Title: METHOD AND SYSTEM FOR MANAGING TENANT SERVICES

Abstract: Disclosed herein are a method and system for managing a set of tenant services for tenants of a property. The method includes the steps of: registering a set of service providers (110), each service provider being associated with a service profile; and defining a set of authorised service providers for each tenant service, based on the service profile associated with each service provider. The method receives a request from a tenant for a selected one of said tenant services; displays service information relating to said set of authorised service providers for said selected tenant service (120); and receives a booking request for a selected one of said authorised service providers, said booking request including a requested delivery date and time (125). The method transmits a booking message to said selected authorised service provider for said requested delivery date and time (130); and transmits a notification message to said tenant when a service performed by said authorised service provider has been completed.
METHOD AND SYSTEM FOR MANAGING TENANT SERVICES

Technical Field
The present disclosure relates to a method and system for tenant services. In particular, the present disclosure relates to a method and system for enabling registered tenants to engage services from one or more registered service providers.

Background
A concierge is a person whose job is to serve residents, tenants, customers, and visitors associated with a building. The building may be, for example, a hotel, apartment building, or commercial building. The scope of services provided by the concierge varies, but may include handling luggage, mail, courier services, making reservations, running errands, and arranging tours.

The range of services handled by a concierge may vary widely from one building to another. Consequently, it is often difficult for someone to know what services are offered by a particular concierge. Providing a concierge can greatly increase the rates paid by tenants of the building, such as strata rates or accommodation fees. For residential buildings, it is often not financially sustainable to have a concierge when tenants of the building would not avail themselves of the services of the concierge on a regular basis.

A person seeking assistance from the concierge typically contacts the concierge in person or by telephone to discuss and arrange the required service. Depending on the type of building, a concierge may be available 24 hours a day or only during business hours. This can be inconvenient when a person requires help from the concierge to engage a particular service at a time when the concierge is off duty.

A butler or valet offers similar services to that of a concierge, but on a more personal level. A butler or valet is typically in the employ of an individual or a family. It is often prohibitively expensive for people to employ a butler on an individual basis.

It is often necessary for a concierge or butler to act as an intermediary between the tenant and the service provider. For example, a tenant of a residential building may want to check the availability of a babysitter for a Saturday night. The tenant contacts the concierge, who then checks with one or more babysitters for their availability. The concierge must then contact the tenant with the relevant information so that the tenant can decide whether the
availability of the babysitters matches the required time and cost. The concierge must then
contact the selected babysitter a second time to make the relevant booking. This is a
time-consuming and tedious process.

Thus, a need exists to provide an improved method and system for managing tenant
services.

Summary
The present disclosure relates to a computer-implemented method and system for managing
tenant services.

In a first aspect, the present disclosure provides a method for managing a set of tenant
services for tenants of a property, the method comprising the steps of:
- registering a set of service providers, each service provider being associated with a
  service profile;
- defining a set of authorised service providers for each tenant service, based on the
  service profile associated with each service provider;
- receiving a request from a tenant for a selected one of the tenant services;
- displaying service information relating to the set of authorised service providers for the
  selected tenant service;
- receiving a booking request for a selected one of the authorised service providers, the
  booking request including a requested delivery date and time;
- transmitting a booking message to the selected authorised service provider for the
  requested delivery date and time; and
- transmitting a notification message to the tenant when a service performed by the
  authorised service provider has been completed.

In a second aspect, the present disclosure provides a computer readable storage medium
having recorded thereon a computer program for managing a set of tenant services for
tenants of a property, the computer program comprising code for performing the steps of:
- registering a set of service providers, each service provider being associated with a
  service profile;
- defining a set of authorised service providers for each tenant service, based on the
  service profile associated with each service provider;
- receiving a request from a tenant for a selected one of the tenant services;
- displaying service information relating to the set of authorised service providers for the
  selected tenant service;
receiving a booking request for a selected one of the authorised service providers, the 
booking request including a requested delivery date and time;
transmitting a booking message to the selected authorised service provider for the 
requested delivery date and time; and
transmitting a notification message to the tenant when a service performed by the 
authorised service provider has been completed.

In a third aspect, the present disclosure provides a system for managing a set of tenant 
services for tenants of a property, the system comprising:
a server associated with the loyalty rewards scheme, the server including:
a memory for storing data and a computer program;
a processor coupled to the memory for executing the computer program 
stored in the memory;
a tenant services application forming part of the computer program, the tenant 
services application including instructions for performing the method steps of:
  registering a set of service providers, each service provider being 
  associated with a service profile;
  defining a set of authorised service providers for each tenant service, 
  based on the service profile associated with each service provider;
  receiving a request from a tenant for a selected one of the tenant services;
  displaying service information relating to the set of authorised service 
  providers for the selected tenant service;
  receiving a booking request for a selected one of the authorised service 
  providers, the booking request including a requested delivery date and time;
  transmitting a booking message to the selected authorised service provider 
  for the requested delivery date and time; and
  transmitting a notification message to the tenant when a service performed 
  by the authorised service provider has been completed.

According to another aspect, the present disclosure provides an apparatus for implementing 
any one of the aforementioned methods.

According to another aspect, the present disclosure provides a computer program product 
including a computer readable medium having recorded thereon a computer program for 
implementing any one of the methods described above.

Other aspects of the present disclosure are also provided.
Brief Description of the Drawings

One or more embodiments of the present disclosure will now be described by way of specific example(s) with reference to the accompanying drawings, in which:

Fig. 1 is a flow diagram illustrating a method of managing tenant services;

Fig. 2 is a schematic representation of a system on which one or more embodiments of the present disclosure may be practised;

Fig. 3 is a schematic block diagram representation of a system that includes a general purpose computer on which one or more embodiments of the present disclosure may be practised;

Fig. 4 is a schematic block diagram representation of a system that includes a general smartphone on which one or more embodiments of the present disclosure may be practised;

Fig. 5 is a schematic block diagram representation of a method embodying a tenant services system including the service of grocery shopping;

Fig. 6 is a schematic block diagram representation of a method embodying a tenant services system including the service of department store shopping;

Fig. 7 is a schematic block diagram representation of a method embodying a tenant services system including the service of ordering takeaway food;

Fig. 8 is a schematic block diagram representation of a method embodying a tenant services system including the service of booking a taxi;

Fig. 9 is a schematic block diagram representation of a method embodying a tenant services system including the service of booking a babysitter;

Fig. 10 is a schematic block diagram representation of a method embodying a tenant services system including the service of car servicing;

Fig. 11 is a schematic block diagram representation of a method embodying a tenant services system including the service of dry cleaning;

Fig. 12 is a schematic block diagram representation of a method embodying a tenant services system including the service of car washing;
Fig. 13 is a schematic block diagram representation of a method embodying a tenant services system including the service of home cleaning;

Fig. 14 is a schematic block diagram representation of a method embodying a tenant services system including the service of massage;

Fig. 15 is a schematic block diagram representation of a method embodying a tenant services system including the service of parcel delivery;

Fig. 16 is a screenshot of a log-in screen of a tenant services system;

Fig. 17 is a screenshot of a landing page of a tenant services system;

Fig. 18 is a screenshot of a language selection page of a tenant services system;

Fig. 19 is a screenshot of a user account page of a tenant services system;

Fig. 20 is a screenshot of a settings page of a tenant services system;

Fig. 21 is a screenshot of a massage ordering page of a tenant services system;

Fig. 22 is a screenshot of a page for editing an existing service engaged through a tenant services system;

Fig. 23 is a screenshot of a services selection page of a tenant services system;

Fig. 24 is a screenshot of a home cleaning ordering page of a tenant services system;

Fig. 25 is a screenshot of a dry cleaning ordering page of a tenant services system;

Fig. 26 is a screenshot of a car wash ordering page of a tenant services system;

Fig. 27 is a screenshot of a car services ordering page of a tenant services system;

Fig. 28 is a screenshot of a babysitting ordering page of a tenant services system;

Fig. 29 is a schematic block diagram representation of a set of lockers adapted for use in a tenant services system;

Fig. 30 is a screenshot of a building clean ordering page of a tenant services system;

Fig. 31 is a screenshot of a house removal ordering page of a tenant services system;
Fig. 32 is a screenshot of a technical support ordering page of a tenant services system;

Figs 33A, B, C are screenshots of a massage and chiropractor ordering page of a tenant services system;

Figs 34A, B, C form a flow diagram illustrating a method for managing tenant services;

Fig. 35 is a schematic block diagram representation illustrating flow of information in relation to a server implementing a tenant services system; and

Fig. 36 is a schematic block diagram representation illustrating flow of information in relation to a server implementing a tenant services system, in relation to an online shopping arrangement.

Detailed Description

Method steps or features in the accompanying drawings that have the same reference numerals are to be considered to have the same function(s) or operation(s), unless the contrary intention is expressed or implied.

Buildings commonly provide a high density of people within a predefined area with common or overlapping needs. It is prohibitively expensive for each tenant to have an individual butler or valet. Similarly, it is typically too expensive for each residential property to employ a concierge. Even in cases in which a concierge is provided, it may be too expensive for the concierge to be available at all times.

The present disclosure provides a computer-implemented method and system for managing a set of services available to tenants of a property. Each service in the set of services is associated with a set of authorised service providers that are able to provide that service. Each authorised service provider is associated with a service profile comprising a plurality of attributes relating to the service offered by that service provider. The attributes may include, for example, available dates and times, and pricing information. A tenant is able to browse the set of services, select a required service, and then browse among the set of authorised service providers associated with the required service. The tenant is then able to select a service provider to provide the required service.

The term "tenant" in this specification is to be construed broadly and may include, for example, but is not limited to, an occupant, resident, owner, lessee, lessor, or landlord. The term "property" in this specification is also to be construed broadly and may include, for
example, but is not limited to, a commercial building, residential building, or government building. A property may refer to a single building or a plurality of related buildings, such as those managed by a common management entity or those in a residential community.

Services available to tenants of a property may include, for example, but are not limited to, babysitting, car washing, laundry, courier services, mail, dry cleaning, home cleaning, grocery shopping, booking common areas, and takeaway food. Services may also include requests for strata maintenance on the property, including changing light bulbs, plumbing and electricians, booking of lifts, and the like.

The method and system of the present disclosure provide tenants with a centralised software application that can be accessed by the tenants to browse services and engage a service provider to deliver a required service at a specified time. The software application displays the availability of each authorised service provider to the tenant when browsing the available services. Thus, the method and system of the present disclosure provide tenants of a property with the benefits of a concierge or butler without the associated cost.

The method and system of managing tenant services assign a unique identifier to each tenant of a property and restrict access to tenant services to users that provide a valid identifier. This ensures a high level of user experience is delivered to the tenants and the authorised service providers, as both the tenants and the authorised service providers have been approved by an administrator of the system for managing tenant services in relation to a particular property.

Fig. 1 is a flow diagram illustrating a method 100 of managing tenant services for tenants associated with a property. In one implementation, the method is implemented using a software application executing on computing devices accessed by the tenants. The computing device may be, for example, but is not limited to, a personal computer (PC), a laptop computer, a smartphone, or a tablet device. The software application is made available by an administrator of the tenant services system. In one embodiment, the software application is pre-installed by the administrator on a computing device provided to each tenant associated with the property. In another embodiment, the administrator makes the software application available for download to the computing device, either from an authorised server associated with the administrator or through a third-party service provider, such as Apple Inc.'s "App Store", Google Inc.'s "Google Play", Microsoft Corporation's "Windows Phone Store", and the like. In an alternative implementation, the computer server
hosts a webpage that is accessible to tenants for browsing services and engaging a service provider.

The method of managing tenant services provides a set of services to registered tenants. Each service is associated with a set of service providers that are able to deliver that service. The method 100 begins at a Start step 105 and proceeds to step 110, which registers one or more authorised service providers. Each service provider is associated with a service profile comprising one or more attributes, wherein the attributes are utilised to identify which service providers are able to provide each of the respective services. The service profile attributes may also include information relating to price, availability, references, range of services, and the like.

Control passes from step 110 to step 115, which registers each tenant associated with the property by assigning a unique identifier to each tenant. Depending on the implementation, registration of a tenant may also include associating a tenant profile with each tenant, wherein the tenant profile stores information relating to the tenant. Depending on the implementation, such information may include, for example, food preferences, loyalty schemes, and the like. Creating and storing a user profile results in an enhanced user experience for the tenant, as preferences do not need to be re-entered with each booking.

