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(54) Title: ENABLING A CUSTOMER TO UTILIZE A CUSTOMER COMPUTING DEVICE TO SHOP IN AN ELECTRONIC COMMERCE PLATFORM

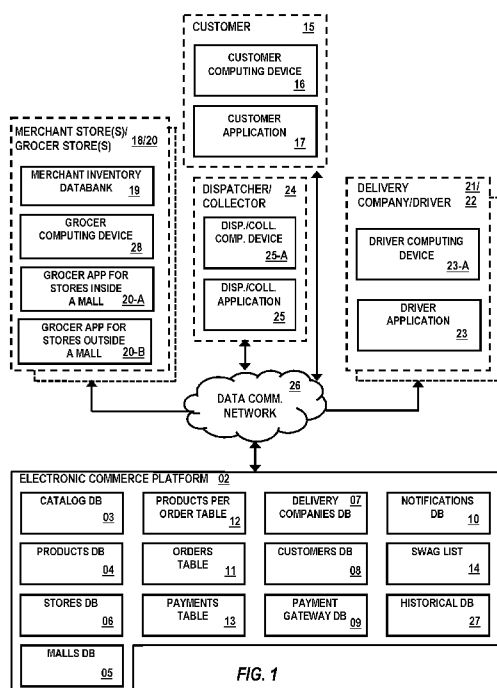


FIG. 1

(57) Abstract: Implementations for enabling a customer to utilize a customer computing device to shop in an electronic commerce platform are disclosed. The electronic commerce platform is programmably configured and arranged to generate and process a purchase transaction request message including data indicative of attributes of a plurality of selectable items associated with a plurality of merchant stores distantly and independently situated relative to at least one physical establishment, a plurality of selectable delivery services, a selected delivery service, a delivery's service notification, a purchase order, a delivery notification, and payment details. The electronic commerce platform is in operative communication with the customer, driver, grocer, dispatcher, and collector computing devices via a data communication network for transmitting to the same computing devices notifications arising from a processed purchase order based on customer preferred attributes and delivery service.

ENABLING A CUSTOMER TO UTILIZE A CUSTOMER COMPUTING DEVICE TO SHOP IN AN ELECTRONIC COMMERCE PLATFORM

FIELD OF THE INVENTION

This invention relates generally to the field of electronic commerce or “e-commerce” for brevity and more particularly, to implementations which enable a customer to utilize a customer computing device to shop in an electronic commerce platform.

BACKGROUND ART

Online shopping has grown increasingly important these days, especially in highly populated and congested areas where traffic issues have become a matter of concern. Many people would prefer to remain within the comforts of their homes rather than go out and waste many hours waiting in traffic just to purchase an item or two. This is the reason why more and more merchants are now engaging to establish their own online retail stores to provide online delivery services to their customers.

It can be a problem however for smaller merchants to provide their own delivery services so many of them engage the services of third-party courier businesses. This however can be a bit too expensive for the customers or too costly for these merchants who opt to shoulder the delivery costs. To reduce delivery costs, many of these merchants tie up with e-commerce companies and sell their products side by side with other merchants in one website. This way, delivery expenses are shared with other merchants and are reduced significantly. The only down side to that is that delivery is on a scheduled basis and because delivery trucks are waiting to be filled, delivery on the same day is highly unlikely to happen. This situation also makes it impossible for merchants to sell perishable goods online, such as food items which is the one thing most required by consumers.

To narrow down the gap between consumer requirement and online selling capabilities, some e-commerce companies have attempted to come up with their own innovated delivery systems by utilizing the services of motorcyclists as courier. This has made it possible for them to offer same day delivery service at reasonable costs. The system, however, did not really close the gap as motorcycles could only carry a minimum number of items and with specific weights. Also, it would take more trips to make more deliveries which in turn makes it unfeasible. Upon realizing this, these e-commerce companies began to limit the items they offered online and limit the zonal radius of the delivery locations they offered their services to. Still unsatisfied, consumers are still on the wait for a real e-commerce shopping system that can meet their shopping needs, an arrangement that does not limit their online shopping capabilities and allows them to receive their purchases on time and at any time of any given day.

