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(54) **Title:** SYSTEM, APPARATUS AND METHOD FOR CUSTOMER REQUISITION AND RETENTION VIA REAL-TIME INFORMATION

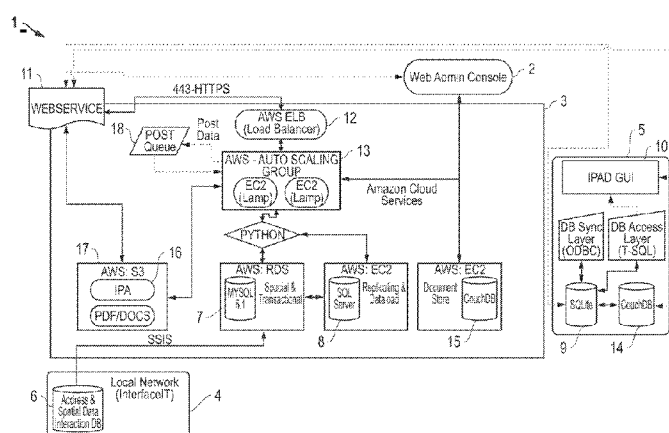


FIG. 1

(57) **Abstract:** A hand-held computing device and system comprising a method for providing the user the ability to allocate geographical regions to a predetermined or on-the-fly representative or groups of representatives. A field representative is provided with the means to view an allocation of customer's addresses that are part of scheduled daily activity. The system provides user ability to access a particular property, display information at the point-of-sale, capture information including digital signatures and verbal verifications, and storing the outcome of the interaction in a particular case. A user interface on a hand-held computer device is provided that includes a group management module, a user allocation module, a team leader module, a customer interaction module, and a mapping module. A further user interface is provided at one or more web consoles. Said web console user interface includes a form builder module, a form management module, a reporting module, and an allocation module.

INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER

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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)

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

GOOGLE, PATENT LENS; (door-to-door, sales, geographic, assign, authorise, etc..)

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
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See patent family annex

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"O"	document referring to an oral disclosure, use, exhibition or other means	"&"	document member of the same patent family
"P"	document published prior to the international filing date but later than the priority date claimed		

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Name and mailing address of the ISA/All AUSTRALIAN PATENT OFFICE PO BOX 200, WODEN ACT 2606, AUSTRALIA Email address: pct@ipaustalia.gov.au Facsimile No.: +61 2 6283 7999	Authorised officer Andrew Ellett AUSTRALIAN PATENT OFFICE (ISO 9001 Quality Certified Service) Telephone No. 0262256120

INTERNATIONAL SEARCH REPORT C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		International application No. PCT/IB2012/003037
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X Y	US 2003/0172042 A1 (AGUI) 11 September 2003 Figures 2, 3; Paragraphs [0021], [0022], [0036], [0046], [0051], [0054] Figures 2, 3; Paragraphs [0021], [0022], [0036], [0046], [0051], [0054]	1, 2, 9-11, 18 3-8, 12-17
Y	US 2011/0196717 A1 (COLLIAT et al.) 11 August 2011 Paragraphs [0091], [0081], [0087]	3, 8, 12, 17
Y	US 2005/0010423 A1 (BAGBEY et al.) 13 January 2005 Paragraphs [0019], [0020], [0022]	4, 6, 13, 15
Y	US 2008/0004891 A1 (BOSTWICK et al.) 03 January 2008 Paragraphs [0042], [0043]	5, 7, 14, 16

INTERNATIONAL SEARCH REPORT Information on patent family members		International application No. PCT/IB2012/003037	
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Patent Document/s Cited in Search Report		Patent Family Member/s	
Publication Number	Publication Date	Publication Number	Publication Date
US 2003/0172042 A1	11 Sep 2003	GB 2386995 A	01 Oct 2003
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US 2011/0196717 A1	11 Aug 2011	None	
US 2005/0010423 A1	13 Jan 2005	None	
US 2008/0004891 A1	03 Jan 2008	None	
End of Annex			
<div> <p>Due to data integration issues this family listing may not include 10 digit Australian applications filed since May 2001.</p> <p>Form PCT/ISA/210 (Family Annex)(July 2009)</p> </div>			