Further, in one implementation the software application filters the set of authorised service providers based on the tenant profile of the tenant utilising the service. This results in an enhanced user experience for the tenant. For example, if a tenant indicates on an associated user profile that she likes Chinese food, then authorised service providers of Chinese food may be displayed at the top of the available service providers when the tenant browses takeaway food within the tenant services system. Similarly, if a tenant indicates a dislike of pizza, then the software application filters the list of authorised service providers of takeaway food and either does not display pizza shops in the list of available takeaway options or displays pizza shops at the bottom of available service providers.

In one arrangement, an administrator of the tenant services system operates a loyalty scheme, whereby tenants accrue loyalty points by engaging services through the tenant services system. Accrued loyalty points are redeemable for one or more of cash, goods, services, discounts on tenant fees, and discounts on future services or goods acquired through the tenant services system. In another arrangement, the tenant services system operates in conjunction with one or more loyalty schemes operated by authorised service providers. A tenant utilising the tenant services system to acquire goods and services can
register membership with loyalty schemes associated with one or more authorised service providers and thus acquire loyalty points automatically through transactions conducted through the tenant services system.

Once a tenant is registered, the tenant utilises a computing device to access a software application hosted by an administrator of the tenant services management. As indicated above, in one implementation a tenant utilises a computing device coupled to a communications network, such as the Internet, to access a website hosted by the administrator. In another implementation, the tenant utilises a software application downloaded to a computing device, such as a smartphone or tablet computing device, to browse available tenant services. The computing device exchanges information via a communications network with a server operated by the administrator.

Control passes from step 115 to step 120, in which the software application displays a set of services offered by the set of authorised service providers to a computing device accessed by a registered tenant. The registered tenant is able to browse the set of offered services and within each offered service can view information relating to the set of authorised service providers associated with that particular service. The software application displays one or more attributes from the service profile of each service provider to assist the registered tenant in engaging a suitable service provider.

In one embodiment, the software application displays a calendar for each service provider, allowing the tenant to see the availability for each service provider associated with the service that the tenant is seeking. Displaying the calendar of each service provider allows the tenant to identify those service providers available at a mutually convenient time.

Control passes from step 120 to step 125, in which the tenant utilises the computing device to send a request to the software application to engage a selected one of the service providers to provide a selected service at a nominated date and time. In step 130 the software application makes the requested booking with the service provider and sends a booking confirmation to each of the tenant and the requested service provider. Control passes from step 130 to step 135 and the method 100 terminates.

Fig. 2 is a schematic block representation of a system 200 for managing tenant services. The system 200 includes a server 210 operated by an administrator of the system for managing tenant services. The server 210 includes a tenant register 212 for registering approved tenants and assigning unique identifiers to each tenant. The tenant register 212
stores a tenant profile for each tenant. The tenant profile includes a name and contact information for the tenant and optionally includes further information such as loyalty reward program membership information, takeaway preferences, credit card information, and the like.

The server 210 also includes a service provider register 214 for storing information relating to authorised service providers. As described above, each service provider has an associated service profile. The service provider register 214 stores information relating to each authorised service provider, including the associated service profile. The service profile includes attributes, such as business name and contact details. The service profile optionally includes further information relating to the service provider, including personnel, areas of expertise, range of services, pricing schedule, and calendar.

The server 210 further includes a booking module 216 for handling booking requests from tenants and sending booking confirmation messages to tenants and service providers. The server 210 further includes an accounting module 218 for handling accounts for the registered tenants. In one implementation, the registered tenants pay the service providers directly. In an alternative implementation, the registered tenants are billed for any engaged services through the administrator of the tenant services. For a residential building, such services may be added to a periodic strata management fee, for example. In a further implementation, the tenant is provided with a choice between paying a service provider directly or via the administrator.

The server 210 optionally includes a locker management module 215 for monitoring and controlling access to a set of one or more lockers provided for receipt of goods ordered through the tenant services system. Each locker has an associated lock for regulating access to the locker. In one arrangement, the locker management module 215 generates security access codes for accessing each locker, wherein the access codes function to open the locks associated with the lockers. The security access codes are made available in the form of delivery security codes to authorised service providers and in the form of retrieval security codes to tenants. The locker management module 215 ensures that a given security access code is only valid for one locker at any given time.

The server 210 further optionally includes a customer loyalty schemes module 219 for administering membership of one or more loyalty schemes and accrual of loyalty points through services engaged via the tenant services system. The loyalty schemes may include a scheme administered by the administrator of the tenant services system, a scheme
administered by an authorised service provider or an associated entity, or any combination thereof.

The server 210 is coupled to a communications network 250. The communications network 250 may include, for example, one or more wired or wireless connections, including a Local Area Network (LAN), Wide Area Network (WAN), a virtual private network (VPN), cellular telephony network, the Internet, or any combination thereof.

The system 200 also includes a computing device 220 coupled to the communications network 250. The computing device 220 may be implemented using a smartphone, laptop, desktop computer, server, or general purpose computer. In the example of Fig. 2, a tenant of a property accesses the computing device 220 to communicate with the server 210 via the communications network 250 and register with a tenant services system hosted on the server 210.

The tenant utilises the computing device 220 to send a request for registration to the tenant services system hosted by the server 210. Such registration may require the tenant to provide contact and billing details in exchange for the tenant services system allocating a unique identifier to access the tenant services system. The tenant services system hosted on the server 210 receives the request from the computing device 220 via the communications network 250 and the tenant register module 212 creates a new tenant identifier and associated tenant profile.

In an alternative implementation, a tenant is provided with the computing device 220 at the time of purchasing an apartment in an apartment building or at the time of commencing a lease, wherein the computing device 220 is pre-installed with a software application for communicating with the server 210 and a unique identifier is already assigned to the tenant. In such an implementation, the tenant does not need to send a request for registration to the server 210.

The system 200 also includes a second computing device 230 utilised by a service provider to register with the tenant services system hosted on the server 210. The computing device 230 is coupled to the communications network 250. The service provider accesses the computing device 230 to establish communication with the server 210 via the communications network 250. The service provider registers with the service provider register 214 and populates one or more attributes of a service profile associated with that
service provider. In one implementation, registration of the service provider involves the server 210 allocating a unique identifier to the service provider.

The booking module 216 utilises the information in the service profile of each registered service provider to display relevant information to a tenant accessing the tenant services system. The service provider utilises the computing device 230 to upload to the server 210 a calendar showing the availability of that service provider. A tenant is able to view the calendar to determine whether that service provider is available at the requested time. In one implementation, the booking module 216 filters results viewable by the tenant so that only service providers who are available at a requested date and time are presented to the tenant.

The administrator of the tenant services system optionally provides a set of delivery lockers 260 for use by the registered tenants. The delivery lockers 260 provide a secure means of delivery for goods ordered by a tenant without requiring the tenant to be present at the time of delivery. This enhances the convenience of the system and provides tenants with greater security, as it is not necessary for the tenant to meet face to face with a delivery person. In one embodiment, the delivery lockers 260 are located in a common area of the property, such as a lobby or basement. In another embodiment, the delivery lockers 260 are located in a predefined location that may be either on or proximal to the property or remotely located, such as in or near a post office or shopping mall.

In one arrangement, the tenant services system audits deliveries for restricted goods, such as tobacco and alcohol. In order to ensure that such restricted goods are delivered to suitably qualified persons and not to minors, one arrangement prohibits the delivery of restricted goods to lockers and offers an alternative delivery mechanism whereby restricted goods are delivered to a concierge or suitably authorised person associated with the property. A tenant purchasing restricted goods must then collect a delivery of restricted goods from the concierge or suitably authorised person, or have the goods delivered directly to the tenant.

In one embodiment, each locker (260a, 260b, 260c) has a lock that is released by entering a security code. In one implementation, each locker (260a, 260b, 260c) is coupled to the server 210 of Fig. 2, via the communications network 250, wherein the locker management module 215 of the server 210 controls the security code for each locker (260a, 260b, 260c). When a service provider is engaged through the tenant services system to make a delivery, the locker management module 215 allocates a locker number and an associated delivery
security code that is valid for a predefined time surrounding the expected delivery date and
time. The locker management module 215 transmits the allocated locker number and
associated delivery security code via the communications network 250 to the computing
device 230 accessed by the service provider. Alternatively, the service provider utilises the
computing device 230 to access the server 210 to obtain the allocated locker number and
associated delivery security code. The delivery security code allows a delivery person
associated with the service provider to access the nominated locker and deposit the relevant
goods for collection later by the tenant. Similarly, the locker management module 215 of
the server 210 informs the tenant of the locker number and an associated retrieval security
code so that the tenant can pick up the delivered goods from the locker. The delivery
security code and retrieval security code may be the same. In an alternative embodiment,
the delivery security code and retrieval security code are different. Having a delivery
security code that is different from a retrieval security code for a designated locker provides
a higher level of security. Depending on the implementation, the server 210 can track who
is accessing a locker at any time by monitoring the delivery security code and retrieval
security code input to the locker.

One arrangement utilises the locker management module 215 on the server 210 to execute
computer program instructions to generate and manage delivery security codes and retrieval
security codes for use with the lockers 260z, 260b, 260c. In one implementation, the locker
management module 215 ensures that a given delivery security code or retrieval security
code is not re-issued within a predefined period of time. This prevents a scenario in which
the same delivery security code or retrieval security code could be utilised to access more
than one locker at the same time. In a further implementation, a range or set of delivery
security codes is allocated to each authorised service provider, such that any delivery
security code is only ever utilised by the same authorised service provider.

In one implementation, each locker (260a, 260b, 260c) has a delivery end and a retrieval
end, each equipped with a lock. The delivery security code enables access to the delivery
end and the retrieval security code enables access to the retrieval end. Such an
arrangement provides tenants with greater security, as the delivery end of a locker may be
positioned on or adjacent to an external wall of the property and the retrieval end of that
locker may be positioned within the confines of the property. In such an arrangement,
delivery persons do not require access to the property itself, providing greater security for all
tenants.
Depending on the range of tenant services offered, the administrator of the tenant services system optionally provides a range of different lockers. For example, a refrigerated locker is utilised for grocery services, and a locker with hanging racks is utilised for dry cleaning and laundry services. Smaller lockers are utilised for the placement and return of car keys or house keys for car services, car washing, and residential cleaning services.

Figs 34A, B, C form a flow chart illustrating a method 3400 for managing tenant services implemented using the server 210 of Fig. 2. The method 3400 begins at a Start step 3402 and proceeds to step 3404 in which the server 210 registers one of more service providers to provide services to tenants of a property. The service providers register with the server 210 in person, via telephone, or using the computing device 230. The server stores information relating to the registered service providers in the service provider register 214, wherein each service provider has an associated service provider profile that includes one or more attributes. The attributes include business name, contact information, and details about the services offered by each respective service provider.

Control passes to step 3406, in which one or more tenants of the property register with the tenant services system. In one arrangement, each tenant is registered with the system as part of a purchase or leasing contract. In another arrangement, each tenant uses a computing device, such as the computing device 220 of Fig. 2, to communicate with the server 210 and provide required registration information. The server 210 stores information relating to each registered tenant in the tenant register 212. In a next optional step 3408, the server 210 sets default security codes for the delivery lockers 260.

Control passes from step 3408 to step 3410, in which the server pushes a software application relating to the management of tenant services to the computing device 220 of a registered tenant. In an alternative arrangement, the tenant downloads the software application from a third party provider. In a further arrangement, the tenant utilises a browser on the computing device 220 to access content on a website associated with the server 210.

Control passes from step 3410 to step 3412, in which a registered tenant utilises the computing device 220 to access the tenant services system. The server detects the initial request from the tenant and prompts the tenant for a valid tenant identifier and password. In step 3414 the server 210 determines whether the tenant is a valid registered tenant. If the tenant is not validated, No, control returns to step 3412. If at step 3414 the tenant is validated, Yes, control passes to step 3416 on Fig. 34B.
Step 3416 displays a landing page to a display of the computing device 220 accessed by the tenant. The landing page provides the tenant with a calendar showing any presently booked services for that tenant and shows a list of available services. In step 3418, the tenant selects a service and indicates a requested date for that service to be delivered. The server 210 in step 3420 receives the selected service and requested date from the tenant and retrieves from the service provider register 214 a set of authorised service providers that match the selected service. In step 3422 the tenant selects one of the authorised service providers from the set of authorised service providers that match the selected service. Depending on the service requested and the implementation, the tenant optionally specifies a particular skill or product offered by the selected service provider. For example, in the scenario in which the selected service is car washing, the tenant may choose from a car wash, car wash and interior clean, and car wax.