SUMMARY OF THE INVENTION

Implementations for enabling a customer to utilize a customer computing device to shop in an electronic commerce platform are disclosed. The electronic commerce platform is programmably configured and arranged to generate and process a purchase transaction request message including data indicative of attributes of a plurality of selectable items associated with a plurality of merchant stores distantly and independently situated relative to at least one physical establishment, a plurality of selectable delivery services, a selected delivery service, a delivery service notification, a purchase order, a delivery notification, and payment details.

The electronic commerce platform is in operative communication with the customer, driver, grocer, dispatcher, and collector computing devices via a data communication network for transmitting to the same computing devices notifications arising from a processed purchase order based on customer preferred attributes and customer selected delivery service. The e-commerce platform stores in a storage unit thereof the data indicative of the processed purchase order. The stored purchase order information are retrievable from this storage unit for future use.

Further, one or more aspects of the invention have electronic monitoring system and built-in call and text features that allow a customer to monitor the status of his orders within the comforts of his home and communicate directly with any of the grocers, dispatchers and/or drivers for changes, for requests, or for follow-ups. The opportunity for errors and customer dissatisfaction is significantly reduced with these features and quality control is maintained at every stage of the process.

The herein disclosed implementations make online shopping very simple by allowing the customer to store shopping lists for future use. A returning customer with a long shopping list will no longer have to go through each merchant store one by one and select the items one by one. The customer simply needs to pull up the saved "swag list" containing the stored purchase order information and online shopping becomes a breeze.

These and other objects and advantages of the invention will become clearer with the following detailed description taken in conjunction with the illustrative drawings herein.

BRIEF DESCRIPTION OF THE SEVERAL VIEWS OF THE DRAWINGS

FIG. 1 is an overall schematic block diagram of an exemplary implementation provided for enabling a customer to utilize a customer computing device to shop in an electronic commerce platform in accordance with the principles of the invention.

FIG. 2 is a chart identifying the players that operate within the herein disclosed implementations and the general process by which orders are placed, physically bagged, collected and delivered in accordance with implementations of the invention.

FIG. 3 is a chart identifying the steps and responsibilities of the customer in relation to a process for registering a new account in accordance with implementations of the invention.

FIG. 4 is a chart illustrating how an order can be placed within the herein disclosed e-commerce platform by creating a new order list in accordance with implementations of the invention.

FIG. 5 is a chart illustrating how a customer can create a swag list within the disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 6 is a chart illustrating how a customer can place an order by recycling an existing swag list within the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 7 illustrates a flowchart of a process by which a customer can select a delivery service and how a driver is notified using the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 8 illustrates a flowchart of a process by which the disclosed e-commerce platform is able to provide a two (2) hour driver search service in accordance with implementations of the invention.

FIG. 9 illustrates a flowchart of a process by which a customer's selected payment method is authorized in the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 10 illustrates a flowchart of a process by which a grocer is able to receive, assemble and dispatch an order of a customer ordering from a merchant store located in a mall using the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 11 illustrates a flowchart of a process by which a grocer is able to receive, assemble and dispatch an order of a customer ordering from a merchant store located outside a mall using the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 12 illustrates a flowchart of the process by which a driver collects the orders from a mall or a merchant store located outside a mall and delivers the orders to the customer using the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 13 illustrates a flowchart of the process by which a customer receives the orders and payment is collected using the herein disclosed e-commerce platform in accordance with implementations of the invention.

FIG. 14 illustrates a flowchart of the process by which a customer is able to give feedback on services received and reward the parties involved using the herein disclosed e-commerce platform in accordance with implementations of the invention.

DETAILED DESCRIPTION OF THE PREFERRED IMPLEMENTATIONS

Referring to FIG. 1, implementations of the present invention—include an electronic commerce or “e-commerce” platform **02** that contains various databases required to operate the ordering arrangements. The e-commerce platform **02** includes the catalog database **03**, the products database **04**, the malls database **05**, the stores database **06**, the delivery companies database **07**, the customers database **08**, the payment gateway database **09**, and the notifications database **10**. It is to be understood that the terms “electronic commerce” and “e-commerce” may be interchangeably used in any part of the present disclosure.

