Credit card fee payment

Quick reference guide
Contents

1 Getting started
2 Registering as a user
4 Login and forgotten password
5 Managing your user account information
6 Making fee payments
11 Saving and deleting credit card information
12 Viewing payment history
13 Need more help?
Getting started

Credit card fee payment is an online service provided by the European Patent Office (EPO). It gives registered users secure access to a personalised portal where they can pay fees by credit card and view these transactions using the payment history function.

Users wishing to pay fees by credit card have to register with a user name (their email address) and a password giving access to the service. No smart card authentication is needed.

To register and use the service, go to the EPO website www.epo.org/fee-payment.
Registering as a user

To pay fees by credit card, you first need to register with the service. Please note that as the email address given on registration is your user name for the service, the same address cannot be used for more than one user account.

– On the EPO website, go to Paying fees online/Credit card fee payment at epo.org/creditcard
  Click on Pay by credit card.
  The credit card fee payment service homepage opens in a new browser tab.
– Click on the Register button and fill in the information required (see screenshots below). Your email address will be your user name for the service.
  Please note that the name of your company or organisation, your first name and your surname are the information that will be shown as payer information in your credit card payment confirmations.
– Please also choose and confirm your password for accessing the service.
– Click on Register.
– You will immediately receive an email confirming your registration.
  To activate your user account, please click on the link in the email.
New Customer Registration

Submit your registration below

Title *

Please select

First name *

Surname *

Company/organisation

Address *

Address line 2

City *

Post code *

Country *

Please select a country

Telephone number *

e-mail address *

Confirm e-mail address *

Password *

Confirm password *

Register
Login and forgotten password

As soon as you have registered successfully, you are ready to use the service.
– Enter your email address and password in the boxes indicated, and click on the Log in button.
– If you have forgotten your password, simply click on Forgot your password? and enter your email address. You will then receive an email containing a link enabling you to reset your password.

Log in and forgotten password buttons

Reset password screen
Managing your user account information

You can view and update your user account information online. – Just click on *My account* and select the information you want to view or update.
Making fee payments

The service enables you to make fee payments for one or more applications or patents. You must select the fees payable for multiple applications or patents separately for each one, and may then pay them as one single amount under "Check out" at the end of the selection procedure. However, it is not possible to upload a batch payment file for multiple applications. This option is only available for deposit account holders using the Online Fee Payment service.

To make fee payments, you must complete the following four steps:

Fee payment – overview of the four steps

Step 1 *Provide information*: Enter the basic data for your application or patent
– Click on the *Pay fees* button.
– Select the procedure: EP, PCT (or, once available, Unitary Patent (UP))
– Enter the application number in the correct format in the fields provided. 
  *Tooltip will help you to do this.*
– Enter the applicant’s name and your personal reference (optional). 
  *This information, if entered, will appear in the payment confirmation.*
– Click on *Continue*. 
Entering application or patent data

Step 2 *Select group and fees*: Selecting fees and providing further information

– Select all the fees you want to pay for the application or patent concerned, by clicking on *Select* from the relevant fee groups.

  Note: The service only displays the fee groups relevant for your type of application or patent. This helps you to choose the correct fee codes.

– Please select any fee reductions or enter the number of fees to be paid (if relevant for your payment), and click on *Add to cart and continue*. You can also edit the fee amounts manually by clicking on *Edit*, making your changes, and then clicking on *Save*.

  Note: The service does not actively support functionalities limited to a small number of applications, such as indicating the states for which the designation fee has been paid in the case of applications filed or entering the European phase before 1 April 2009. In such cases, please edit the fee amount manually.

– If you would like to pay fees from multiple fee groups, please click on *Add fees from another fee group*. 
Selecting fee groups and fees

Step 3 *Show cart page*: Before you check out, view your shopping cart (this gives you an overview of your payment for each application or patent) and make any amendments needed

– If everything is correct, click on *Check out* to complete your credit card payment.

– In this step you can still make any changes necessary. For example, by clicking on the relevant buttons you can edit your payment details, add or remove fee codes, applications or patents, and edit fee amounts.  
  
  Note: If you choose to add or edit fees, the system brings you back to step 2 to make those changes.

– If you want to pay fees for another application or patent, click on *Continue paying fees*. 
Viewing your cart before proceeding to check out

Step 4 Check out: Proceed with the credit card payment
- Please select a saved credit card or provide your credit card information, and click on Confirm payment method. If you enter new credit card information, you can save it for use with subsequent payments by ticking the box Save payment info.
  Note: Your credit card information is encrypted, and the EPO will not store the full details. The same credit card can be used for multiple user accounts, and multiple credit cards can be allocated to a single user account.
- If everything is correct, click on I confirm the payment under Final review to make your credit card payment to the EPO.
- You will receive confirmation that your payment was successful, together with its voucher number. You can print the confirmation page out as proof of payment.
  Note: The confirmation is also made available in your Payment history, and is downloadable in PDF.
If your payment was unsuccessful, you will be informed accordingly by means of a notice on your screen.

Note: A credit card transaction can fail for a variety of reasons. If this happens, we therefore recommend that you contact the bank that issued your credit card, and check for example that the right transaction limits are in place.

Entering payment information under check out

Final review and confirming the payment
Saving and deleting credit card information

You can save your credit card information for further payments, if you wish. Saved credit card information can also be deleted.

– How to save this information is described under Step 4 Check out in the *Making fee payments* section of this guide.
– To delete a saved credit card, please go to the *Payment details* section under *My account* and click on the cross icon next to the credit card information. The system will ask you to confirm the deletion.

![Screen to delete payment method](image)

[Delete payment method]

The following payment method will be deleted

Max Mustermann
Visa
XXXXXXX1111
01 / 18

[Cancel] [Delete]

Screen to confirm deletion of payment method
Viewing payment history

The *Payment history* page gives you an overview of the credit card fee payments you have made:

– Click on *Payment history* on the navigation bar.
– You will see the voucher number, date and total amount for each payment.
– To view and download payment details, click on the PDF icon next to the voucher number.

You can sort the list by date or voucher number.
Need more help?

Visit www.epo.org/contact to access
– FAQs and discussion forums
– forms for sending enquiries
– our Customer Services phone number

Useful links:
www.epo.org/online-services
www.epo.org/fee-payment
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