

Problems/issues with eCo registration process

When filling out the application, the print in fields is very small and hard to see

Printing one screen prints 7 different pages. For example, printing the 'Payment Successful' screen with 10 titles listed should print on one page. Instead it generates 6 additional pages with logos, privacy act, etc. What a waste! This screen will not print at all when using Google as my web browser.

There is no way to print the 'Review Submission' page and capture all fields.

Once an application is in process, I am unable to go back and view my application. If I receive an email or phone call from an Examiner, I have no way to go back in the form and see what I submitted or what I entered in specific fields.

When using Google as web browser, the Title screen requires use of the scroll bar. This is the only screen that you must scroll side to side on. I do not encounter this using Internet Explorer.

When an application is completed and in 'Closed' status, it should provide a TX #. Additionally, we often do not receive the certificates of closed cases and I have to follow up. Having an option directly from the record to follow up, notify if a certificate hasn't been received, etc. would be helpful.

When using 'Search my cases' function, I can not use the 'Enter' button on my keyboard to submit my entry. Instead, I have to fill in the fields and use my cursor to click on the 'Execute' button to start my search. If I press 'Enter' on my keyboard (as most internet applications allow) the fields all clear and I have to reenter my information. If no case is found, I am brought to a blank page.

My contact information is being pulled from the 'Correspondent' page and entered as the 'Rights & Permissions' contact on the online records. This is inaccurate information that is now displayed publicly and needs to be removed.

I have many problems with the submission process- I am often told that my deposit copies were not received when I have delivery confirmation or can prove that other books in the same box/shipment have been registered. I am very careful to include a shipping receipt inside each text.

I often don't receive copies of the copyright certificates and spend months/years trying to obtain the copies that are rightfully owed to my company.