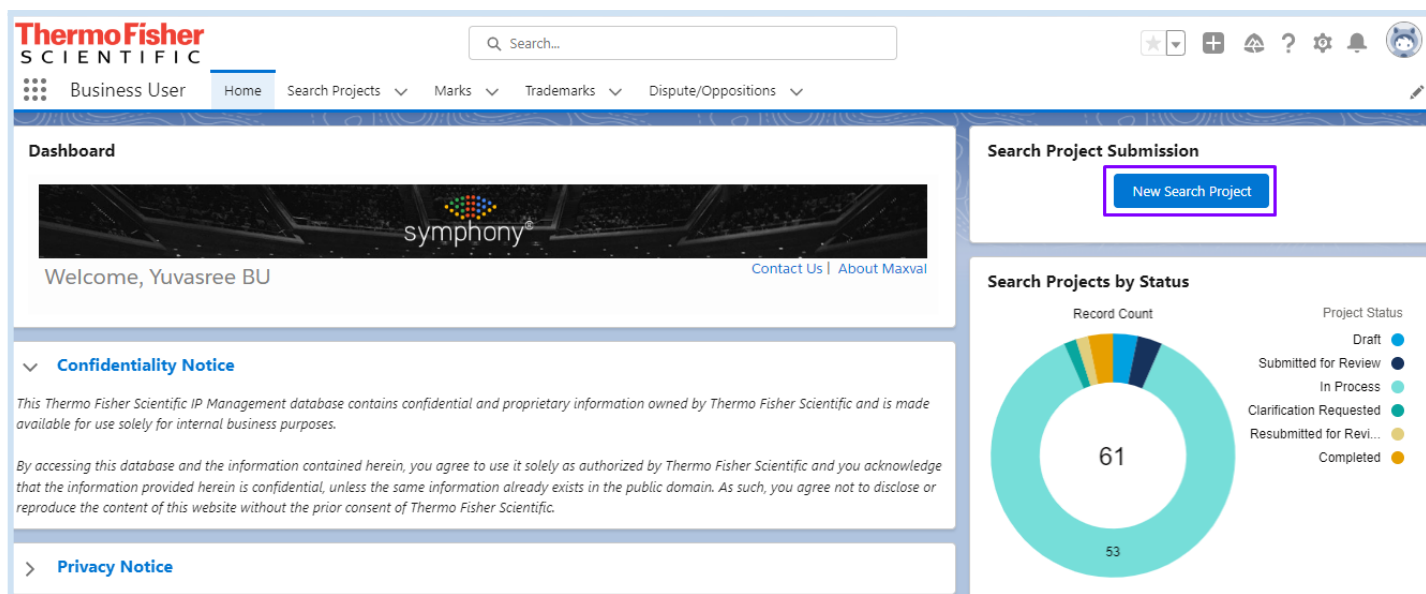
B. Reports

Reports are present on the right-hand side of the homepage, If the user clicks on **“View Report”**, he/she can see the details for the entire organization that require urgent attention. Some of the reports that business users can access are

1. Search Projects by Status
2. Search Instruction by Search Type
3. Proposed Marks decision pending.

C. Search Project Submission

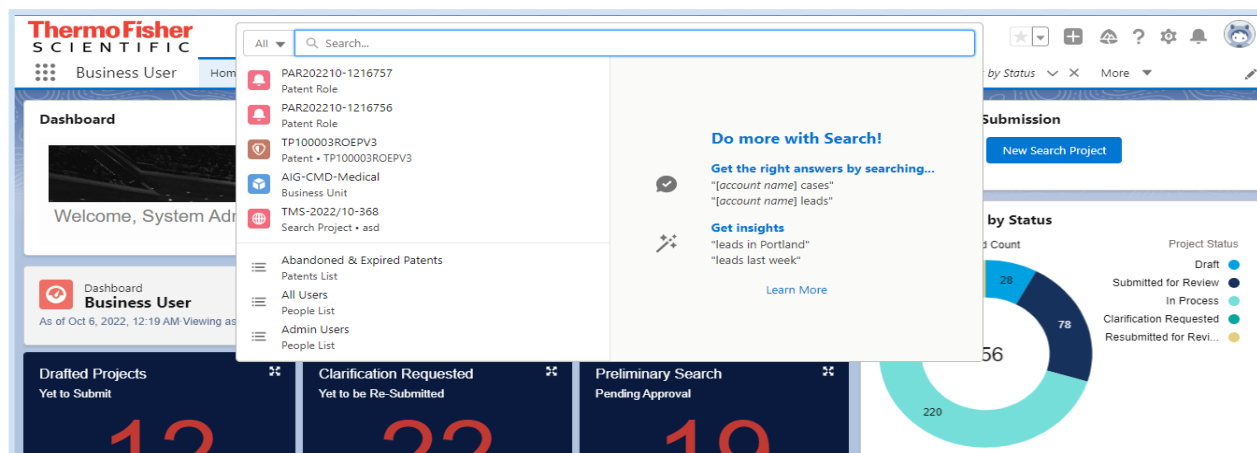
Business users can click on **“New search project”** and fill out the search request form by filling up the details.