In one or more aspects of the present invention, the e-commerce platform **02** includes an application server computer that runs any of a web-based electronic commerce application and a mobile-based electronic commerce application. Each of web-based and mobile-based applications may be accessible to, and may run or execute on, any one of a customer computing device **16** that can be operated by the customer **15**, a grocer computing device **28** that can be operated by the grocer **20** and/or the merchant **18**, the driver computing device **23-A** that can be operated by the driver **22**, a dispatcher computing device **25-A** that can be operated by the dispatcher **24**, and the collector computing device **25-A** that can be operated by the collector **24** via the data communication network **26** in accordance with one or more implementations of the present invention and consistent with the present disclosure.

In one or more aspects of the present invention, any of the web-based and mobile-based e-commerce applications is configured to provide access to one or more customer services as a

customer application **17**. Any of the web-based and mobile-based e-commerce applications is configured to provide access to at least one of one or more grocer services as a grocer application **20-A**, **20-B**, one or more driver services as a driver application **23**, one or more dispatcher services as a dispatcher application **25**, and one or more collector services as a collector application **25**. It is to be understood that the terms “application,” “applications,” “app,” and “apps” may be interchangeably used in any part of the present disclosure.

It is also to be understood and appreciated that the dispatcher **24** and collector **24** may be the same or different entities; hence, the dispatcher computing device **25-A** and the collector computing device **25-A** may also be the same or different computing devices. The same logic may apply to the dispatcher and collector applications **25**.

The catalog database **03** is subdivided into different product categories, containing the names of each category, slug of each category, category image, parent category number, products assigned to each category and store ID of the store where these items can be found. The products database **04**, on the other hand, holds information on the names of each product, their slug, SKU (stock keeping unit), long and short descriptions, perishable state, store ID of the store where the item can be found, status (active/pending/pulled-out), price, weight (if available), Value Added Tax (VAT) amount, discounted price (if on sale), barcode, stock amount, and the date of record, modification and/or date of deletion.

The mall database **05** is utilized to store data relating to each of the malls which may be examples of physical establishments as disclosed herein, including the name of the mall, filename, address, contact name, telephone number, e-mail address, logo, banner, primary color and accent color of each of the malls. Likewise, the stores database **06** stores information on the names of the stores, the malls where they are located, addresses, filenames, contact names, telephone numbers, e-mail addresses, logos, banners, primary colors and accent colors of the stores.

The delivery companies database **07** is composed of the different transport companies to be utilized for the delivery of the orders to the customers **15**. It contains the names of the transport companies, the addresses, filenames, contact names, telephone numbers, emails, logos, banners, primary colors and accent colors. The customers database **08** is a table of names, billing addresses, delivery addresses, phone numbers and mobile numbers, e-mail addresses, payment methods (e.g., name on card, user ID, encrypted card number with the last 4 digits in plain text, expiration date, card verification status (CVV), and status—whether active or blocked), encrypted passwords of the customers **15**, and the customers’ **15** saved swag lists (which may be referred to as “shopping lists”) **14**.

Payment gateway database **09** contains information on the names, addresses, filenames, contact names, telephone numbers, e-mail addresses, logos, banners, primary colors and accent colors of the different payment gateway companies, while the notifications database **10** contains all notifications templates and their variables for the different issues that may be encountered by the customer **15** or store while transacting using the herein disclosed processes, methods, systems, routines, and computers, consistent with one or more implementations of the present invention.

All information in the databases converge into the orders table **11**, products per order table **12**, and the payments table **13** when a customer **15** places a purchase order. The orders table **11** will store information on the order ID, driver’s ID, grocer’s ID, customer’s ID, date and time order was created, updated or deleted and notes made by either the grocer **20** or the

customer **15**. The order's table **11** will link directly to the products per order table **12**, where all the products ordered, their quantities and products' IDs will be listed. It will also link to the payments table **13** where the payment gateway transaction ID will be listed and the amount plus tax (if and when applicable) of the purchases or purchase orders.