Control passes from step 3422 to step 3424, in which the software application associated with the system for managing tenant services displays a cost to the tenant for the selected service provider to deliver the requested service, along with any relevant options. In step 3426 the tenant makes a booking by pressing a submit button and the requested booking is transmitted to the server 210. The software application in step 3428 displays a payment screen with available payment options and step 3430 receives the relevant payment information from the tenant. Depending on the implementation, the payment information may include credit card information, electronic funds transfer, or account information relating to an account administered by an administrator of the tenant services system.

Control passes to step 3432, in which the server 210 transmits a confirmation message to the tenant. Where relevant, the server 210 also transmits a locker number and a retrieval security code for opening that locker at the relevant time. Control passes from step 3432 to step 3434 of Fig. 34C, in which the server 210 transmits a booking order to the selected service provider. Where relevant, the server 210 also transmits that locker number and a delivery security code for opening that locker at the relevant time to receive the requested goods. Control passes to step 3436, in which the locker management module 215 transmits the delivery and retrieval security codes to the lockers 260.

In a next step 3438, the server 210 sends reminders to the selected service provider and the tenant a predefined period of time before the requested service date. Control passes to step 3440, in which the delivery security code is entered at the locker at the requested
delivery date by the service provider. A controller associated with the locker 260 sends a message to the server 210 informing the server 210 of the valid access with the delivery security code. In step 3442, the server 210 transmits a notification message to the tenant advising the delivery has been made to the locker 260.

Control passes to step 3444, in which the administrator of the server 210 arranges payment to the service provider, using the accounting module 218. Control passes to step 3446, in which the retrieval security code is entered at the locker by the tenant to retrieve the delivered goods. A controller associated with the locker 260 sends a message to the server 210 informing the server 210 of the valid access with the retrieval security code. In step 3448, the locker management module 215 of the server 210 releases the locker for a further delivery. Control passes to an End step 3450 and the method 3400 terminates. It will be appreciated by a person skilled in the art that some of the steps of the method 3400 may be performed in a different order or in parallel without departing from the spirit and scope of the present disclosure.

The tenant services system of the present disclosure may be practised using a computing device, such as a general purpose computer, computer server, or cloud-hosting server. Fig. 3 is a schematic block diagram of a system 300 that includes a general purpose computer 310, which may be utilised to implement any one or more of the server 210, the computing device 220, or the computing device 230 of Fig. 2. The general purpose computer 310 includes a plurality of components, including: a processor 312, a memory 314, a storage medium 316, input/output (I/O) interfaces 320, and input/output (I/O) ports 322. Components of the general purpose computer 310 generally communicate using a bus 348. The memory 314 may include Random Access Memory (RAM), Read Only Memory (ROM), or a combination thereof. The storage medium 316 may be implemented as one or more of a hard disk drive, a solid state "flash" drive, an optical disk drive, or other storage means. The storage medium 316 may be utilised to store one or more computer programs, including an operating system, software applications, and data. In one mode of operation, instructions from one or more computer programs stored in the storage medium 316 are loaded into the memory 314 via the bus 348. Instructions loaded into the memory 314 are then made available via the bus 348 or other means for execution by the processor 312 to effect a mode of operation in accordance with the executed instructions.

One or more peripheral devices may be coupled to the general purpose computer 310 via the I/O ports 322. In the example of Fig. 3, the general purpose computer 310 is coupled to
each of a speaker 324, a camera 326, a display device 330, an input device 332, a printer 334, and an external storage medium 336. The speaker 324 may include one or more speakers, such as in a stereo or surround sound system.

The camera 326 may be a webcam, or other still or video digital camera, and may download and upload information to and from the general purpose computer 310 via the I/O ports 322, dependent upon the particular implementation. For example, images recorded by the camera 326 may be uploaded to the storage medium 316 of the general purpose computer 310. Similarly, images stored on the storage medium 316 may be downloaded to a memory or storage medium of the camera 326. The camera 326 may include a lens system, a sensor unit, and a recording medium.

The display device 330 may be a computer monitor, such as a cathode ray tube screen, plasma screen, or liquid crystal display (LCD) screen. The display 330 may receive information from the computer 310 in a conventional manner, wherein the information is presented on the display device 330 for viewing by a user. The display device 330 may optionally be implemented using a touch screen, such as a capacitive touch screen, to enable a user to provide input to the general purpose computer 310.

The input device 332 may be a keyboard, a mouse, or both, for receiving input from a user. The external storage medium may be an external hard disk drive (HDD), an optical drive, a floppy disk drive, or a flash drive.

The I/O interfaces 320 facilitate the exchange of information between the general purpose computing device 310 and other computing devices. The I/O interfaces may be implemented using an internal or external modem, an Ethernet connection, or the like, to enable coupling to a transmission medium. In the example of Fig. 3, the I/O interfaces 322 are coupled to a communications network 338 and directly to a computing device 342. The computing device 342 is shown as a personal computer, but may be equally be practised using a smartphone, laptop, or a tablet device. Direct communication between the general purpose computer 310 and the computing device 342 may be effected using a wireless or wired transmission link, including Wi-Fi, Bluetooth, and the like.

The communications network 338 may be implemented using one or more wired or wireless transmission links and may include, for example, a dedicated communications link, a local area network (LAN), a wide area network (WAN), the Internet, a telecommunications network, or any combination thereof. A telecommunications network may include, but is not
limited to, a telephony network, such as a Public Switch Telephony Network (PSTN), a mobile telephone cellular network, a short message service (SMS) network, or any combination thereof. The general purpose computer 310 is able to communicate via the communications network 338 to other computing devices connected to the communications network 338, such as a mobile telephone handset 344, a touchscreen smartphone 346, a personal computer 340, and the computing device 342.

The general purpose computer 310 may be utilised to implement a server acting as a central data repository to effect a tenant services system in accordance with the present disclosure. In such an embodiment, the memory 314 and storage 316 are utilised to store data relating to registered tenants, authorised service providers, and transaction data for each account associated with each of the respective registered tenants. Software for implementing the tenant services system is stored in one or both of the memory 314 and storage 316 for execution on the processor 312. The software includes computer program code for effecting method steps in accordance with the method of managing tenant services described herein.

Fig. 4 is a schematic block diagram of a system 400 on which one or more aspects of a method and system for managing tenant services may be practised. The system 400 includes a portable computing device in the form of a smartphone 410, which may be used by a registered tenant of the tenant services system to create and manage a user profile, browse a set of offered services, and engage a service provider. The smartphone 410 includes a plurality of components, including: a processor 412, a memory 414, a storage medium 416, a battery 418, an antenna 420, a radio frequency (RF) transmitter and receiver 422, a subscriber identity module (SIM) card 424, a speaker 426, an input device 428, a camera 430, a display 432, and a wireless transmitter and receiver 434. Components of the smartphone 410 generally communicate using a bus 448 or other connections therebetween. The smartphone 410 also includes a wired connection 445 for coupling to a power outlet to recharge the battery 418. The wired connection may include one or more connectors and may be adapted to enable uploading and downloading of content from and to the memory 414 and SIM card 424. For example, the wired connection may be implemented using a Universal Serial Bus (USB) connection or micro-USB connection, or the like.

The smartphone 410 may include many other functional components, such as an audio digital-to-analogue and analogue-to-digital converter and an amplifier, but those components
are omitted for the purpose of clarity. However, such components would be readily known and understood by a person skilled in the relevant art.

The memory 414 may include Random Access Memory (RAM), Read Only Memory (ROM), or a combination thereof. The storage medium 416 may be implemented as one or more of a solid state "flash" drive, a removable storage medium, such as a Secure Digital (SD) or microSD card, or other storage means. The storage medium 416 may be utilised to store one or more computer programs, including an operating system, software applications, and data. In one mode of operation, instructions from one or more computer programs stored in the storage medium 416 are loaded into the memory 414 via the bus 448. Instructions loaded into the memory 414 are then made available via the bus 448 or other means for execution by the processor 412 to effect a mode of operation in accordance with the executed instructions.

The smartphone 410 also includes an application programming interface (API) module 436, which enables programmers to write software applications to execute on the processor 412. Such applications include a plurality of instructions that may be pre-installed in the memory 414 or downloaded to the memory 414 from an external source, via the RF transmitter and receiver 422 operating in association with the antenna 420.

The smartphone 410 further includes a GPS location module 438. The GPS location module 438 is used to determine a geographical position of the smartphone 410, based on GPS satellites, cellular telephone tower triangulation, or a combination thereof. The determined geographical position may then be made available to one or more programs or applications running on the processor 412. The GPS location module 438 may be utilised to provide a location of a tenant or an associated property and the server 210 may then filter results relating to available services and service providers based on that location.

The wireless transmitter and receiver 434 may be utilised to communicate wirelessly with external peripheral devices via Wi-Fi, Bluetooth, infrared, or other wireless protocol. In the example of Fig. 4, the smartphone 410 is coupled to each of a printer 440, an external storage medium 444, and a computing device 442. The computing device 442 may be implemented, for example, using the general purpose computer 310 of Fig. 3.

The camera 426 may include one or more still or video digital cameras adapted to capture and record to the memory 414 or the SIM card 424 still images or video images, or a combination thereof. The camera 426 may include a lens system, a sensor unit, and a
recording medium. A user of the smartphone 410 may upload the recorded images to another computer device or peripheral device using the wireless transmitter and receiver 434, the RF transmitter and receiver 422, or the wired connection 445.

In one example, the display device 432 is implemented using a liquid crystal display (LCD) screen. The display 432 is used to display content to a user of the smartphone 410. The display 432 may optionally be implemented using a touch screen, such as a capacitive touch screen, to enable a user to provide input to the smartphone 410.

The input device 428 may be a keyboard, a stylus, or microphone, for example, for receiving input from a user.

The SIM card 424 is utilised to store an International Mobile Subscriber Identity (IMSI) and a related key used to identify and authenticate the user on a cellular network to which the user has subscribed. The SIM card 424 is generally a removable card that can be used interchangeably on different smartphone or cellular telephone devices. The SIM card 424 can be used to store contacts associated with the user, including names and telephone numbers. The SIM card 424 can also provide storage for pictures and videos. Alternatively, contacts can be stored on the memory 414.

The RF transmitter and receiver 422, in association with the antenna 420, enable the exchange of information between the smartphone 410 and other computing devices via a communications network 438. In the example of Fig. 4, RF transmitter and receiver 422 enable the smartphone 410 to communicate via the communications network 438 with a cellular telephone handset 450, a smartphone or tablet device 452, a computing device 454 and the computing device 442. The computing devices 454 and 442 are shown as personal computers, but each may be equally be practised using a smartphone, laptop, or a tablet device.

The communications network 438 may be implemented using one or more wired or wireless transmission links and may include, for example, a cellular telephony network, a dedicated communications link, a local area network (LAN), a wide area network (WAN), the Internet, a telecommunications network, or any combination thereof. A telecommunications network may include, but is not limited to, a telephony network, such as a Public Switch Telephony Network (PSTN), a cellular (mobile) telephone cellular network, a short message service (SMS) network, or any combination thereof.
Fig. 35 is a schematic block diagram representation illustrating flow of information in relation to the server 210 for implementing a tenant services system. In step 3502, a service provider utilises the computing device 230 to log in to the tenant services system hosted by the server 210 of Fig. 2. A log in request is received at the server 210, which compares the log in request to information stored in the service provider register 214 in order to validate the service provider. If the log in request is validated, the server 210 grants access to the tenant services system.

The tenant services system enables the service provider to make, manage, and check bookings, accounts, and locker availability. In step 3504, the service provider is able to manage bookings made by tenants through the tenant services system using a booking management component of the tenant services system software application either executing on the computing device 230 or on the server 210 and available through a web browser, or the like. The server 210 receives requests to retrieve booking information from the computing device 230, retrieves relevant data from the booking module 216 and transmits the retrieved data to the computing device 230 accessed by the service provider.

In step 3506, the service provider manages availability using a calendar integrated with the tenant services system or synchronised with the tenant services system. The server 210 and computing device 230 communicate via the communications network 250 and exchange data relating to the availability of the service provider. Consequently, the tenant services system is able to display up to date information to a browsing tenant relating to the availability of all registered service providers.

Step 3508 allows the server 210 to manage accounting information for a service provider. The service provider can send a request for payment in relation to a service booked through the tenant services system, whereupon the accounting module 218 of the server 210 validates the request with reference to completed jobs in the module booking 216 and authorises payment to the service provider. Depending on the particular implementation, the tenant service system optionally allows the service provider to check on the availability of lockers for a scheduled delivery. Some services, such as car servicing, require an available delivery locker or alternative receptacle for depositing car keys after a car servicing request.