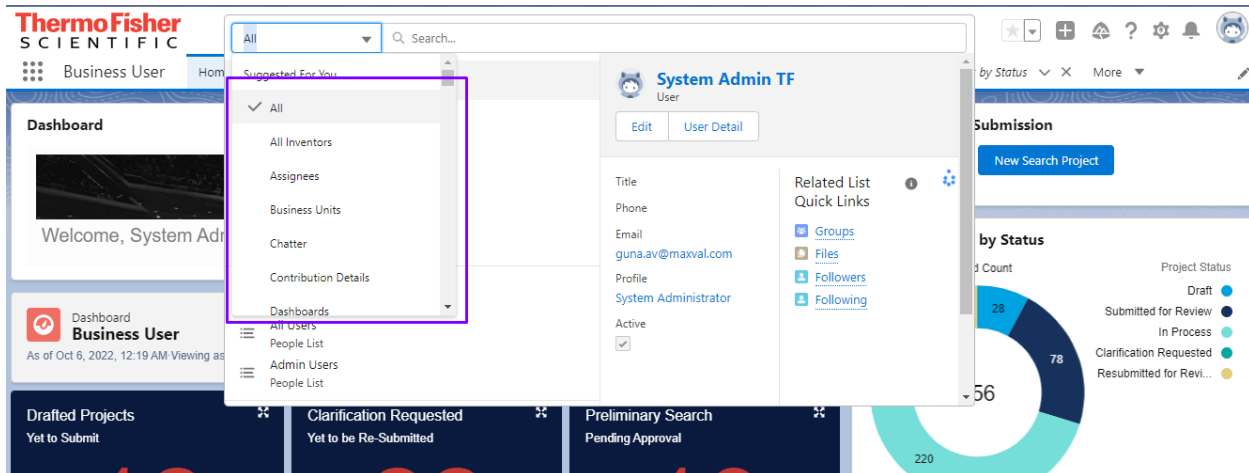
Global Search

Global Search feature allows Business User to search the file number/keywords globally. Below are the steps to conduct a global search on Symphony:

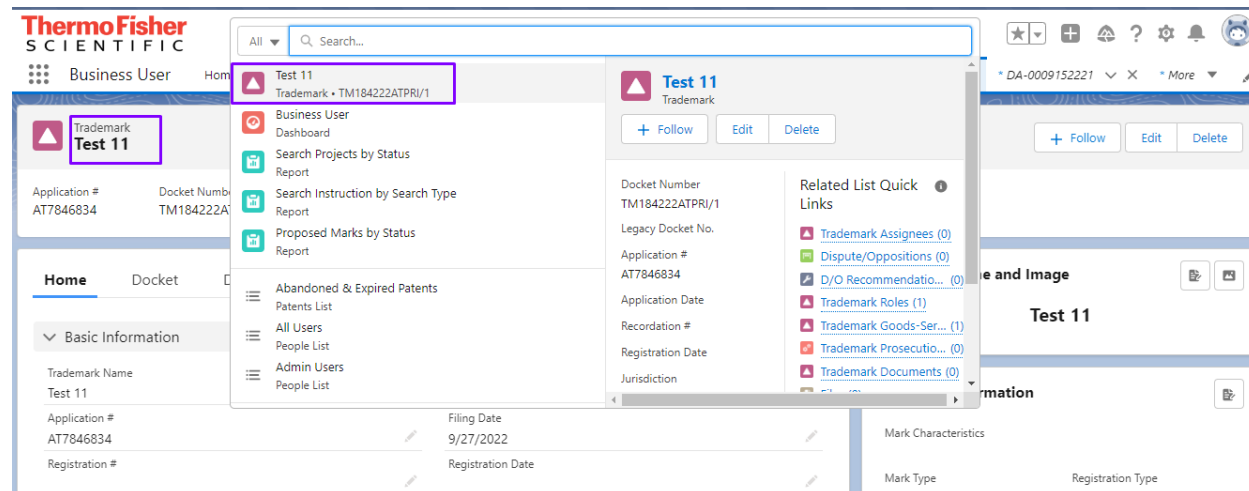
1. Provide the File number/keywords in the global search box. Note that the Symphony docket number, the legacy docket number, the Proposed Mark Ref., Trademark No., etc. are all searchable in this search box.



2. If you do not want to search the entire database, but only want to search a certain module, the Business User may also select a specific object in which he/she wants to conduct the search.