In a preferred embodiment, the method aspect of the present invention further comprises presenting, by the e-commerce platform **02**, on the display unit of the customer computing device **16** status information associated with the processed purchase order. By way of example and not by way of limitation, the status information may refer to status concerning whether orders are approved or declined. It is to be understood that the terms "e-commerce platform" may alternatively be referred to as "e-commerce shopping system" without departing from the scope of the present invention as claimed.

In order to utilize the implementations of the present invention, the customer **15** must either have a smart-phone/iPhone or computer or any customer computing device **16** of similar structure to access the e-commerce platform **02** via the data communication network **26**. The e-commerce platform **02** can be accessed by connecting to the data communication network **26** and/or by either downloading or visiting the customer app **17** on the customer computing device **16**.

The e-commerce platform **02** itself may be stored in a GoDaddy-owned data center and may have a MySQL database. It is protected by a firewall and security measures as well. Also connected to the e-commerce platform **02** are the merchant store's **18** apps and software, including the merchant inventory databank **19**, grocer app **20-A** for merchant stores **18** located inside malls, and the grocer app **20-B** for merchant stores **18** located outside malls. The driver app **23** provided to the delivery company **21** and/or driver **22**, the dispatcher app **25** and the collector app **25** may also connect to the e-commerce platform **02** via the Internet **26**. It is to be understood and appreciated that the merchant stores **18** inside and the outside the mall may be provided with access to and control of features which are integrated in the grocer app **20-A**, **20-B**.

One aspect of the present invention is directed to a computer-implemented method of enabling the customer to utilize the customer computing device **16** to shop in the electronic commerce platform **02**. The e-commerce platform **02** may be a server or a server computer or a cluster of server computers operative to provide one or more operating system-level applications that can be called, retrieved, accessed, or downloaded using the customer, the grocer, the delivery company/driver, the dispatcher, and the collector computing devices **16**, **28**, **23-A**, **25-A** in response to an activity request such as an access request or data entry request initiated via the data communication network **26** by the customer **15**, the merchant **18** or grocer **20**, the delivery company/driver **21**, **22**, and the dispatcher and/or collector **24**, respectively.

In one embodiment, the e-commerce platform **02** is programmably configured and arranged to generate and process a purchase transaction request message. The data communication network **26** such as the Internet is established between the customer computing device **16** and the electronic commerce platform **02**. It is to be understood that the terms "data communication network" and "Internet" may be interchangeably throughout this disclosure.

The purchase transaction request message may include data which are indicative of:
(i) attributes of a plurality of selectable items such as products or services which are offered by the plurality of merchant stores **18** and/or a plurality of grocer stores **20**, a plurality of

selectable delivery services, a selected delivery service, a delivery service notification, a purchase order, a delivery notification, and payment details. The purchase transaction request message may be used in utilizing various well-known e-commerce services. It is to be understood and appreciated that the terms “merchant” and “merchant store” may be interchangeably used herein. The same logic applies to the terms “grocer” and “grocer store.”

The plurality of merchant stores **18** or the plurality of grocer stores **20** may be distantly and independently situated relative to at least one physical establishment such as a shopping mall. For example, the merchant stores **18** and/or the grocer stores **20** may be physically located inside and/or outside of the shopping mall building, a shopping center building, a grocery store building, a restaurant building, a department store building, a boutique store building, a kiosk structure, a mobile store structure, and the like.

The first step of the method aspect of the present invention is characterized by receiving, by the e-commerce platform **02** from the customer computing device **16**, customer preferred attributes from the attributes of the plurality of selectable items.

The second step of the method aspect of the present invention is characterized by presenting, by the e-commerce platform **02**, on a display unit of the customer computing device **16** the plurality of selectable delivery services associated with the received customer preferred attributes.

The third step of the method aspect of the present invention is characterized by receiving, by the e-commerce platform **02** from the customer computing device **16**, the selected delivery service from the plurality of selectable delivery services.

The fourth step of the method aspect of the present invention is characterized by transmitting, by the e-commerce platform **02**, to the driver computing device **23-A** the delivery service notification associated with the selected delivery service. The driver computing device **23-A** is in operative communication with the e-commerce platform **02** via the data communication network **26**.