In step 3510, the locker management module 215 manages scheduling and access to the lockers 260 and transmits a locker number and delivery security code to the computing device 230 for use by the service provider.
The server 210 also handles requests from registered tenants and provides information to registered tenants in relation to offered services, booked services, and deliveries. A tenant utilise the computing device 220 to communicate with the server 210 to register, book services, manage bookings, and manage accounts. In step 3512, a tenant utilises the computing device 220 to log in to the server 210. In one arrangement, the computing device is a smartphone or tablet device with a processor executing a software application associated with the tenant services system. The server 210 receives a log in request from the tenant, validates the log in request with reference to the tenant register 212 and grants access to that tenant. In step 3514, the tenant is able to browse available services, retrieve an update in relation to a scheduled service, or cancel a scheduled service. The booking module 216 receives information from the tenant, makes any necessary changes to the bookings, and sends confirmation to the tenant. The booking module 216 also sends booking reminders to the tenant a predefined period of time before a scheduled delivery date. The booking reminder is sent via email, voicemail, SMS, MMS, or the like.

In step 3516 a registered tenant checks an account balance with the server 210. The accounting module 218 of the server 210 receives the balance query, reconciles the query with existing account information and receives payment information from the tenant. The accounting module then sends, where relevant, any payment validation information that might be required. In step 3518, the tenant has scheduled a car service and sends a query to the server 210 in relation to locker availability. The locker management module 215 assigns a locker number and retrieval security code to the tenant to enable the tenant to collect car keys on completion of the car service.

In step 3520, the tenant utilises the computing device 220 to send a query relating to one or more loyalty schemes. The customer loyalty schemes module 219 of the server 210 receives the query, updates a tenant loyalty profile, where necessary, and returns information relating to one or more loyalty schemes to which the tenant is subscribed.

Fig. 36 is a schematic block diagram representation illustrating flow of information in relation to a server implementing a tenant services system, in relation to an online shopping arrangement. In step 3602, a service provider utilises the computing device 230 to log in to the tenant services system hosted by the server 210 of Fig. 2. A log in request is received at the server 210, which compares the log in request to information stored in the service provider register 214 in order to validate the service provider. If the log in request is validated, the server 210 grants access to the tenant services system.
The tenant services system enables the service provider to make, manage, and check bookings, accounts, and locker availability. Step 3604 allows the server 210 to manage accounting information for a service provider. The service provider can send a request for payment in relation to a service booked through the tenant services system, whereupon the accounting module 218 of the server 210 validates the request with reference to completed jobs in the module booking 216 and authorises payment to the service provider. Depending on the arrangement, the service provider may delay delivery of goods and services until payment is received from the server 210, illustrated by step 3608.

Depending on the particular implementation, the tenant service system optionally allows the service provider to check on the availability of lockers for a scheduled delivery. Some services, such as car servicing, require an available delivery locker or alternative receptacle for depositing car keys after a car servicing request. In step 3610, the locker management module 215 manages scheduling and access to the lockers 260 and transmits a locker number and delivery security code to the computing device 230 for use by the service provider. The service provider subsequently delivers goods to the nominated locker, using the delivery security code to access that locker.

The server 210 also handles requests from registered tenants and provides information to registered tenants in relation to offered services, booked services, and deliveries. A tenant utilise the computing device 220 to communicate with the server 210 to register, book services, manage bookings, and manage accounts. In step 3612, a tenant utilises the computing device 220 to log in to the server 210. In one arrangement, the computing device is a smartphone or tablet device with a processor executing a software application associated with the tenant services system. The server 210 receives a log in request from the tenant, validates the log in request with reference to the tenant register 212 and grants access to that tenant.

In step 3614, the tenant is able to browse available services, retrieve an update in relation to a scheduled service, or cancel a scheduled service. In this example, the tenant browses available services, selects online shopping and places an order. As part of the online shopping ordering process, the software application accessed by the tenant communicates with the locker management module 215 to check availability of a delivery locker of the appropriate type (e.g., dry cleaning, grocery, takeaway) for the requested date and time. The locker management module 215 confirms locker availability and transmits a locker
number and a retrieval security code to the computing device 220 as part of the online shopping booking process.

In step 3616 a registered tenant checks an account balance with the server 210. The accounting module 218 of the server 210 receives the balance query, reconciles the query with existing account information and receives payment information from the tenant. The accounting module then sends, where relevant, any payment validation information that might be required.

In step 3618, the tenant checks the nominated locker on the requested service date and enters the retrieval security code into a locking device associated with the nominated locker. The code is validated and the locker opens to allow the tenant to retrieve the delivered goods. In one arrangement, the server 210 sends a notification message to the tenant once the service provider has entered the delivery access code, to indicate that the delivery has been made. The locker management module 215 is then free to re-use that locker for further deliveries.

In step 3620, the tenant utilises the computing device 220 to send a query relating to one or more loyalty schemes. The customer loyalty schemes module 219 of the server 210 receives the query, updates a tenant loyalty profile, where necessary, and returns information relating to one or more loyalty schemes to which the tenant is subscribed. In this example, the loyalty scheme may be updated to reflect any point accrued in relation to the online shopping transaction.

Fig. 29 is a schematic block diagram representation of one implementation of the set of lockers 260 of Fig. 2. The set of lockers 260 includes a plurality of lockers adapted for different services. In the example of Fig. 29, the set of lockers 260 includes: a grocery delivery locker 2910; a dry cleaning locker 2920; an insulated takeaway food delivery locker 2930; a first parcel delivery locker 2940; a second parcel delivery locker 2950; a first small parcel delivery locker 2960; a second small parcel delivery locker 2970; and a third small parcel delivery locker 2980. The set of lockers 260 also includes an electronic board compartment 2990.

The grocery delivery locker 2910 in this example includes three levels for receiving different foodstuffs: a freezer level 2912, a refrigerated level 2914, and a room temperature level 2916. A delivery person places groceries onto the appropriate level to preserve food until collected by the tenant.
The dry cleaning locker 2920 includes one or more hanging racks (not shown) on which dry
cleaning can be hung so as to avoid creases. Depending on the implementation, the dry
cleaning locker 2920 may be utilised for both the delivery of freshly dry-cleaned items and
also for the pick-up of items to be washed or dry cleaned. The dry cleaning locker optionally
includes baskets, shelves, or other storage devices for storing laundered clothes.

The insulated takeaway food delivery locker 2930 is insulated to maintain the delivered food
at the appropriate temperature until retrieved by the tenant.

The first parcel delivery locker 2940, second parcel delivery locker 2950, first small parcel
delivery locker 2960, second small parcel delivery locker 2970, and third small parcel delivery
locker 2980 are adapted to receive parcels and may include one or more shelves, hooks,
dividers, and the like.

The electronic board compartment 2990 includes control software, hardware, firmware, or
any combination thereof for controlling security access codes allocated to each locker in the
set of lockers 260. The electronic board compartment is coupled to the communications
network 250 of Fig.2 to receive instructions from the server 210 to set and modify delivery
security codes and retrieval security codes for accessing the lockers.

The electronic board compartment 2990 optionally includes a security device for detecting an
unauthorised attempt to access a locker. If a user inputs an incorrect security access code
more than a predefined number of times, the security device activates and sends an alert
message to the server 210. The server 210 then sends a notification to a security service or
authorised personnel to check the lockers 260. The security device optionally activates an
alert device, such as a visual or audible warning. The security device may also activate upon
detection of forced entry to one of the lockers, which may be determined, for example, by
detecting an open state of a door of the locker without entry of a legitimate security access
code. Detecting an open state of a door may be performed through use of a sensor, as is
known in the art.

Fig. 16 is a screenshot of a log-in page 1600 presented by the server 210 to a computing
device utilised by a tenant to log in to the tenant services system. The log-in page 1600
includes a tenant field 1610 for receiving a tenant identifier and a password field 1620 for
receiving a tenant identifier associated with the tenant. The log-in page 1600 also includes a
submit button 1630 for submitting data entered into the tenant field 1610 and the password
field 1620.
Fig. 17 is a screenshot of a landing page 1700 displayed on a display device of a computing device utilised by the tenant to access the tenant services system. For example, the landing page 1700 may be displayed in a web browser executing on personal computer or smartphone or may be displayed within a software application (or "app"). The landing page 1700 includes a settings button 1710 that allows the tenant to configure one or more settings relating to the tenant services system. Such settings may include, for example, one or more attributes within a tenant profile, display settings, service provider settings, loyalty scheme settings, and the like.

The landing page 1700 in this example also includes a calendar 1720 that shows a predefined portion of a calendar and highlights dates on which services have been ordered or dates on which services are to be delivered or engaged. The landing page 1700 further includes a service bar 1730 that includes a set of services offered by the tenant services system. In the example of Fig. 17, the service bar 1730 includes a grocery button 1732, a Myer department store button 1734, a takeaway food button 1736, and a taxi button 1738. A tenant accessing the tenant services system presses one of the buttons 1732, 1734, 1736, 1738 to browse or order one of the associated services.

Fig. 20 is a screenshot of a settings page 2000 delivered to a tenant once the settings button 1710 has been pushed. The settings page 2000 in this example includes an account button 2010 for entering and changing tenant attributes and a language button 2020 for selecting a preferred language. The settings page 2000 also includes a logout button 2030 for exiting the application.

Fig. 18 is a screenshot of a language selection page 1800 for changing a language option associated with the tenant services system, which is displayed once a tenant activates the button 2020 of Fig. 20. In this example, the available languages are English and Chinese, which are selected using radio buttons 1810 and 1820, respectively.

Fig. 19 is a screenshot of an account page 1900 for entering and changing user details for the tenant, which is displayed once a tenant activates the button 2010 of Fig. 20. In the example of Fig. 19, the account page 1900 includes a name field 1910, an email field 1920, and a mobile (cellular) phone field 1930. The account page 1900 also includes a remove button 1940 for removing a selected contact or attribute field and an Add contact button 1950 for adding a new contact.
Fig. 23 is a screenshot of a services booking page 2300. The services booking page 2300 in this example is utilised to book services other than those identified by the buttons 1732, 1734, 1736, 1738 in the services bar 1730 of Fig. 17. Using the landing page 1700 of Fig. 17, a tenant selects a date for a service that is to be booked. In the case in which the computing device accessed by the tenant is a smartphone or tablet device, selecting the date is performed by tapping the screen of the computing device in a region of the screen corresponding to the desired date. Other selection mechanisms may equally be implemented, in conjunction with a keypad, mouse, stylus, microphone with voice recognition software, or other input means. Selecting a date activates the services booking page 2300, which in this example is the landing page 1700 with an overlaid services menu. In an alternative arrangement, the services booking page is different from the landing page 1700.

The services booking page 2300 includes a service menu 2320. The service menu 2320 provides a set of available services that are able to be booked through the tenant services system. In this example, the set of available services is split into "Personal Services" and "Building Services". Personal Services includes babysitting 2322, car services 2324, car washing 2326, dry cleaning 2328, home cleaning 2330, and massage 2332. Building Services includes building clean 2334, house removal 2336, and technical support 2338. Building clean is a service that allows a tenant to request immediate cleaning of a common area, such as a lift lobby. House removal relates to a tenant moving in to or out of the property, wherein the tenant is able to reserve a lift for a predefined period of time, such as 4 hours. A tenant wanting to engage a service from the set of services selects the corresponding item and is presented with an appropriate booking page for the selected service. For each service, there is a set of authorised service providers from which the tenant may choose.

Fig. 5 is a schematic block diagram representation of a method 500 embodying a tenant services system that offers registered tenants a set of services that includes the service of grocery shopping. The method 500 begins at step 502, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs into the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 5, the set of services includes grocery shopping. In one implementation, the administrator of the tenant services system has registered one or more authorised service
providers to provide grocery shopping to the registered tenants. In this example, "Woolworths" is the authorised service provider for grocery shopping.

Control passes from step 502 to step 504, in which the tenant selects an icon related to grocery shopping, such as the button 1732 of Fig. 17. Control then passes to a decision step 506, in which the software application executing on the server 210 checks whether there is a delivery locker 260 available that is suitable for the requested service. In this example, the server 210 checks whether there is an available refrigerated locker to receive the grocery order to be placed by the tenant. If there is not an available delivery locker, No, control passes to step 508, which displays to the tenant the next available time for a delivery locker. In an alternative embodiment, the server 210 checks for locker availability once the tenant has provided a requested delivery time and date. The server 210 then returns a range of available delivery times and dates from which the tenant may choose.

If at decision step 506 there is an available locker 260, Yes, control passes to step 510 in which the software application is re-directed to an online shopping website or application associated with the grocery service provider, which in this example is Woolworths. In a next step 512, the tenant selects a range of groceries and places an order.