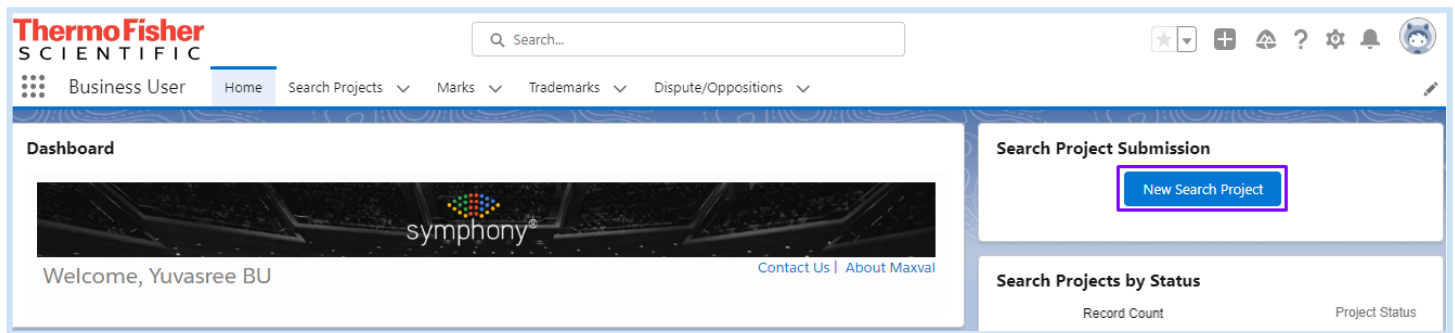


3. Once the input is provided, wait for the search results.



Search Project

The section allows Business Users to create a **"New search project"**, Business users can access this section from the **"Home"** Tab, It's the right-top corner button of the home page.



Once the business user clicks on the button, the Trademark clearance request form will pop up, user can fill the form and add the attachment to it and **"Save as Draft"** or **"Submit"** the form for paralegal review.

The screenshot displays the 'Trademark Clearance Request' form. The form has a title bar at the top. Below the title, the ThermoFisher Scientific logo is centered. The 'Instructions' section lists several bullet points: 'Review the Active Trademark List to determine if your proposed mark is already in use internally.', 'Select a proposed trademark that complies with the Trademark Guidelines.', and 'Submit this clearance request atleast three (3) months before product launch. Six (6) months in advance is strongly recommended.' A 'Note' states: 'Clearance results are typically available within 15 business days.' The 'Requester' field is a text input box containing 'Dharini BU (dharini.g@maxval.com)'. At the bottom, there is a checkbox labeled 'Is Requestor different from Product Manager?'.

Trademark Clearance Request

Note: Clearance results are typically available within 15 business days.

*Requester

☐ Is Requestor different from Product Manager?

* Projected Launch Date

* Premier Brand Alignment

* Group

* Division

* Business Unit

***Trademark/Term to be searched**

Trademark Clearance Request

* 5. Does the trademark contains any acronyms?
☐ Yes
☒ No

* 6. Does the trademark contain terminology used by others in the same industry?
☐ Yes
☒ No

* 7. Is there a Chinese or other foreign language counterpart or transliterations?
☐ Yes
☒ No

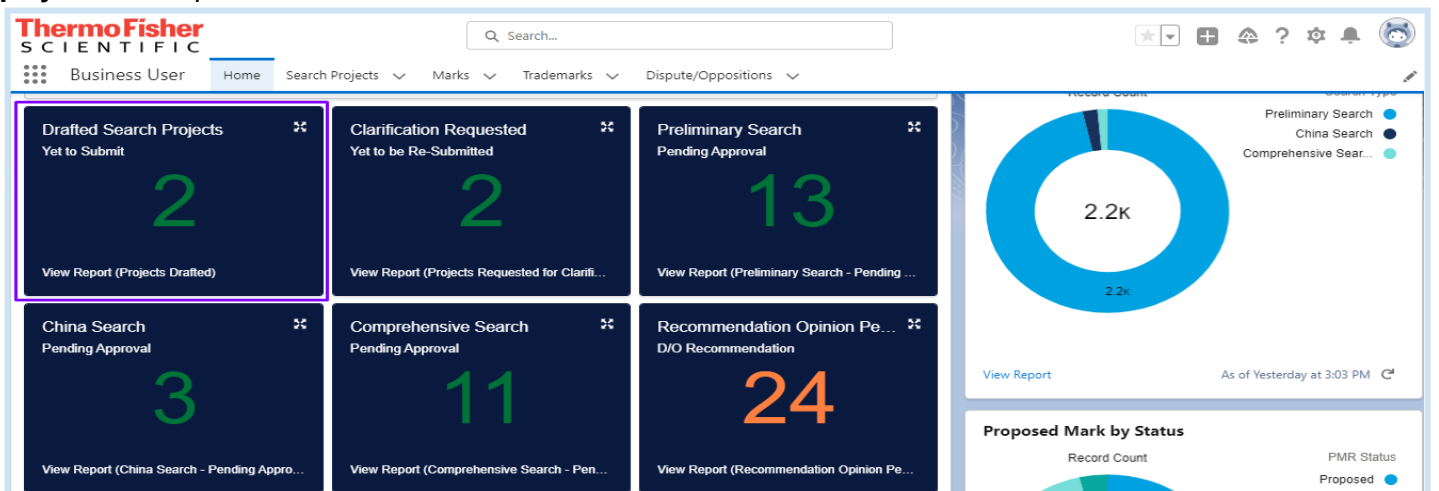
Attachments (if any)

