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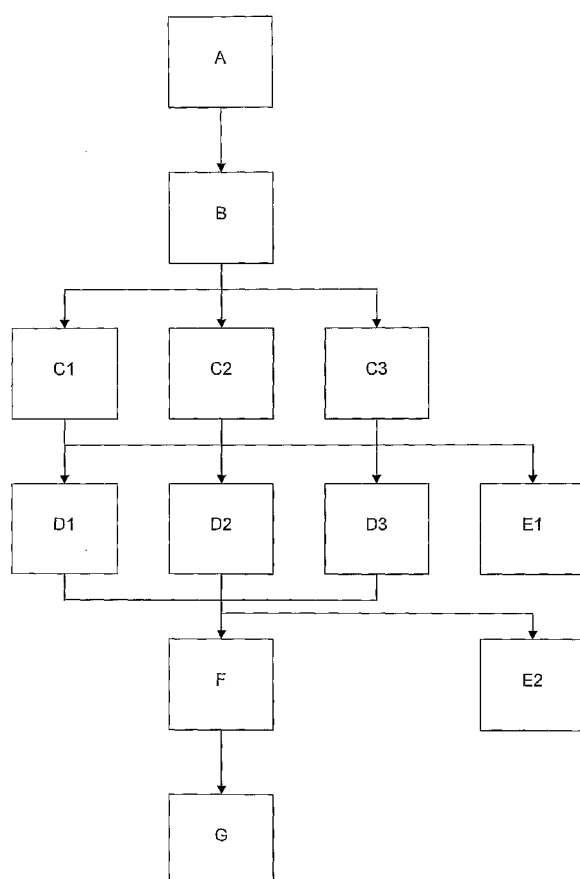
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(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),

[Continued on next page]

(54) Title: PRODUCT SUPPLY AND RETURN PROCESSING METHOD AND SYSTEM



(57) Abstract: The present invention relates to the provision of computer executable instructions being configured to resolve a transaction dispute between a buyer and a supplier. The instructions provided execute the steps of initially presenting a buyer with at least one problem identifier capable of selection, and then receiving a problem indicator from the buyer on selection of a problem identifier. Next the supplier is presented with at least one resolution action identifier, the selection of which results in the provision of a resolution action indicator from the supplier. The buyer is then presented with a resolution confirmation identifier and once this confirmation identifier has been selected a resolution confirmation indicator is released from the buyer to confirm the resolution of a transaction dispute.



European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IS, IT, LT, LU, LV, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

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For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

INTERNATIONAL SEARCH REPORT

International application No.

PCT/NZ2006/000135

A. CLASSIFICATION OF SUBJECT MATTER

Int. Cl.

G06Q 30/00 (2006.01)**G06F 17/00** (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)

DWPI: Keywords - Drop Ship+; sell+; vend+; supply; merchant+; supplier?; buy+; purchas+; commerce; e-commerce; e-bay; business; electronic interface?; transact+; disput+; conflict+; complain+; resolv+ dissatisfi+; unsatisf; +agree+

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	WO 2004111774 A (EBAY INC.) 23 December 2004 Entire document. See: Abstract, paragraphs [11], [14] to [16], [19], [29], [34] to [47], [64], [72], [75] to [77], [104], [113], claims and drawings for eg.	1-29, 31
X	US 5878139 A (ROSEN) 2 March 1999 Entire document. See: Title, column 28 line 27 to column 30 line 29, claims for eg.	1-29, 31
Y	WO 2000052555 A (TRADE FINANCE SERVICE CORPORATION) 8 September 2000 Entire document. See: Abstract, page 1 lines 28-34; page 3 lines 12-20; page 7 lines 4-17; page 4; page 13 line 28 to page 14 line 15; page 15 lines 25-35; page 22 lines 15-19; page 26 lines 21-23; page 37 paragraph 1; page 40 lines 16-23 for eg.	1-29, 31

☒ Further documents are listed in the continuation of Box C☒ See patent family annex

* Special categories of cited documents:	
"A" document defining the general state of the art which is not considered to be of particular relevance	"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
"E" earlier application or patent but published on or after the international filing date	"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
"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)	"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
"O" document referring to an oral disclosure, use, exhibition or other means	"&" document member of the same patent family
"P" document published prior to the international filing date but later than the priority date claimed	

Date of the actual completion of the international search

03 November 2006

Date of mailing of the international search report

13 NOV 2006

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/NZ2006/000135

C (Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	WO 2003083608 A (ESCOUT L.L.C) 9 October 2003 Entire document. See: Abstract; page 1 para 2; page 2 para 3; page 3 para 2; page 9 para 2; pages 18, 19 for eg.	1-29, 31
Y	US 20050075941 A (JETTER et al.) 7 April 2005 Entire document. See: drawings, paragraphs [7], [14], [16], [35], [36]; claims 15, 16, 32, 33, 48, 49 for eg.	1-29, 31
Y	US 20030135421 A (CALES et al.) 17 July 2003 Entire document. See: Abstract, drawings, paragraphs [39] to [42] for eg.	1-29, 31
A	US 20040153414 A (KHAISHGI et al.) 5 August 2004 Drawings, Paragraphs [38] to [40]	

INTERNATIONAL SEARCH REPORT

International application No.