Control passes from step 512 to step 530, in which the tenant confirms the order and arranges payment. Depending on the implementation, the tenant pays the grocery service provider by credit card, Paypal, debit card, direct electronic funds transfer, or the like. Alternatively, the tenant pays the administrator of the tenant services system and the administrator subsequently settles the account with the grocery service provider. In a further alternative embodiment, the grocery bill is added to a periodic account that is managed by the administrator, such that services engaged through the tenant services system are billed at periodic intervals, such as fortnightly, monthly, or quarterly.

From step 530, control flows in two directions: one for the service provider and one for the tenant. In relation to the service provider, control passes from step 530 to step 514, in which the grocery order is placed with the service provider, Woolworths. In step 516 a delivery person utilises a computing device 230 to log onto the server 210 of the tenant services system. A decision step 518 checks whether the order placed by the tenant in step 512 includes restricted goods. Such restricted goods may include, for example, alcohol and tobacco, which are only deliverable to persons over a legally stipulated age. If at step 518 the grocery order does include restricted goods, Yes, the delivery person is instructed to deliver the goods to a property representative, such as a concierge, or directly
to the tenant. If at step 518 the grocery order does not include restricted goods, No, control passes to step 522, whereupon the server 210 transmits a locker number and delivery security code for the delivery. The delivery person utilises the delivery security code to open the nominated locker and places the grocery order in the locker.

This example features an optional barcode that is attached to a delivery invoice. At step 524 the delivery person scans the barcode and closes the locker. The scanned barcode provides traceability for the delivery. In one implementation, the delivery person utilises a scanner that is coupled to the communications network 250 and transmits data to a warehouse or central management facility, wherein the data includes the date and time of the delivery. The data may also include, for example, global positioning system (GPS) co-ordinates from a GPS unit coupled with or integrated into the scanner. In an alternative implementation, data from the scanner is uploaded to a warehouse or central management facility when the delivery person returns to that warehouse or central management facility.

After the delivery is complete, step 528 transmits a delivery report to the administrator of the tenant services system and step 526 transmits a notification message to the tenant to advise that the grocery delivery has been made and the groceries are available for retrieval. Depending on the implementation, the notification optionally includes the locker number and a retrieval security code for retrieving the delivered groceries. Depending on the implementation, the notification message may be an email, a short message service (SMS) text message, a multimedia message (MMS), or a telephone message.

Returning to step 530, control passes in a second direction to step 534, in which the server 210 transmits to the tenant a locker number and an associated retrieval security code. In one implementation, the associated retrieval code is a numeric or alphanumeric code that is entered into a code receiving device on the appropriate locker. The code receiving device may be, for example, a keypad or a touchscreen. The tenant is then able to retrieve the delivered groceries at the nominated delivery date and time from the locker by utilising the retrieval security code.

In the example of Fig. 5, the tenant is billed for services by the administrator of the tenant services system. In step 536, the tenant settles the bill with the administrator and in step 538 the administrator settles the bill with the grocery service provider, which in this example is Woolworths. After the PIN code is received in step 534, the locker management module 215 of the server 210 releases the empty locker for use by a next delivery in step 540.
It will be appreciated by a person skilled in the relevant art that one or more of the steps of Fig. 5 may occur in a different order or in parallel without departing from the spirit and scope of the present disclosure.

Fig. 6 is a schematic block diagram representation of a method 600 embodying a tenant services system that offers registered tenants a set of services that includes the service of department store shopping. The method 600 begins at step 602, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs into the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 6, the set of services includes department store shopping. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide department store shopping to the registered tenants. In this example, "Myer" is the authorised service provider for department store shopping.

Control passes from step 602 to step 604, in which the tenant selects an icon related to department store shopping, such as the Myer department store button 1734 of Fig. 17. Control then passes to a decision step 606, in which the software application executing on the server 210 checks whether there is a delivery locker 260 available that is suitable for the requested service. In this example, the server 210 checks whether there is an available refrigerated locker to receive the department store order to be placed by the tenant. If there is not an available delivery locker, No, control passes to step 608, which displays to the tenant the next available time for a delivery locker. In an alternative embodiment, the server 210 checks for locker availability once the tenant has provided a requested delivery time and date. The server 210 then returns a range of available delivery times and dates from which the tenant may choose.

If at decision step 606 there is an available locker 260, Yes, control passes to step 610 in which the software application is re-directed to an online shopping website or application associated with the department store service provider, which in this example is Myer. In a next step 612, the tenant selects a range of goods and places an order.

Control passes from step 612 to step 630, in which the tenant confirms the order and arranges payment. Depending on the implementation, the tenant pays the department store service provider by credit card, Paypal, debit card, direct electronic funds transfer, or the like. Alternatively, the tenant pays the administrator of the tenant services system and the administrator subsequently settles the account with the department store service provider.
In a further alternative embodiment, the department store bill is added to a periodic account that is managed by the administrator, such that services engaged through the tenant services system are billed at periodic intervals, such as fortnightly, monthly, or quarterly.

From step 530, control flows in two directions: one for the service provider and one for the tenant. In relation to the service provider, control passes from step 630 to step 614, in which Myer arranges delivery through the tenant services system. In step 616 a delivery person utilises a computing device 230 to log onto the server 210 of the tenant services system. A decision step 618 checks whether the order placed by the tenant in step 612 includes restricted goods. Such restricted goods may include, for example, alcohol and tobacco, which are only deliverable to persons over a legally stipulated age. If at step 618 the department store order does include restricted goods, Yes, the delivery person is instructed to deliver the goods to a property representative, such as a concierge, or directly to the tenant. If at step 618 the department store order does not include restricted goods, No, control passes to step 622, whereupon the server 210 transmits a locker number and delivery security code for the delivery. The delivery person utilises the delivery security code to open the nominated locker and places the department store order in the locker.

This example features an optional barcode that is attached to a delivery invoice. At step 624 the delivery person scans the barcode and closes the locker. The scanned barcode provides traceability for the delivery. In one implementation, the delivery person utilises a scanner that is coupled to the communications network 250 and transmits data to a warehouse or central management facility, wherein the data includes the date and time of the delivery. The data may also include, for example, global positioning system (GPS) co-ordinates from a GPS unit coupled with or integrated into the scanner. In an alternative implementation, data from the scanner is uploaded to a warehouse or central management facility when the delivery person returns to that warehouse or central management facility.

After the delivery is complete, step 628 transmits a delivery report to the administrator of the tenant services system and step 626 transmits a notification message to the tenant to advise that the department store delivery has been made and the goods are available for retrieval. Depending on the implementation, the notification optionally includes the locker number and a retrieval security code for retrieving the delivered goods. Depending on the implementation, the notification message may be an email, a short message service (SMS) text message, a multimedia message (MMS), or a telephone message.
Returning to step 630, control passes from step 630 to step 634, in which the server 210 transmits to the tenant a locker number and an associated retrieval security code. In one implementation, the associated retrieval code is a numeric or alphanumeric code that is entered into a code receiving device on the appropriate locker. The code receiving device may be, for example, a keypad or a touchscreen. The tenant is then able to retrieve the delivered goods at the nominated delivery date and time from the locker by utilising the retrieval security code. After the PIN code is received in step 634, the locker management module 215 of the server 210 releases the empty locker for use by a next delivery in step 640.

In the example of Fig. 6, the tenant is billed for services by the administrator of the tenant services system. In step 636, the tenant settles the bill with the administrator and in step 638 the administrator settles the bill with the department store service provider, which in this example is Myer.

It will be appreciated by a person skilled in the relevant art that one or more of the steps of Fig. 6 may occur in a different order or in parallel without departing from the spirit and scope of the present disclosure.

Fig. 7 is a schematic block diagram representation of a method 700 embodying a tenant services system that offers registered tenants a set of services that includes the service of takeaway food. The method 700 begins at step 702, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 7, the set of services includes takeaway food. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide takeaway food to the registered tenants.

Control passes from step 702 to step 704, in which the tenant selects an icon related to takeaway food. Control then passes to a decision step 706, in which the software application executing on the server 210 checks whether there is a delivery locker 260 available that is suitable for the requested service. In this example, the server 210 checks whether there is an available insulated locker to receive the takeaway order to be placed by the tenant. If there is not an available delivery locker, No, control passes to step 708, which displays to the tenant the next available time for a delivery locker. In an alternative embodiment, the server 210 checks for locker availability once the tenant has provided a
requested delivery time and date. The server 210 then returns a range of available delivery times and dates from which the tenant may choose. Alternatively, the system 210 presents the tenant with the option of door-to-door delivery.

If at decision step 706 there is an available locker 260, Yes, control passes to step 710 in which the software application is re-directed to an online shopping website or home delivery menu of one or more takeaway food service providers. In a next step 712, the tenant selects a range of takeaway food and places an order with one of the takeaway food service providers.

Returning to step 712, control passes from step 712 to step 730, in which the tenant confirms the order and arranges payment. Depending on the implementation, the tenant pays the grocery service provider by credit card, Paypal, debit card, direct electronic funds transfer, or the like. Alternatively, the tenant pays the administrator of the tenant services system and the administrator subsequently settles the account with the grocery service provider. In a further alternative embodiment, the grocery bill is added to a periodic account that is managed by the administrator, such that services engaged through the tenant services system are billed at periodic intervals, such as fortnightly, monthly, or quarterly.

From step 730, control flows in two directions: one for the service provider and one for the tenant. In relation to the service provider, control passes from step 630 to step 714, the takeaway food is delivered through the tenant services system. In step 716 a delivery person utilises a computing device 230 to log onto the server 210 of the tenant services system. A decision step 718 checks whether the order placed by the tenant in step 712 includes restricted goods. Such restricted goods may include, for example, alcohol and tobacco, which are only deliverable to persons over a legally stipulated age. If at step 718 the grocery order does include restricted goods, Yes, the delivery person is instructed to deliver the goods to a property representative, such as a concierge, or directly to the tenant.

If at step 718 the grocery order does not include restricted goods, No, control passes to step 722, whereupon the server 210 transmits a locker number and delivery security code for the delivery. The delivery person utilises the delivery security code to open the nominated locker and places the takeaway food order in the locker. At step 724 the delivery person closes the locker.

After the delivery is complete, step 726 transmits a delivery report to the administrator of the tenant services system and step 724 transmits a notification message to the tenant to advise that the takeaway food delivery has been made and the takeaway food is available.
for retrieval. Depending on the implementation, the notification optionally includes the locker number and a retrieval security code for retrieving the delivered takeaway food. Depending on the implementation, the notification message may be an email, a short message service (SMS) text message, a multimedia message (MMS), or a telephone message.

Returning to step 730, the method in relation to the tenant passes from step 730 to step 734, in which the server 210 transmits to the tenant a locker number and an associated retrieval security code. In one implementation, the associated retrieval code is a numeric or alphanumeric code that is entered into a code receiving device on the appropriate locker. The code receiving device may be, for example, a keypad or a touchscreen. The tenant is then able to retrieve the delivered takeaway food at the nominated delivery date and time from the locker by utilising the retrieval security code. After the PIN code is received in step 734, the locker management module 215 of the server 210 releases the empty locker for use by a next delivery in step 740.

In the example of Fig. 7, the tenant is billed for services by the administrator of the tenant services system. In step 736, the tenant settles the bill with the administrator and in step 738 the administrator settles the bill with the grocery service provider, which in this example is Woolworths.

It will be appreciated by a person skilled in the relevant art that one or more of the steps of Fig. 7 may occur in a different order or in parallel without departing from the spirit and scope of the present disclosure.

Fig. 8 is a schematic block diagram representation of a method 800 embodying a tenant services system that offers registered tenants a set of services that includes the service of booking a taxi. The method 800 begins at step 802, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 8, the set of services includes booking a taxi. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide taxi services to the registered tenants.

Control passes from step 802 to step 804, in which the tenant selects an icon related to a taxi. Control then passes to step 806, in which the software application executing on the
server 210 re-directs the computing device accessed by the tenant to a website or application associated with an authorised service provider, which in this example is "Silver Taxi". In a next step 812, the server 210 provides information relating to the pick-up point using information stored in the tenant profile associated with the tenant making the taxi booking. The pick-up point is set to a default address corresponding to the address of the property. In a next step 810, the tenant books a taxi by providing the destination, pick-up time and date, and number of passengers.

In step 812, the tenant services system executing on the server 210 is notified of the impending approach of the taxi by the taxi service. In step 814, the tenant service provider sends a notification message to the tenant to alert the tenant of the approach of the taxi. Depending on the implementation, the notification message may be an email, a short message service (SMS) text message, a multimedia message (MMS), or a telephone message.