Attachments
 Or drop files

Uploaded Files

Draft Search Project

Business user can save the search request form as a draft, and can access the form later from the 'Drafted search project daslet' present in the dashboard.



Also Business user can access the drafted search project from “List View” so that he/she can update the form and submit it.

List View

Trademark Search Number	Project Name	Result Needed by	Responsible Paralegal	Project Status
1	TMS-2022/10-437	Detex	Yuvasree Paralegal	Completed
2	TMS-2022/10-1446	SCQuant	Yuvasree Paralegal	Completed

Instructions

- Review the **Active Trademark List** to determine if your proposed mark is already in use internally.
- Select a proposed trademark that complies with the **Trademark Guidelines**.
 - Instead of a new trademark, consider using an existing mark of your business unit to enhance its brand value and goodwill.
 - If you need assistance in selecting a strong, protectable and enforceable trademark, contact the Trademark team or your BU IP Attorney.

Attachments (if any)

Attachments

[Upload Files](#) Or drop files

Uploaded Files

[Save as Draft](#) [Re-Submit](#)

Once the search request form is Re-submit by the Business user.

****Note:** An email should be triggered to the TM IP Responsible manager, and TM IP Paralegal for informing search project submission.

This form goes to the paralegal for review and if the paralegal requires more clarification, he/she can re-send this

form to the Business user for asking the required information.

****Note:** An email should be triggered to the Business user and TM IP Responsible manager for asking for more clarification required.

Clarification Requested

Once the Business user receives the email and the record link, he/she can click on the link and update the search request form as per the paralegal's request.

The business user can go to the **"Edit"** button on the top right corner, update/provide the required information, and re-submit the form for paralegal review.

The screenshot displays the ThermoFisher Scientific web application interface. At the top, there is a navigation bar with the company logo, a search bar, and several icons. Below the navigation bar, a breadcrumb trail shows 'Business User' > 'Home' > 'Search Projects' > 'Marks' > 'Trademarks' > 'Dispute/Oppositions'. The main content area is titled 'Search Project test files' and includes an 'Edit' button in the top right corner. Below the title, there is a form with the following fields: 'Trademark Search Number' (TMS-2022/10-1979), 'Business Unit' (TM Business Unit Test), 'Project Status' (Clarification Requested), and 'Result Needed by' (11/10/2022). Below the form, there is a 'Pinned Notes' section with a table showing a note created on Oct 26, 2022, due on Oct 31, 2022, with the action 'Need More Information' assigned to 'Yuvasree Paralegal' and the note 'Need more clarity'. To the right of the 'Pinned Notes' section, there is a 'Proposed Marks (1)' section showing a single entry for 'PMR-2022/10-1979-1' with project name 'test files', proposed mark 'test', and search status 'Proposed'. At the bottom of the interface, there is a 'Matter Info' section with tabs for 'Roles', 'Diary Notes', 'Correspondence', 'Email History', and 'Audit Log'.

Created Date	Due Date	Action	Assigned To	Notes
Oct 26, 2022	Oct 31, 2022	Need More Information	Yuvasree Paralegal	Need more clarity

