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[Continued on next page]

(54) Title: CUSTOMER CONTROLLED MANAGEMENT OF SHIPMENTS

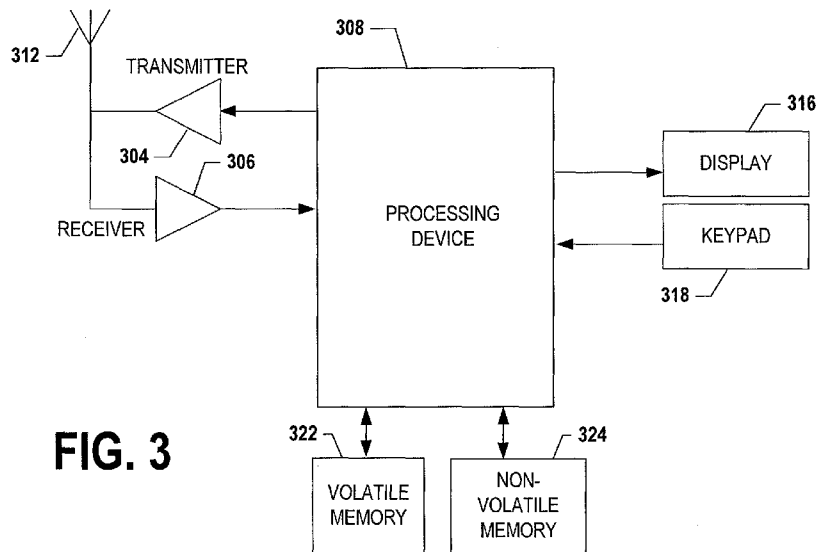
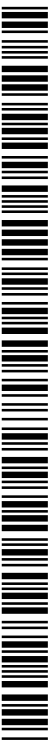


FIG. 3

(57) Abstract: Systems, methods, apparatus, and computer program products are provided for customer controlled management of shipments. For example, in various embodiments, a customer can provide information prior to a first delivery attempt of an item by a carrier to receive messages regarding shipment of the item and to have the item delivered in accordance with the provided information.



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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER

IPC(8) - G06Q 30/00 (2012.01)

USPC - 705/336

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
USPC: 705/336Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched
USPC: 705/1.1, 336 (keyword limited - see terms below)Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
PubWEST (PGPB, USPT, USOC, EPAB, JPAB); GOOGLE; GoogleScholar
Search Terms: shipping, carrier, tracking, delivering, instruction, transmitting, message, display, customer, address, time, time period, location, destination, attempt, wireless, electronically, mobile, automatically

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2008/0210749 A1 (Skaakrud et al.) 04 September 2008 (04.09.2008), entire document, especially; abstract, para. [0020]-[0022], [0028]-[0031], [0046], [0067], [0161]-[0165], [0217], [0224]	1 - 12
Y	US 2005/0004877 A1 (McLellan et al.) 06 January 2005 (06.01.2005), entire document, especially; abstract, para. [0006]-[0012], [0034], [0059]	1 - 12
A	US 2004/0073499 A1 (Martin et al.) 15 April 2004 (15.04.2004), entire document	1 - 12

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