In step 816, the booked taxi waits at a predefined taxi waiting zone for the tenant who made the taxi booking.

Fig. 9 is a schematic block diagram representation of a method 900 embodying a tenant services system that offers registered tenants a set of services that includes the service of booking a babysitting service. The method 900 begins at step 902, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 9, the set of services includes booking a babysitter. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide babysitting services to the registered tenants.

Control passes from step 902 to step 904, in which the tenant selects an icon related to babysitting. Control then passes to step 906, in which the software application executing on the server 210 displays a list of one or more authorised babysitters. The list may include information derived from attributes of the service profile associated with each babysitter. Such information may include, for example, age, experience, qualifications, and references. Each babysitter has an associated calendar, which is available for viewing by the tenant. The calendar functionality allows the tenant to readily ascertain which babysitters are available for the required time. The tenant selects one of the babysitters and in step 908 provides a starting time and a finishing time for the required date.
In a next step 910, the tenant makes payment for the booked service through the tenant services system and in step 912 the tenant services system transmits a notification message to the babysitter with details of the booking and updates the calendar associated with the booked babysitter to reflect the booking. The tenant services system also transmits to the babysitter one or more access codes for gaining access to the property during the time corresponding to the booking. The notification message may be sent, for example, by email SMS text message, MMS, or the like.

Fig. 28 is a screenshot of a babysitting ordering page 2800. The babysitting ordering page 2800 includes a selected date 2810 for which the babysitting service is requested and a range of times 2820. The selected date 2810 is derived from the calendar on the services booking page. A tenant selects a start time from the range of times 2820 and is able to provide additional information in relation to the requested service in an information field 2840. Such additional information may include, for example, notes about allergies, the number of children, or special needs. The babysitting ordering page 2800 also includes a passcode field 2830 in which the tenant enters a passcode for use by the engaged babysitter to access the property at the relevant time. In one arrangement, the server 210 provides an automatically generated passcode when booking a babysitter through the tenant services system. In another arrangement, the tenant provides the passcode, which is received by the tenant services system and logged as a valid passcode in relation to the booked service. The babysitting ordering page 2800 further includes a cost field 2850 that provides a dynamic display of the cost of the engaged service and a payment button 2850. Depending on the implementation, the payment button 2860 facilitates payment relating to the babysitting service by obtaining credit card details from the tenant, debiting an account administered by an administrator of the tenant services system, effects payment through electronic funds transfer, or other payment means known in the art.

Fig. 10 is a schematic block diagram representation of a method 1000 embodying a tenant services system that offers registered tenants a set of services that includes the service of car servicing. The method 1000 begins at step 1002, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 10, the set of services includes booking car servicing. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide car servicing to the registered tenants. In another implementation, the
administrator establishes communication with service centres associated with individual brands of automobiles.

Control passes from step 1002 to step 1004, in which the tenant selects an icon related to car servicing. Control then passes to step 1006, in which the software application executing on the server 210 displays a car service menu for the tenant to complete by providing relevant information, such as the car brand, model, year, and service type. Details relating to the booking are then transmitted to a relevant car service practitioner.

In step 1008, the car service practitioner contacts the tenant to confirm the service details. Communication between the car service practitioner and the tenant may be by telephone, SMS text message, email, or any combination thereof.

In a next step 1010, the tenant makes payment for the booked car service through the tenant services system and in step 1012 the car service practitioner collects the car keys at the nominated date and time from either the concierge or authorised representative of the property, or from a locker. In step 1014 the car service practitioner returns the vehicle after servicing using a pre-setup account, wherein the pre-setup account is a credential created by the administrator of the tenant services system. The pre-setup account validates the service provider and may correspond to the service provider profile in the service provider register 214.

In step 1016, the tenant services system transmits to the tenant a notification message confirming that the vehicle has been returned. The notification message may be sent, for example, by email SMS text message, MMS, or the like. In the embodiment in which the car keys are returned to a locker, the notification message includes information relating to the locker location and number and the retrieval security code.

Fig. 27 is a screenshot of a car services booking page 2700, which includes a date field 2710 for the requested car service, a contact field 2720, and additional information field 2730, and a booking button 2740.

Fig. 11 is a schematic block diagram representation of a method 1100 embodying a tenant services system that offers registered tenants a set of services that includes the service of dry-cleaning. The method 1100 begins at step 1102, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of
Fig. 11, the set of services includes dry-cleaning. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide dry-cleaning to the registered tenants.

Control passes from step 1102 to step 1104, in which the tenant selects an icon related to dry-cleaning. Control then passes to step 1106, in which the software application executing on the server 210 displays a dry-cleaning menu for the tenant to complete by providing relevant information, such as the quantity of clothes and the time of service.

In step 1108, the resident prepares the clothes for collection by placing the clothes in a clean bag and dropping off the bag at a predefined collection point. The predefined collection point may be a collection chute, a storage location at a lobby or reception area, or other suitable location. In an alternative embodiment, the predefined collection point is a locker, wherein the tenant services system provides the tenant with a locker number and retrieval security code for accessing a locker to deposit the bag of clothes to be dry-cleaned.

In a next step 1110, a dry-cleaning contractor collects the bag of clothes from the collection point. In the embodiment in which the clothes are deposited in a locker, the tenant services system transmits the locker number and a delivery security code to the dry-cleaning contractor at the time the booking is made. In step 1112, the dry-cleaning contractor uses a pre-setup account to drop off the dry-cleaned clothes in a nominated locker suitable for the purpose. In one implementation, clothes returned from laundering or dry-cleaning are returned to a locker with hanging racks so that the clothes are not creased or crinkled during the delivery process. In step 1114 the tenant services system transmits a notification message to the tenant to alert the tenant that the clothes have been returned. The notification message may be sent, for example, by email SMS text message, MMS, or the like. The notification message may include information relating to the locker location and number and the retrieval security code.

The tenant utilises the retrieval security code in step 1116 to retrieve the dry-cleaned clothes and in step 1118 the tenant services system releases the locker for use by other tenants.

Fig. 25 is a screenshot of a dry cleaning ordering page 2500 that includes a date field 2510 for the requested dry cleaning service, wherein the date field is derived from a date selected on the services booking page. The dry cleaning ordering page 2500 also includes a set of collection times 2515 selectable by the tenant. In this example, a first collection time corresponds to collection of the items to be dry cleaned at 8am and return of the dry
cleaned items at 2pm. A second collection time corresponds to collection of the items to be
dry cleaned at 2pm and return of the dry cleaned items at 8am. An "add clothes" button
2520 allows the tenant to add and itemise further garments or items to be dry cleaned.

The dry cleaning ordering page also includes an additional information field 2530, which may
be utilised by the tenant to provide further information, such as details about a particular
item or stain. A cost field 2540 provides an indication of the dry cleaning cost for the items
added by the tenant and a payment button 2560 provides the tenant with one or more
available payment options, which may include, for example, electronic funds transfer, credit
 card, or an account with an administrator of the tenant services system.

Fig. 12 is a schematic block diagram representation of a method 1200 embodying a tenant
services system that offers registered tenants a set of services that includes the service of
car washing service. The method 1200 begins at step 1202, in which a registered tenant
utilises a computing device to access a software application associated with the tenant
services system. The tenant logs onto the tenant services system and the system displays
on a display of the computing device a set of services that are available. In the example of
Fig. 12, the set of services includes booking a car washing service. In one implementation,
the administrator of the tenant services system has registered one or more authorised
service providers to provide car washing services to the registered tenants.

Control passes from step 1202 to step 1204, in which the tenant selects an icon related to
car washing. Control then passes to step 1206, in which the software application executing
on the server 210 displays a car washing menu for the tenant to complete by providing
relevant information, such as the type of service. For example, the tenant may choose from
exterior wash, exterior wash and interior clean, wax, and the like.

In step 1208, the tenant deposits the car keys at a car key collection point. The car key
collection point may be with the concierge, at the lobby or reception, or in a nominated
locker.

In step 1212, the car wash service provider collects the car keys at the nominated date and
time from either the concierge or authorised representative of the property, or from a locker.
In step 1214 the car service practitioner returns the vehicle after washing using a pre-setup
account.

In step 1216, the tenant services system transmits to the tenant a notification message
confirming that the vehicle has been returned. The notification message may be sent, for
example, by email SMS text message, MMS, or the like. In the embodiment in which the car keys are returned to a locker, the notification message includes information relating to the locker location and number and the retrieval security code.

In step 1218, the tenant utilises the retrieval security code to retrieve the returned car keys and in step 1220 the tenant services system releases the locker for use by another party.

Fig. 26 is a screenshot of a car wash ordering page 2600 that includes a date field 2610 for the requested car washing service, derived from a selected date from the services booking page. The car wash ordering page 2600 also includes a set of car washing times 2620 selectable by the tenant. The car washing ordering page 2600 also includes an additional information field 2630, which may be utilised by the tenant to provide further information, such as details about a particular scratch on the car, for example. A cost field 2640 provides an indication of the car washing cost and a payment button 2650 provides the tenant with one or more available payment options, which may include, for example, electronic funds transfer, credit card, or an account with an administrator of the tenant services system.

Fig. 13 is a schematic block diagram representation of a method 1300 embodying a tenant services system that offers registered tenants a set of services that includes the service of home cleaning. The method 1300 begins at step 1302, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of Fig. 13, the set of services includes home cleaning. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide home cleaning to the registered tenants.

Control passes from step 1302 to step 1304, in which the tenant selects an icon related to home cleaning. Control then passes to step 1306, in which the software application executing on the server 210 displays a home cleaning service menu for the tenant to select from a set of authorised home cleaners. Each home cleaner is associated with a calendar that is available for viewing by the tenant to ensure that the selected cleaner is available at the required date and time.

In step 1310 the tenant selects from a range of service types. In this example, there are 3 options, which may include, for example, general house clean, carpet shampooing, and end of lease cleaning service.
In a next step 1312, the tenant makes payment for the booked home cleaning service through the tenant services system and in step 1314 the tenant services system generates a temporary access code for the nominated date and time. In step 1316 the selected home cleaning service can change the availability 3 days before the scheduled appointment. In step 1318 the tenant services system transmits a notification message to the cleaning service with information about the scheduled service time and the temporary access code. The notification message may be sent, for example, by email SMS text message, MMS, or the like. In the embodiment in which the car keys are returned to a locker, the notification message includes information relating to the locker location and number and the retrieval security code.

Fig. 24 is a screenshot of a home cleaning ordering page 2400 that includes a date field 2410 for the requested home cleaning service. The home cleaning ordering page 2400 also includes a set of cleaning times 2420 selectable by the tenant. The home cleaning ordering page also includes a passcode field 2430 in which the tenant enters a passcode that allows the house cleaner access to the property at the relevant time. In one implementation, the tenant utilises the computing device to interact with the server 210 to select a security access code for use by the house cleaner to access the property. Depending on the application, the security access code may be utilised to access common areas of the property as well as a residence, lot, or office of the tenant. In an alternative approach, a first security access code provides access to common areas and a second security access code provides access to the residence, lot, or office of the tenant.

The home cleaning ordering page also includes an additional information field 2440, which may be utilised by the tenant to provide further information, such as details about a particular item or stain. A cost field 2450 provides an indication of the home cleaning cost for the items added by the tenant and a payment button 2460 provides the tenant with one or more available payment options, which may include, for example electronic funds transfer, credit card, or an account with an administrator of the tenant services system.

Fig. 14 is a schematic block diagram representation of a method 1400 embodying a tenant services system that offers registered tenants a set of services that includes the service of massage. The method 1400 begins at step 1402, in which a registered tenant utilises a computing device to access a software application associated with the tenant services system. The tenant logs onto the tenant services system and the system displays on a display of the computing device a set of services that are available. In the example of
Fig. 14, the set of services includes massage. In one implementation, the administrator of the tenant services system has registered one or more authorised service providers to provide massage services to the registered tenants.

Control passes from step 1402 to step 1404, in which the tenant selects an icon related to massage. Control then passes to step 1406, in which the software application executing on the server 210 displays a massage menu from which the tenant selects a preferred masseur or masseuse. Each masseur and masseuse has an associated calendar so that the tenant can view availability at the required time. In step 1408 the tenant selects a start time and finish time for the massage service and in step 1410 the tenant makes payment to the administrator of the tenant services system.

In step 1412 the tenant services system transmits a notification message to the selected masseur/masseuse with details of the booking. In step 1414 the selected massage provider can change the availability 3 days before the appointment.