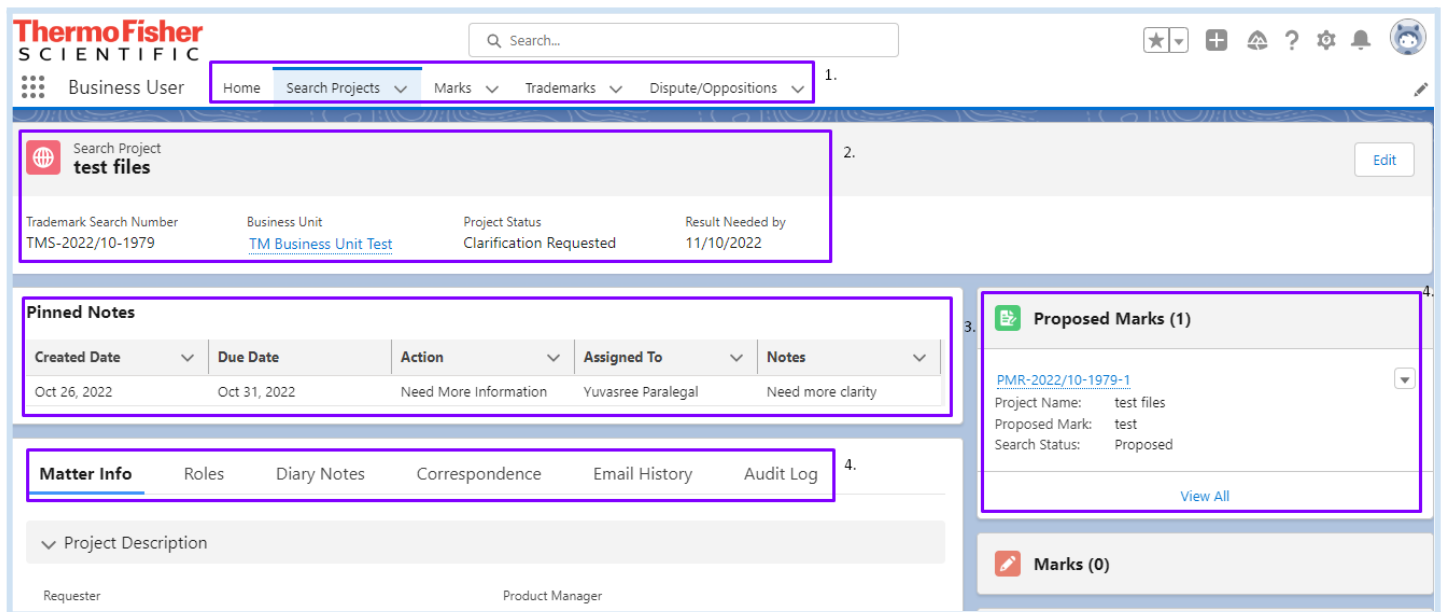
Proposed Marks (1)	
PMR-2022/10-1979-1	
Project Name:	test files
Proposed Mark:	test
Search Status:	Proposed

****Note:** An email should be triggered to the Business user, TM IP Responsible manager and TM IP Paralegal for informing search request form re-submission.

Once the Business user re-submits the search request form, the paralegal reviews it and approves it to proceed with instruct search. Paralegal selects the jurisdiction and assign the instruct search either to 'self' or 'other paralegal'.

****Note:** An email should be triggered to the Business user informing about the instruct search.

Page Layout



- i. **Tabular View:** In the asset page at the top all the tabs are arranged in the sequence where the Business user can access any record from there. It consists of Home, Search project, Mark, Trademark, Dispute, and opposition.
- ii. **Compact layout:** In the top Business user can see the Project Name, Trademark search number, Business unit, Project status, Brand type, Result needed by.
- iii. **Pinned Notes:** This section tells the user about the activity/action performed along with the created date and due date with an assigned user.
- iv. **Tabular View:** This section includes Matter info, Roles, diary Notes, Correspondence, Email History, and Audit Log.
 - **Matter Info:** This section includes matter-related information; tell us about the project description, search details, and system information.

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Business User Home Search Projects Marks Trademarks Dispute/Oppositions

Search Project **test files** Edit

Matter Info **Roles** Diary Notes Correspondence Email History Audit Log

Search Project Roles (5) New

Search Project Role Name	Person	Role
SPR202210-2721	Yuvasree Paralegal	TM IP Paralegal
SPR202210-2722	System Admin	TM IP Responsible Manager
SPR202210-2723	Docketer	TM Docketer
SPR202210-2724	Dharini Paralegal	TM IP Associate 2
SPR202210-2725	Yuvasree BU	TM IP Associate 1

[View All](#)

Proposed mark: test
Search Status: Proposed

[View All](#)

Marks (0)

Files (0)

[Upload Files](#)

Or drop files

- **Diary Notes:** This section allows the user to read the notes related to that matter.

Matter Info Roles **Diary Notes** Correspondence Email History Audit Log

Notes

Created Date	Due Date	Action	Assigned To	Notes
Oct 26, 2022	Oct 31, 2022	Need More Information	Yuvasree Paralegal	Need more clarity

- **Correspondence:** This section allows the user to communicate within and outside the system.

Matter Info Roles Diary Notes **Correspondence** Email History Audit Log

Email

Write an email... [Compose](#)

Filters: All time • All activities • All types [Settings](#)

[Refresh](#) • [Expand All](#) • [View All](#)

- **Email History:** This section allows the user to track all the history of correspondence.

Matter Info

Roles

Diary Notes

Correspondence

Email History

Audit Log

Date Sent	Subject	To	From
1 10/26/2022, 05:35:07 PM	[TMS-2022/10-1979] - Clarification Requested to Requester	✉ guna.av@maxval.com;dh...	✉ dharini.g+para@maxval.c...
2 10/26/2022, 03:13:16 PM	[TMS-2022/10-1979] - Search Request Form Submission	✉ dharini.g+para@maxval.c...	✉ dharini.g+tfbu@maxval.c...