The fifth step of the method aspect of the present invention is characterized by processing, by the e-commerce platform **02**, the purchase order based on the received customer preferred attributes and as well as the received selected delivery service.

The sixth step of the method aspect of the present invention is characterized by transmitting, by the e-commerce platform **02**, to at least one of the customer computing device **16**, the driver computing device **23-A**, the grocer computing device **28**, the dispatcher computing device **25-A**, and the collector computing device **25-A** a delivery notification based on the processed purchase order. The grocer, dispatcher, and collector computing devices **28**, **25-A**, **25-A** are in operative communication with the e-commerce platform **02** via the data communication network **26**.

The seventh step of the method aspect of the present invention is characterized by processing, by the e-commerce platform **02**, the payment details corresponding to the transaction request message.

In one implementation, the method aspect of the present invention further comprises the eighth the step of storing, by the e-commerce platform **02** in the storage unit thereof, the data which are indicative of the processed purchase order.

FIG. 2 illustrates schematically the players and the general process by which orders are placed, physically bagged, collected and delivered. Referring to FIG. 1 and FIG. 2, the customer **15** lodges on the smart-phone/iPhone or computer **16** to the Internet **26** to connect the customer app **17** to the e-commerce platform **02**. The smart-phone/iPhone or computer **16** of the customer **15** can be located anywhere. There are no geographic limitations as to where e-commerce shopping system **02** can be utilized to place an order; the only requirement is that there should be an existing stable Internet **26** connection in the location where the system is lodged.

Process 1 as illustrated in FIG. 2 characterizing registering for a new account (as illustrated in greater details in FIG. 3): In order for a customer **15** to place an order within the e-commerce shopping system **02**, the customer **15** must first register an account within the system **02** by completing the online registration form. The customer's **15** personal information, delivery address, billing information and log-in details are required at this process in order to verify the identity of the account holders and the legal capacity to purchase goods.

Process 2 as illustrated in FIG. 2 characterizing placing of orders (as illustrated in greater details in FIGS. 4 to 6): After completing the initial registration, customer **15** is logged in to the system **02** to place his/her orders. There are two ways by which a customer **15** is able to place an order: (a) by creating a new order list (as illustrated in greater details in FIG. 4); or (b) by selecting an existing order list from the swag list **14** (as illustrated in greater details in FIG. 6). A swag list **14** is created when a customer **15** opts to save his new order list for future re-use (as illustrated in greater details in FIG. 5). Its purpose is to aid customers **15** who shop for the same items regularly. By saving a new order list in the swag list **14**, the customers **15** saves time recreating his orders each time he shops utilizing the e-commerce shopping system **02**.

Process 3 as illustrated in FIG. 2 characterizing selecting a delivery service and driver confirmation (as illustrated in greater details in FIGS. 7 to 8): After the customer **15** selects and confirms the orders, the customer app **17** will pull up a list of delivery companies **21** and their various delivery services with their corresponding price lists and additional charges if any. The customer **15** selects the delivery company **21** and the corresponding delivery service, and the system will search for an available driver **22** nearby using a Global Positioning System (GPS) service.

When a customer **15** selects his/her preferred delivery company **21** and the corresponding delivery service, the driver app **23** are notified and then the driver **22** can either accept the delivery task or decline it. If the driver **22** accepts the task, the customer app **17** will be notified and the customer's **15** payment method is verified/authorized in order for the transaction to be fulfilled later.

Process 4 as illustrated in FIG. 2 characterizing payment authorization (as illustrated in greater details in FIG. 9): When a driver **22** confirms the booking and the customer app **17** is notified, the system **02** then sends to its payment gateway the authorization to verify the availability of funds in the customer's **15** chosen payment method. Once the card is verified to be sufficient enough to pay for the transactions, the customer's **15** orders are sent to the merchant stores **18** and dispatcher/collector **24** (if applicable) through their respective computing devices for fulfillment.