Fig. 21 is a screenshot of a massage ordering page 2100 that includes a date field 2110 for the requested massage service. The massage ordering page 2100 also includes a set of collection times 2110 selectable by the tenant. The massage ordering page optionally includes a passcode field (not shown) in which the tenant enters a passcode that allows the house cleaner access to the property at the relevant time. In one implementation, the tenant utilises the computing device to interact with the server 210 to select a security access code for use by the house cleaner to access the property. Depending on the application, the security access code may be utilised to access common areas of the property as well as a residence, lot, or office of the tenant. In an alternative approach, a first security access code provides access to common areas and a second security access code provides access to the residence, lot, or office of the tenant.

The massage ordering page also includes an additional information field 2130, which may be utilised by the tenant to provide further information, such as details about a particular strain that requires attention. A cost field 2140 provides an indication of the massage cost for the items added by the tenant and a payment button 2150 provides the tenant with one or more available payment options, which may include, for example electronic funds transfer, credit card, or an account with an administrator of the tenant services system.
Fig. 15 is a schematic block diagram representation of a method 1500 embodying a tenant services system that offers registered tenants a set of services that includes the service of parcel delivery for handling parcels delivered by a courier.

In step 1502 a courier contacts the tenant services system, in person, by telephone, or using a computing device 230 to communicate with the server 210. Decision step 1504 determines whether the courier is already registered with the tenant services system. If the courier is not registered, No, control passes to step 1506 in which the courier chooses to register with the tenant services system or alternatively can drop off the parcel to a concierge or authorised representative of the property.

If at decision step 1504 the courier is registered, Yes, control passes to step 1508 in which the registered courier uses to pre-setup account to drop off a parcel for delivery to a tenant. The parcel is stored with a concierge or at a predefined parcel delivery point. In one implementation, the parcel delivery point is a locker 260 administered by the tenant services system. In step 1510, the tenant services system transmits a notification message to the intended recipient of the parcel. Such a notification message may be sent by voicemail, SMS text message, email, intercom message, and the like. In step 1512 the recipient tenant has a predefined period of time to collect the parcel. In one embodiment, the predefined period of time is 24 hours and the tenant services system may impose additional charges for a parcel that is not collected within a predefined period of time.

Fig. 22 is a screenshot of a page 2200 for editing an existing service booked by a tenant. The page 2200 displays a calendar 2210 on which booked services appear as icons. In this example, moving a cursor over the date on the calendar corresponding to 27 February 2013 shows a booked appointment 2220 for all day car servicing. The tenant is able to click on the booked appointment 2220 to view and edit details relating to that booked appointment.

Fig. 30 is a screenshot of a "Building Clean" ordering page 3000 that includes a date field 3010 for the requested building cleaning service. As described above, a building clean service relates to a request by a tenant to clean a common area of the property, such as stairs, lifts, lift lobby, gardens, and the like. In the example of Fig. 30, the building clean ordering page 3000 includes a contact field 3020 that is populated by the tenant services system with the name of an on-duty cleaner or building manager. The building clean ordering page also includes an information field 3030 in which the tenant can provide details of the requested service. For example, the tenant can indicate that the building cleaning relates to a coffee spill in the lift lobby, slippery stairs, or graffiti on an external property.
wall. The tenant submits the building clean request using a booking button 3040, which communicates the request to the server 210. The server 210 forwards the request to the on-duty cleaner or manager via email, SMS, MMS, recorded voice announcement, or the like.

Fig. 31 is a screenshot of a "House Removal" ordering page 3100 that includes a date field 3110 for the requested house removal service. As described above, a house removal service relates to a request by a tenant to reserve common property in relation to moving in to or out of the property. Such common property may include, for example, a goods lift, a trolley, or access to a loading dock or service entrance. A house removal service can be booked for a predefined period of time, which in the example of Fig. 31 corresponds to one of two 4 hour slots: from 8am to 12pm and from 12pm to 4pm. Thus, the house removal booking page 3100 includes a range of available booking times 3120 from which the tenant may choose. The house removal ordering page 3100 includes a contact field 3130 that is populated by the tenant services system with the name of an on-duty building manager that will arrange the requested access. The building clean ordering page also includes an information field 3140 in which the tenant can provide details of the requested service. For example, the tenant can indicate particular requirements, such as extra waste or recycling services, trolley size, and contact information for a removal service. The tenant submits the house removal request using a booking button 3150, which communicates the request to the server 210. The server 210 forwards the request to the on-duty manager via email, SMS, MMS, recorded voice announcement, or the like.

Fig. 32 is a screenshot of a "Technical Support" ordering page 3200 that includes a date field 3210 for the requested technical support request relating to the tenant services system. The technical support ordering page 3200 optionally includes a range of times 3220 from which the tenant can indicate a preferred period of time in which to be contacted in relation to the technical support request. The technical support ordering page 3200 includes a contact field 3230 that is populated by the tenant services system with the name of an on-duty cleaner or building manager. The building clean ordering page also includes an information field 3240 in which the tenant can provide details of the requested service. For example, the tenant can indicate that the technical support request relates to a broken or dirty locker, or some particular aspect of the software application. The tenant submits the building clean request using a booking button 3250, which communicates the request to the server 210. The server 210 forwards the request to the on-duty cleaner or manager via email, SMS, MMS, recorded voice announcement, or the like.
Figs 33A-C are screenshots illustrating a process of booking a massage or chiropractor service using the tenant services system 200 of Fig. 2. Fig. 33 shows a massage and chiropractor ordering page 3300 delivered by the server 210 to a display of a computing device accessed by a tenant registered with the tenant services system. In this example, the tenant services system offers a massage and chiropractor service and has a set of authorised service providers for delivering massage and chiropractor services to tenants, which includes a first service provider, Raymond Grant, and a second service provider, Tiana Marquez. For each of the authorised service providers, the server 210 stores a service provider profile that includes attributes relating to the services offered by that provider. In relation to massage and chiropractor services, each service provider profile specifies whether the service provider offers remedial massage, sports massage, or both.

Returning to Fig. 33A, the massage and chiropractor ordering page 3300 includes a date field 3310 for the requested massage and chiropractor service and a selected massage and chiropractor service provider 3320 chosen from a set of authorised service providers. In this example, the selected massage or chiropractor service provider field 3320 is populated with a default service provider, Raymond Grant. Depending on the implementation, the default service provider is populated by the tenant services system based on past booking requests or based on a tenant profile associated with the tenant, used either alone or in conjunction with profile matching performed relative to the set of authorised service providers. The tenant clicks on the selected massage service provider 3320 to view the set of authorised service providers offering massage services.

The massage and chiropractor ordering page 3300 also includes a time field 3330 and a services field 3340. In this example, the services field allows the tenant to select from a remedial massage and a sports massage. The massage ordering page 3300 further includes an additional information field 3350 in which the tenant can provide further information relating to the massage request. The massage and chiropractor ordering page further includes a cost field 3360 that displays the cost of the service and a payment button 3370 for proceeding with payment of the booked service.

Fig. 33B shows the massage and chiropractor ordering page 3300 when the tenant presses the selected massage service provider field 3320, which displays the set of authorised massage and chiropractor service providers. In this example, the set of authorised massage and chiropractor service providers includes Raymond Grant and Tiana Marquez. The tenant is free to select one of the available masseurs.
Fig. 33B shows the massage ordering page 3300 when the tenant presses the time field 3330, which displays a range of available times from which the tenant can select. The time field 3330 is integrated with a calendar of the selected service provider, so that only time periods for which the service provider is available are displayed to the tenant. In this example, the available time periods are presented in 30 minute periods starting from 8:00am and finishing at 6:00pm.

**Industrial Applicability**

The arrangements described are applicable to residential, real estate, and service industries. The foregoing describes only some embodiments of the present invention, and modifications and/or changes can be made thereto without departing from the scope and spirit of the invention, the embodiments being illustrative and not restrictive.

In the context of this specification, the word "comprising" and its associated grammatical constructions mean "including principally but not necessarily solely" or "having" or "including", and not "consisting only of". Variations of the word "comprising", such as "comprise" and "comprises" have correspondingly varied meanings.

As used throughout this specification, unless otherwise specified, the use of ordinal adjectives "first", "second", "third", "fourth", etc., to describe common or related objects, indicates that reference is being made to different instances of those common or related objects, and is not intended to imply that the objects so described must be provided or positioned in a given order or sequence, either temporally, spatially, in ranking, or in any other manner.

Although the invention has been described with reference to specific examples, it will be appreciated by those skilled in the art that the invention may be embodied in many other forms.
**We claim:**

1. A method for managing a set of tenant services for tenants of a property, the method comprising the steps of:
   - registering a set of service providers, each service provider being associated with a service profile;
   - defining a set of authorised service providers for each tenant service, based on the service profile associated with each service provider;
   - receiving a request from a tenant for a selected one of said tenant services;
   - displaying service information relating to said set of authorised service providers for said selected tenant service;
   - receiving a booking request for a selected one of said authorised service providers, said booking request including a requested delivery date and time;
   - transmitting a booking message to said selected authorised service provider for said requested delivery date and time; and
   - transmitting a notification message to said tenant when a service performed by said authorised service provider has been completed.

2. The method according to claim 1, wherein said notification message is one of an email message, Short Message System (SMS) text message, voicemail message, or intercom message.

3. The method according to either one of claims 1 and 2, wherein said booking message is one of an email message, Short Message System (SMS) text message, voicemail message, or intercom message.

4. The method according to any one of claims 1 to 3, wherein said booking message includes information relating to a locker for delivery of goods, said information including a locker identifier and a delivery security code, and further wherein said notification message includes information relating to said locker, said information including the locker identifier and a retrieval security code.

5. The method according to any one of claims 1 to 4, including the further steps of:
   - registering at least one tenant associated with the property, wherein each registered tenant is allocated a unique identifier;
installing, for each registered tenant, a software application to a computing device accessed by that registered tenant, wherein said software application provides a graphical user interface for booking said set of tenant services.

6. The method according to claim 5, wherein said computing device is one of a general purpose computer, a smartphone, a tablet computing device, a personal digital assistant (PDA), or a laptop.

7. The method according to any one of claims 1 to 6, wherein said service information includes a calendar for each authorised service provider, said calendar identifying availability of the respective authorised service provider.

8. The method according to any one of claims 1 to 7, wherein said booking request includes a date and time on which a requested service is to be performed.

9. The method according to any one of claims 1 to 8, wherein said booking request includes information relating to a selected service to be provided by said selected one of said authorised service providers and payment relating to said selected service.

10. The method according to claim 9, wherein said payment is selected from the group consisting of credit card, electronic funds transfer, a service account, loyalty reward validation, and coupons.

11. The method according to any one of claims 1 to 10, including the further step of transmitting a rescheduling notification to said tenant more than a first predefined period of time before said requested delivery date.

12. The method according to any one of claims 1 to 10, including the further steps of: receiving an amendment request from said tenant more than a second predefined period of time before said requested delivery date; and transmitting an amended booking message to said selected authorised service provider.
13. The method according to any one of claims 1 to 12, comprising the further step of transmitting a first reminder message to said tenant a first predefined notification period before said requested delivery date.

14. The method according to any one of claims 1 to 13, comprising the further step of transmitting a second reminder message to said selected one of said service providers a second predefined notification period before said requested delivery date.

15. The method according to any one of claims 1 to 14, comprising the further step of transmitting a third reminder message to said selected one of said service providers on said requested delivery date.

16. A computer readable storage medium having recorded thereon a computer program for managing a set of tenant services for tenants of a property, said computer program comprising code for performing the steps of:
   - registering a set of service providers, each service provider being associated with a service profile;
   - defining a set of authorised service providers for each tenant service, based on the service profile associated with each service provider;
   - receiving a request from a tenant for a selected one of said tenant services;
   - displaying service information relating to said set of authorised service providers for said selected tenant service;
   - receiving a booking request for a selected one of said authorised service providers, said booking request including a requested delivery date and time;
   - transmitting a booking message to said selected authorised service provider for said requested delivery date and time; and
   - transmitting a notification message to said tenant when a service performed by said authorised service provider has been completed.

17. A system for managing a set of tenant services for tenants of a property, said system comprising:
   - a server associated with said loyalty rewards scheme, said server including:
     - a memory for storing data and a computer program;
     - a processor coupled to said memory for executing said computer program stored in said memory;
a tenant services application forming part of said computer program, said tenant services application including instructions for performing the method steps of:

- registering a set of service providers, each service provider being associated with a service profile;
- defining a set of authorised service providers for each tenant service, based on the service profile associated with each service provider;
- receiving a request from a tenant for a selected one of said tenant services;
- displaying service information relating to said set of authorised service providers for said selected tenant service;
- receiving a booking request for a selected one of said authorised service providers, said booking request including a requested delivery date and time;
- transmitting a booking message to said selected authorised service provider for said requested delivery date and time; and
- transmitting a notification message to said tenant when a service performed by said authorised service provider has been completed.