- **Audit Log:** This section allows the user to track the entire log that happens in the system for that matter.

Matter Info


Roles

Diary Notes

Correspondence

Email History


Audit Log

 Search Project History (4)

Date	Field	User	Original Value	New Value
10/26/2022, 5:04 AM	Project Status	Yuvasree Paralegal	Submitted for Review	Clarification Requested
10/26/2022, 2:43 AM	Created.	Yuvasree BU		
10/26/2022, 2:43 AM	Trademark Search Number	Yuvasree BU		TMS-2022/10-1979
10/26/2022, 2:43 AM	Responsible Paralegal	Yuvasree BU		Yuvasree Paralegal


[View All](#)

On the right-hand side of the page layout Business user have widgets like: Files, Trademark search instruction Ref record access, Proposed mark, and Mark, as shown below.


Files (0)

Upload Files

Or drop files


TM Search Instruction Ref. (1)


TMSI2641

Search Type: Preliminary Search

Search Status: In Process

Primary Jurisdic... Worldwide

View All


Proposed Marks (1)

PMR-2022/10-2460-1


Project Name: 11 Oct 2022

Proposed Mark: Testing

Search Status: Waiting for Report

PMR Status: In-Process

View All


Marks (0)

TM Search Instruction Ref.

Once the Business user re-submits the search request form, the paralegal reviews it and approves it to proceed with instruct search. Paralegal selects the jurisdiction and assign the instruct search either to 'self' or 'other paralegal'.

****Note:** An email should be triggered to the Business User to review the preliminary search result.

Business User reviews the Preliminary search result and gives additional approval for the next search by using right hand side widget in TM search instruction record.

The screenshot displays the ThermoFisher Scientific interface for a TM Search Instruction Ref. TMSI2264. The top navigation bar includes a search bar and various icons. The main content area shows project details: Project Name (31-10-2022), Date Instructed (10/30/2022), Search Status (In Process), Final Recommendation (Pursue Registration), TSR Project (TMS-2022/10-2002), and PMR Reference (PMR-2022/10-2002-1). Below this, there are tabs for Pinned Notes, Matter Info, Diary Notes, and Email History. The Matter Info tab is active, showing details like Requester (Yuvasree BU), Responsible Paralegal (Dharini Paralegal), and Product Manager (Yuvasree BU). On the right, a purple-bordered box titled 'Additional Search Approval' contains a message from the paralegal suggesting a 'Pursue China Search' for the mark, with an estimated cost of \$400. It includes radio buttons for 'Approved for China Search' (selected) and 'Not approved for China Search', a text area for 'Please provide reason of decision taken', and a 'Next' button.

****Note:** An email should be triggered to the TM IP Responsible manager and TM IP paralegal to informing about preliminary search approval.

The screenshot shows the 'Send Email' dialog box in the ThermoFisher Scientific interface. The dialog box has a title bar 'Send Email' and a rich text editor area. The email body is pre-filled with the following text: 'Dear Dharini Paralegal, This is to confirm that, we have reviewed the Preliminary Search Opinion form result based on the trademark clearance search results for the mark 31-10-2022 in Classes 001. Regards, Thermo Fisher Trademark Team'. Below the text area, there is an 'Attachment' section with an 'Upload Files' button and a note 'Or drop files'. At the bottom right, there are 'Cancel' and 'Send' buttons, with the 'Send' button highlighted by a red box.

Once the paralegal receives the email along with the record link attached to it, he/she will instruct the Outside counsel (OC) to conduct the china search.

Once the paralegal received the results for the china search from outside counsel, paralegal fills the china search opinion form and submits it for Business user approval.

****Note:** An email should be triggered to the Business User to review the china search result.

The Business user receives the email along with the record link attached to it, he/she reviews the search result and gives approval for the next suggested search (Comprehensive) from the additional search approval widget in TM search Instruction.

ThermoFisher Scientific

Business User | Home | Search Projects | Marks | Trademarks | Dispute/Oppositions | TMSI2264 | TMSI2270

TM Search Instruction Ref. TMSI2270

Project Name	Date Instructed	Search Status	Final Recommendation	TSR Project	PMR Reference
31-10-2022	10/31/2022	In Process	Pursue Registration	TMS-2022/10-2002	PMR-2022/10-2002-1

Pinned Notes

Created Date	Due Date	Action	Assigned To	Notes
--------------	----------	--------	-------------	-------

Matter Info | Diary Notes | Email History

Field	Value
TM Search Instruction Ref	TMSI2270
Outside Counsel	
Tier	
Requester	Yuvasree BU
Responsible Paralegal	Dharini Paralegal
Product Manager	Yuvasree BU

Additional Search Approval

Paralegal has suggested **Pursue Comprehensive Search** for the mark, please take the below decision

Estimated cost of the **Comprehensive Search** - \$400

☒ Approved for Comprehensive Search
☐ Not approved for Comprehensive Search

Please provide reason of decision taken

Test

Submit

****Note:** An email should be triggered to the TM IP Responsible manager and TM IP paralegal to informing them about china search approval.