Process 5 as illustrated in FIG. 2 characterizing orders which are forwarded to the selected merchant store (as illustrated in greater details in FIG. 10): After the customer's

15 chosen payment method is verified, the system 02 automatically transmits the customer's 15 orders to the selected merchant store/s 18. It is to be understood and appreciated that the merchant 18 and the grocer 20 may be the same or different entities, that the merchant 18 may be getting items for sale from the grocer 20, and that the grocer 20 may offering items for sale independently of the merchant 18. Customer 15 can place his/her orders from a single merchant store 18 outside the mall or various merchant stores 18 inside a mall. The e-commerce shopping system 02 gives the customer 15 the capability to shop in different merchant stores 18 located in a single mall at one go without extra delivery charge.

Process 5-A as illustrated in FIG. 2 characterizing orders which are sent to merchant store/s 18 located in one mall (as illustrated in greater details in FIG. 11): When orders are made to a mall, the customer 15 is given the opportunity to shop in as many different merchant stores as there are located inside that one particular mall the customer 15 selected. There is no limit to the number of merchant stores 18 the customer 15 can shop from and there is no limit to the number of items the customer 15 can buy from the store 18 he/she chooses to shop in.

Process 5-A.1 as illustrated in FIG. 2 characterizing assembling of the orders: When orders are made to merchant store/s 18 located in a single mall, the different grocers 20 of each of the merchant stores 18 which are selected receive the list of orders assigned to each of them. The grocer 20 from or associated with each of those merchant stores 18 then bags the items and when the orders have been completely assembled, the items/bags are checked and approved for release by the manager/supervisor/grocer-in-charge.

Process 5-A.2 as illustrated in FIG. 2 characterizing collection of the orders by dispatcher/collector: When the grocers 20 have completely assembled the orders and the items have been approved for release by the manager/supervisor/grocer-in-charge, the assigned dispatcher/collector 24 is notified through his/her dispatcher app 25 or collector app 25 that the items are ready for pickup and delivery. The items are then collected by the dispatcher 24 and brought to the dispatch area for release to the driver 22.

Process 5-A.3 as illustrated in FIG. 2 characterizing orders which are delivered to the dispatcher area: The orders collected by the dispatcher/collector 24 are then brought to the dispatcher area where the driver 22 is assigned to pick them up. When all orders from the different merchant store/s 18 within the mall have reached the dispatch area, the driver 22 is notified through the driver app 23 that orders are complete and ready for pick up.

Process 5-B as illustrated in FIG. 2 characterizing orders which are sent to merchant store 18 located outside a mall: When orders are made to a single merchant store 18 located outside the mall, the customer 15 may select any of the items listed in that store. There is no limit to the number of items the customer 15 can buy from the store he/she chooses to shop in. The customer's 15 shopping, however, is limited to that single merchant store 18 he has chosen. If the customer's 15 wishes to shop in another store 18, he/she would have to start a new transaction and delivery charges for the new transaction may be billed separately.

Process 5-B.1 as illustrated in FIG. 2 characterizing assembling of the orders: When orders are made to merchant store 18 located outside a mall, the list of orders is received by grocer app 20-B assigned to that merchant store 18. The grocer 20 from the merchant store 18 then bags the items and assembles the orders. When the orders have been completely assembled, the items/bags are checked and approved for release by the manager/supervisor/grocer-in-charge.

Process 5-B.2 as illustrated in FIG. 2 characterizing collection of the orders by the driver 22: When the grocer 20 has completely assembled the orders and the items have been checked by the manager/supervisor/grocer-in-charge, the driver 22 is notified that orders are complete and ready for pick up.

Process 6 as illustrated in FIG. 2 characterizing items which are received by driver 22 (as illustrated in greater details in FIG. 12): Driver 22 is notified through the driver app 23 that the orders are ready for delivery. Driver 22 physically receives orders either directly from the merchant store 18 located outside the mall or from the dispatcher 24 if the orders were made to merchant stores 18 located inside a mall. The driver 22 then proceeds to deliver the orders to customer 15 using the customer's 15 provided address.