PCT/NZ2006/000135

Box No. II Observations where certain claims were found unsearchable (Continuation of item 2 of first sheet)

This international search report has not been established in respect of certain claims under Article 17(2)(a) for the following reasons:

1. ☒ Claims Nos.: 30, 32
because they relate to subject matter not required to be searched by this Authority, namely:

A Business Scheme. [PCT rule 67.1 (iii)]
2. ☐ Claims Nos.:
because they relate to parts of the international application that do not comply with the prescribed requirements to such an extent that no meaningful international search can be carried out, specifically:
3. ☐ Claims Nos.:
because they are dependent claims and are not drafted in accordance with the second and third sentences of Rule 6.4(a)

Box No. III Observations where unity of invention is lacking (Continuation of item 3 of first sheet)

This International Searching Authority found multiple inventions in this international application, as follows:

1. ☐ As all required additional search fees were timely paid by the applicant, this international search report covers all searchable claims.
2. ☐ As all searchable claims could be searched without effort justifying additional fees, this Authority did not invite payment of additional fees.
3. ☐ As only some of the required additional search fees were timely paid by the applicant, this international search report covers only those claims for which fees were paid, specifically claims Nos.:
4. ☐ No required additional search fees were timely paid by the applicant. Consequently, this international search report is restricted to the invention first mentioned in the claims; it is covered by claims Nos.:

Remark on Protest

- ☐ The additional search fees were accompanied by the applicant's protest and, where applicable, the payment of a protest fee.
- ☐ The additional search fees were accompanied by the applicant's protest but the applicable protest fee was not paid within the time limit specified in the invitation.
- ☐ No protest accompanied the payment of additional search fees.

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No.

PCT/NZ2006/000135

This Annex lists the known "A" publication level 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.

Patent Document Cited in Search Report		Patent Family Member					
WO	2004111774	US	2005125340				
US	5878139	AU	20136/95	AU	20137/95	AU	20138/95
		AU	20139/95	AU	21058/95	AU	27392/92
		AU	52835/98	AU	52836/98	AU	52837/98
		AU	52838/98	AU	55615/96	BR	9204413
		BR	9507107	BR	9608187	CA	2080452
		CA	2184380	CA	2218612	CA	2287136
		CN	1073789	CN	1147875	CN	1185851
		CZ	9602513	CZ	9703323	EP	0542298
		EP	0758474	EP	0784282	EP	0785515
		EP	0785516	EP	0785517	EP	0785518
		EP	0788066	EP	0803827	EP	0823105
		EP	1083533	EP	1100053	EP	1100054
		EP	1100055	FI	933208	FI	964032
		HK	1002117	HU	65212	HU	76463
		HU	9800982	IL	103397	IL	116370
		IL	116371	JP	6162059	JP	9245108
		JP	11096267	JP	11096268	JP	11096269
		JP	11096270	JP	11096271	JP	11096272
		JP	11096273	JP	11096274	JP	2002230448
		MX	9205890	NO	932577	NO	964538
		NO	974835	NZ	244903	NZ	283103
		NZ	286668	NZ	286669	NZ	286670
		NZ	286671	NZ	306918	NZ	329065
		NZ	329066	NZ	329067	NZ	329068
		NZ	335963	PL	300041	PL	317026
		PL	323007	SI	9520039	SI	9620055
		SK	68593	SK	117696	SK	142697
		US	5453601	US	5455407	US	5557518
		US	5621797	US	5642419	US	5703949
		US	5799087	US	5898154	US	5920629
		US	5953423	US	5963648	US	6047067

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No.

PCT/NZ2006/000135

	US	6047887		US	6088797		US	6122625
	US	6175921		US	6205436		US	6336095
	US	6868408		US	7028187		US	2003070080
	WO	9310503		WO	9530211		WO	9633476
	ZA	9208773						
WO	0052555	AU	37217/00	EP	1472629			
WO	03083608	AU	2003222059	US	2004044951			
US	2005075941	WO	2005040974					
US	2004153414	US	6658394	US	7020634		US	7092912
		US	2004034605	US	2004034606		US	2005065812
		US	2005187878	WO	2005010649			

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

END OF ANNEX