Send Email

Search Person...

System Admin X Yuvasree Paralegal X Dharini Paralegal X

Cc

Search Person...

Yuvasree BU X

* Subject

[TMSI2270] - Business User China Search Opinion form Result Approval

Mail Body

Salesforce Sans 12 B I U

Dear Dharini Paralegal,

This is to confirm that, we have reviewed the China Search Opinion form result based on the trademark clearance search results for the mark 31-10-2022 in Classes 001.

Once the paralegal receives the email along with the record link attached to it, he/she will instruct the Outside Vendor (OV) to conduct the comprehensive search.

Once the paralegal received the results for the comprehensive search from outside counsel, paralegal fills the comprehensive search opinion form and submits it for Business user approval.

****Note:** An email should be triggered to the Business User to review the comprehensive search result.

Once the Business user receives the email along with the record link attached to it, he/she reviews the search result and gives the approval to pursue registration or not based on the overall search result.

The screenshot shows the ThermoFisher Scientific web application interface. At the top, there's a search bar and navigation tabs for 'Business User', 'Home', 'Search Projects', 'Marks', 'Trademarks', 'Dispute/Oppositions', and several open tabs for TMSI2264, TMSI2270, and TMSI2271. The main content area displays details for 'TM Search Instruction Ref. TMSI2271'. Below this, a table lists project information: Project Name (31-10-2022), Date Instructed (10/31/2022), Search Status (In Process), Final Recommendation (Pursue Registration), TSR Project (TMS-2022/10-2002), and PMR Reference (PMR-2022/10-2002-1). A 'Pinned Notes' section is visible on the left. The right side features a 'Review Paralegal Opinion' form with a title box, a paragraph stating 'Paralegal has suggested Pursue Registration for the search record, please take the below decision', two radio buttons for 'Pursue registration' (selected) and 'Not pursue registration', a text area for 'Please provide reason of decision taken', and a 'Next' button at the bottom right.

****Note:** An email should be triggered to the TM IP Responsible manager and TM IP paralegal to inform about comprehensive search approval.

The screenshot shows a 'Send Email' dialog box overlaid on the application. The dialog has a title bar 'Send Email' and a rich text editor with 'Salesforce Sans' font and size '12'. The email body text reads: 'Dear Dharini Paralegal, This is to confirm that, we have reviewed the Comprehensive Search Opinion form result based on the trademark clearance search results for the mark 31-10-2022 in Classes 001. Regards, Thermo Fisher Trademark Team'. Below the text is an 'Attachment' section with an 'Upload Files' button and the text 'Or drop files'. At the bottom right are 'Cancel' and 'Send' buttons. The background shows the same application interface as the previous screenshot, with the 'Review Paralegal Opinion' form partially visible.

All searches are conducted and the result is reviewed by the Business user, the Paralegal can make a decision on whether to promote a proposed mark to Mark or close the proposed mark based on the search result.

Mark

Once the mark has been created by the paralegal, Mark record can be accessed through the **“Mark tab”** in the list view as well.

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Search...

★

+

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?

⚙️

🔔

👤

Business User

Home

Search Projects

Marks

Trademarks

Dispute/Oppositions

Mark

First choice

Mark ID	Mark Type	Mark Status	TSR Project	Proposed Mark
MK5472		Not Filed	TMS-2022/10-1951	PMR-2022/10-1951-1

Matter Info

Filing Jurisdictions

Correspondence

All Documents

Information

Mark ID

MK5472

Jurisdiction

Mark Name

First choice

TSR Project

[TMS-2022/10-1951](#)

Trademarks (0)

Files (0)

Upload Files

Or drop files

Trademark

The Business user can access the trademark record created by paralegal through the trademark tab and can view the associated record under the matter info tab.

Trademark
Test Trademark

Application Number 444343434 Docket Number TM178824USPRI/1 Jurisdiction [United States of America](#) Case Type Primary Business Unit [TM Business Unit Test](#) Internal Status Proposed

Matter Info Roles D/O Recommendation Related Prosecution History More

Basic Information

Trademark Name
Test Trademark
Application Number
444343434
Filing Date
9/27/2022
Registration Date

Registration Number

Asset Type
Trademark
Case Type
Primary
Jurisdiction
[United States of America](#)
Product Manager
[Yuvasree BU](#)
Requester
[Yuvasree BU](#)
First Use Date

Last Renewal Date

Next Renewal Date

International Patent Office URL
[TSDR](#)
U.S Class(es)

Docket Number
TM178824USPRI/1
Legacy Information

Priority Number

Specimen
☐
In-Licensed
☐
Tier

CN Grade

Premier Brand

Legacy BU

Publication Date

Publication Number

Internal Status
Proposed
Firm Case #

First Use in Commerce Date

Priority Date

Parent Renewal Date

Business Unit
[TM Business Unit Test](#)
Group
AIG
Division
CMD
Goods/Services at Time of Filing

Goods/Services at Time of Registration

International Class(es)

Legacy Docket No.