18. The system according to claim 17, further comprising:
a delivery locker having an associated lock-
wherein said server further includes:

- a locker management module for controlling access to said delivery locker, said locker management module generating a delivery security access code and a retrieval access code for opening said locker during a time period corresponding to said requested delivery date, wherein said tenant services application transmits said delivery security access code to said selected one of said service providers and transmits said retrieval security access code to said tenant.
Start

105

Register one or more service providers

110

Register tenants associated with a property

115

Display a set of services offered by said service providers

120

Receive a request from a tenant to engage a selected service provider to provide a selected service

125

Send booking confirmation to tenant and service provider

130

End

135

Fig. 1
Fig. 3
Takeaway ordering

700 - 7/40 -

702

Optional login (remain login unless manually logout)

704

Click on "Takeaway" icon

706

Server will check locker availability

708

Message box appears up to show the next available time of the locker. Alternatively user can choose door-to-door delivery service.

710

Full

712

Redirect to (takeaway menu) or (door-to-door service)

714

Order takeaway (takeaway delivery to property)

716

Delivery person access unit number using mobile device account

718

Yes

720

Issue at Concierge

722

Enter unit number to open locker

724

Choose locker

726

Provide resident Email/SMS to resident

728

Delivery Report to administrator

730

Confirm order and payment

732

Takeaway delivery (as per cut-off time by door-to-door locker service)

734

Receive pin code to receive delivery

736

Empty locker for next delivery

738

Administrator enters account

740

Resident calls account with administrator

Fig. 7
Baby Sitting Service

Fig. 9
Dry Clean Service

1100
- 11/40 -

1102
Resident login
(redigit login if forgot)

1104
Tap on a day on the calendar to make a booking for dry clean service.

1106
Redirect to dry clean service menu.
Specify the quantity of clothes and time to pick up
and delivery. (Same day pick up and drop off)

1108
Concierge staff uses management application to register
the time when customers drop off clothes and collect them.
Customized software/app

1110
Dry clean service provider manages a daily
collection of clothes from the concierge desk.

1112
Dry clean service contractor will pick up clothes by
scheduled time (same day) in a locker.

1114
Database updated when clothes are returned.

1116
Resident uses pin to receive returned clothes.

1118
The locker will be released. Again, available for use.
Car Wash Service

- 1202
  - Resident login (remain login unless manually logout)
  - Tap on a day on the calendar to make a booking for Car Wash service.
  - or tap on "Car Wash" icon on calendar to edit existing booking (Change appointment time or cancel service)

- 1204
  - Redirected to Car Wash service menu. Specify the type of the service (Exterior, Exterior + Interior) and make payment tolion.

- 1206
  - Concierge staff use management app/software to register the time when customer drop off the car key and the time when service provider collect the car key.

- 1208
  - Resident put the car key in a car key bag (labeled as "car wash"), and then leave the bag in the car key collection box located at concierge.

- 1210
  - Car Wash service provider (web login)

- 1212
  - Car wash service provider will collect the key(s) from concierge.
  - Car wash service provider can change the availability of the cleaning staff 3 days before the appointment date.

- 1214
  - Database updated when car key is returned.
  - Car wash service provider will use a pre-set account to drop off the car key.

- 1216
  - Resident receive pin code via SMS/Email notification.

- 1218
  - Resident use the pin received to receive returned car key.

- 1220
  - The locker will then be released. Again available for use.

Fig. 12
Resident login (remain login unless manually logout) (pad UI)

1302

Tap on a day on the calendar to make a booking for Home Clean service.

or tap on "Home Clean" icon on calendar to edit existing booking (Change appointment time or cancel service)

1304

1300

Redirected to Home Clean service menu.
Firstly resident need to select a preferred cleaner from the drop-down menu. Each individual cleaner will have a separate calendar to indicate his/her availability.

1306

Then resident may choose service type. (3 options)

1310

Make payment to administrator and confirm

1312

1314

give the temporary access code to dock lock system to the cleaner

1316

Home Clean service provider can change the availability of the cleaning staff 3 days before the appointment date.

1318

Cleaner will be notified for the scheduled service time and code for door lock by a system generated SMS and/or email

Fig. 13
1400: Select Massage Service
1404: Tap on a day on the calendar to make a booking for Massage Service or tap on 'Massage' icon on calendar to edit existing booking (change appointment time or cancel service)
1406: Redirect to Massage menu
1408: A resident selects a specific time from the Drop-down menu to indicate availability
1410: Make payment to administrator and confirm
1412: Massager will be notified of the scheduled service time by a system generated SMS and/or email
1414: Resident can change to the scheduled service date by appointment date

Massage Service

Fig. 14
Parcel Delivery

1502

Registered with system?

1504

Yes

Registered courier will use a pre-setup account to drop off the delivery.

1508

No

1506

Unregistered courier can either choose to register at concierge as a regular courier with a unique pre-setup account for the locker system, or simply drop off the parcel at concierge.

1510

The recipient will be notified with SMS and/or email, also a notice will be sent to his intercom system.

1512

The recipient will have 24 hours to collect the parcel delivered. After 24 hour concierge will collect the parcel on their behalf and keep the delivery in concierge. Later collection of delivery will incur AUD $5 per day administration fee.

Concierge Stuff use management app/software to register the time when courier drop off the delivery and the time when resident collect the delivery.

customized software/app

Fig. 15
February 2013

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Fig. 17
Fig. 18
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<tbody>
<tr>
<td>Name:</td>
<td>Sam</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:huijan@outlook.com">huijan@outlook.com</a></td>
</tr>
<tr>
<td>Mobile:</td>
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</table>

**Fig. 19**
1. Select your preferred time.
2. Click the Pay Now button and complete the payment as the instruction.

Date 2110
Saturday, 2 March 2013

Select Time 2120

- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM
- 3:00 PM
- 4:00 PM

Services
Loading...

Additional Information

Total: $0

Pay Now

Fig. 21
February 2013

Sun  Mon  Tue  Wed  Thu  Fri  Sat
27    28    29    30    31       1     2
3      4      5      6      7      8      9
10     11     12     13     14     15     16
17     18     19     20     21     22     23
24     25     26     27  2013-02-27  2220
28

- All day - Car Service

Fig. 22
Fig. 23
1. Select your preferred time, and enter a temporary door passcode for the cleaner.
2. Click the Pay Now button and complete the payment as the instruction.

Date: 2410
Friday, 1 March 2013

Select Time: 2420

- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM
- 3:00 PM
- 4:00 PM

Services
Loading...

Door Passcode: 2430

Additional Information

Total: $120

Pay Now
1. Add your clothes.
2. Click the Pay Now button and complete the payment as the instruction.
3. Put your clothes in the dry cleaning bags and leave it in the dry cleaning collection chute located at concierge desk.

Date
Friday, 1 March 2013

Preferred Time
2510

Collect at 8 am and return at 2 pm
Collect at 2 pm and return at 8 am next day

Items
2520

Add Clothes
2530

Additional Information
2540

Total: $0.00
2550

Fig. 25
1. Select your preferred time.
2. Click the Pay Now button and complete the payment as the instruction.

Date 2610
Friday, 1 March 2013

Select Time 2620

- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM
- 3:00 PM
- 4:00 PM

Services
Loading... 2630

Additional Information

Total: $0 2640

Pay Now 2650

Fig. 26
1. Select your contact.
2. Click Book button and our staff will contact you shortly.

Date 2710
Saturday, 2 March 2013

Contact 2720

- Sam -

Additional Information

Book Now

Fig. 27
1. Select your preferred time, and enter a temporary door passcode for the baby sitter.
2. Click the Pay Now button and complete the payment as the instruction.

**Date**
Friday, 1 March 2013

**Select Time**
- 9:00 AM
- 10:00 AM
- 11:00 AM
- 12:00 PM
- 1:00 PM
- 2:00 PM
- 3:00 PM
- 4:00 PM

**Services**
Loading...

**Door Passcode**
2830

**Additional Information**
2840

**Total:** $2850

**Pay Now**
2860

---

**Fig. 28**
1. Select your contact.
2. Click Book button and our stuff will contact you shortly.

Date 3010

Friday, 29 March 2013

Contact 3020

Sam 3030

Additional Information

Book Now 3040

Fig. 30
1. Select your contact.
2. Click Book button and our stuff will contact you shortly.

Date
Saturday, 30 March 2013

Preferred Time
Between 8am & 12pm
Between 12pm & 4pm

Contact
Sam

Additional Information

Book Now
1. Select your contact.
2. Click Book button and our stuff will contact you shortly.

Date 3210
Saturday, 6 April 2013

Preferred Time 3220
- Between 8am & 12pm
- Between 12pm & 4pm

Contact 3230
- Sam 3240

Additional Information 3250

Book Now

Fig. 32
Massage & Chiropractor

1. Select your preferred time.
2. Click the Pay Now button and complete the payment as the instruction.

Date 3310
Saturday, 30 March 2013

Masseur 3320
Raymond Grant

Select Time 3330

Services 3340
Remedial massage
Sports massage

Additional Information 3360

Total: $30.00 3370

Pay Now

Fig. 33A
1. Select your preferred time.
2. Click the Pay Now button and complete the payment as instructed.

Date
Saturday, 30 March 2013

Masseur
Raymond Grant
Tiana Marquez

Select Time

Services
- Remedial massage
- Sports massage

Add I onal Information

Total: $30.00

Pay Now
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Services:
- Remedial massage
- Sports massage

Total: $30.00

Pay Now

Fig. 33C
Start

Register one or more service providers

Register tenants associated with a property

Set default security codes for delivery lockers

Push software application to computing device utilised by one or more registered tenants

Receive tenant request

Is the tenant validated?

Yes

No

Fig. 34B

Fig. 34A
3400

Fig. 34A

Display Landing Page

Tenant selects service and requested date

Retrieve and display set of authorised service providers for the selected service

Tenant selects service provider and service

Display cost and options

Receive booking request

Display payment screen

Receive payment details

Transmit confirmation and retrieval security code to the tenant

Fig. 34C

Fig. 34B
Transmit booking order and delivery security code to selected service provider

Transmit security codes to a delivery locker

Send reminders to the selected service provider and tenant a predefined period of time before the requested service date

Detect delivery security code at locker

Transmit notification to tenant advising that delivery has occurred

Arrange payment for delivery to service provider

Detect retrieval security code at locker

Release locker for further delivery

End

Fig. 34C
INTERNATIONAL SEARCH REPORT

A. CLASSIFICATION OF SUBJECT MATTER

G06Q 50/10 (2012.01) 606F 15/00 (2006.01)

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)

EPDOC, WPI: IPC G06F, G06Q & Keywords (Tenant, resident, property, service, concierge, reception) and like terms. Google Patents, Google: Similar keywords as above.

C. DOCUMENTS CONSIDERED TO BE RELEVANT

<table>
<thead>
<tr>
<th>Category*</th>
<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No.</th>
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<td>Documents are listed in the continuation of Box C</td>
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[X] Further documents are listed in the continuation of Box C [X] See patent family annex

- "G": Special categories of cited documents:
- "A": document defining the general state of the art which is not considered to be of particular relevance
- "E": earlier application or patent but published on or after the international filing date
- "L": document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
- "O": document referring to an oral disclosure, use, exhibition or other means
- "P": document published prior to the international filing date but later than the priority date claimed

- "T": later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
- "X": document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
- "Y": document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
- "&": document member of the same patent family

Date of the actual completion of the international search: 24 April 2014
Date of mailing of the international search report: 24 April 2014

Name and mailing address of the ISA/AU

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Authorised officer

MD Reza-E Rabbi
AUSTRALIAN PATENT OFFICE
(ISO 9001 Quality Certified Service)
Telephone No. 0262833141

Form PCT/ISA/210 (fifth sheet) (July 2009)
## DOCUMENTS CONSIDERED TO BE RELEVANT

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<td>US 7068149 B2 (LEE et al.) 27 June 2006 Abstract, line 20 column 9, lines 60 to 63 column 9, lines 53 to 55 column 10, lines 50 to 55 column 14, lines 4 to 12 column 23, lines 28 to 31 column 23; fig 9.</td>
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This Annex lists known patent family members relating to the patent documents cited in the above-mentioned international search report. The Australian Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

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End of Annex

Due to data integration issues this family listing may not include 10 digit Australian applications filed since May 2001.