Docket Number Family ID
178.824
Project Launch Date

Site of Manufacturing

TM Watch
☐
Abandoned Date

Outcome

Business Decision

Remarks

Allowance Date

Status

International Patent Office Status

International Patent Office Status Date

Personnel

Internal Counsel

Firm Attorney

Business Contact

Internal Paralegal

Law Firm

Outside Counsel

Examiner Details

Examiner Name

Examiner Law Office

Parent Information

Parent Application #

Parent Registration #

Created By
[System Admin TF](#), 10/11/2022, 4:05 AM

International Registration Number

Parent Registration Date

Last Modified By
[Yuvasree Paralegal](#), 10/26/2022, 10:52 PM

Mark Name and Image

Test Trademark

Mark Information

Mark Characteristics

Mark Type

Colors Claimed

Description of Design Mark

Translation

Diary Notes (0)

Goods and Services

Files (0)

[Upload Files](#)

Or drop files

Dispute and Opposition

The trademark record is created, the paralegal can go to the 'Dispute and Opposition Recommendation section' in the trademark record and click on the 'Request button' to create a new D/O recommendation.

Once the Paralegal has submitted all the details and clicked '**Request**', the Product Manager/Business user from whom the recommendation has requested will receive an email, and parallelly Dispute and opposition recommendation record is created that serves as a notification for a new D/O recommendation request.

****Note:** An email is triggered to the Business user/Product manager requesting the Dispute and opposition recommendation.

Once the business user receives the Email he/she can see all the details related to **(D/O recommendation, documents attached, and person associated)** from which the recommendation was asked, by clicking the link attached to the email itself.

The screenshot shows the ThermoFisher Scientific web application interface. The top navigation bar includes the logo, a search bar, and several icons. The main navigation menu has links for Business User, Home, Search Projects, Marks, Trademarks, Dispute/Oppositions, and a dropdown for Recommendation Opinion. The current page is titled 'D/O Recommendation D/O-0038'. Below the title, there are three tabs: Matter Info, Correspondence, and Email History. The Matter Info tab is active, showing details for Trademark (New Trademark 1), Jurisdiction (United States of America), and Status (Pending). A 'Final Documents (0)' button is visible on the right side of the page.

The Business user can '**Edit**' his/her recommendation by clicking the '**Edit**' button.

This screenshot shows the same ThermoFisher Scientific web application interface, but with the 'Edit' button highlighted. The page title is 'D/O Recommendation D/O-0038'. Below the title, there are three tabs: Matter Info, Correspondence, and Email History. The Matter Info tab is active, showing details for Trademark (New Trademark 1), Jurisdiction (United States of America), and Status (Pending). A 'Final Documents (0)' button is visible on the right side of the page. The 'Edit' button is located in the bottom right corner of the page, next to the 'Final Recommendation' label.

Once the detail is filled in, click on the **'Save'** button, and will update the status to Complete.

Edit RO-0041

D/O Recommendation: D/O-0038

Recommendation Status: Pending

Person: Yuvasree BU

Final Recommendation: Trademark Cancellation

Comments: Test data

Last Modified By: Yuvasree Paralegal, 10/14/2022, 11:52 PM

Buttons: Cancel, Save

****Note:** An email should be triggered to the TM IP paralegal when the Business user/product manager submits his recommendation opinion for the dispute and opposition.

Send Email

To: Yuvasree Paralegal

Cc: System Admin, Docketer, Yuvasree BU

Subject: [New Trademark 1, D/O-0038] - Recommended Opinion

Mail Body: Dear Yuvasree Paralegal,

Buttons: Cancel, Save

The business user can revisit his/her decision and edit the record for a final recommendation after the Email notification is received. However, once the **'Is Final Answer'** box is checked and the Product Manager clicks **Save**, then no more changes can be made by the Business user.

****Note:** Only when the Docketer/Sys Admin can uncheck the box so that the Product Manager/Business user can edit

their answer.

After the Business user made his final recommendation and clicked '**Save**', the paralegal can submit his/her final recommendation associated with the Dispute and opposition.

Once the paralegal made his/her final decision, docketer can create a new dispute and opposition record. Also docketer can close dispute and opposition by dispute closure checklist available in D/O record.