Process 7 as illustrated in FIG. 2 characterizing items which are delivered to customer (as illustrated in greater details in FIG. 13): Upon arrival of the driver 22 in the place corresponding to the delivery address, the customer 15 is notified through the customer app 17 that his/her orders have arrived. The driver 22 unloads from his vehicle the orders and the customer 15 physically receives the orders. The customer 15 then checks the orders and confirms that he has received the items completely and in good condition.

Process 8 as illustrated in FIG. 2 characterizing providing of customer feedback ((as illustrated in greater details in FIG. 14): When customer 15 confirms that he/she has received the order, the customer app 17 pulls up a pop-out page allowing the customer to give his/her feedback on the services provided. In this process, the customer 15 is able to rate the performance of the grocer 20, the dispatcher 24 and the driver 22 individually. The customer 15 can give tips to any or all of them who he deems fit to be rewarded.

In at least one aspect of the present invention, the herein disclosed computer-implemented method comprises the step of receiving, by the e-commerce platform 02 from the customer computing device 16, the data indicative of the customer feedback associated with the processed purchase order to which the services provided and performances rendered are attached.

FIG. 3 illustrates schematically the process by which a customer 15 is able to register an account within the e-commerce shopping system 02.

Step 1 as illustrated in FIG. 3 characterizing accessing of the e-commerce platform 02 (as illustrated in greater details in FIG. 1 and FIG. 2): The customer 15 lodges on the smart-phone/iPhone or computer 16 to the Internet 26 to connect the customer app 17 to the e-commerce platform 02. The customer's 15 smart-phone/iPhone or computer 16 can be located anywhere. There are no geographic limitations as to where the implementations of the present invention can be utilized to place an order; the only requirement is that there be an existing stable Internet 26 connection in utilizing the herein disclosed implementations.

Step 2 as illustrated in FIG. 3 characterizing registering for an account: Upon connecting the customer app 17 to the e-commerce platform 02, the customer 15 will be required to register an account into the system 02. This will be made possible by providing his/her personal information, delivery address information, billing information and log-in information. His personal information includes his name, age, sex, and contact details such as his e-mail address, mobile number and home phone number. The customer 15 is also required to provide a delivery address information.

A customer **15** may provide either his credit card or debit card information for billing purposes. In one embodiment, the e-commerce shopping system **02** is also able to accept payments made in Bitcoin for those who wish to transact with this cryptocurrency.

After completing the initial registration, the customer **15** is automatically logged into the system **02**. If the customer **15** registers through customer app **17** from smart-phone/iPhone **16**, his log-in details are automatically saved in the same customer app **17** and will no longer be required when he revisits the app **17** in the future.

FIG. 4 illustrates schematically the process by which a customer **15** is able to place an order within the herein disclosed e-commerce shopping system **02** by creating a new order list.

In some implementations, the method aspect of the present invention further comprises the step of storing, by the e-commerce platform **02** in a storage unit thereof, the data indicative of the processed purchase order, wherein the stored purchase order information are retrievable from the storage unit of the e-commerce platform **02** for future use. The storage unit may be locally or remotely located relative to the device hosting the e-commerce platform **02**.

After completing the initial registration, a customer **15** is to place his/her orders by creating a new order list. A new order list is created (a) when an order is made by a new or first time customer **15**, (b) when the order is made by a returning customer **15** who has not saved any previous orders in the swag list **14**, or (c) when the order is made by a returning customer **15** who may have saved previous order/s in the swag list **14** but chooses not to use any of the orders in the list.

Step 1 as illustrated in FIG. 4 characterizing display of shopping malls and merchant stores **18** which are not located in malls: A new order can be created by selecting a single merchant store **18** outside the mall or various merchant stores **18** inside the mall. The e-commerce shopping system **02** gives the customer **15** the capability to shop in various merchant stores **18** located in a single mall at one go without extra delivery charge.

Still in Step 1 as illustrated in FIG. 4, the customer app **17** initially displays the different malls and merchant stores **18** that are enlisted in the system **02**. The customer **15** can either select a mall or a single merchant store **18** to shop from. If the customer **15** chooses a mall, the various enlisted merchant stores **18** located in the selected mall are displayed.

Step 2 as illustrated in FIG. 4 characterizing customer selection of a mall and/or merchant store **18** and select items to be purchased from the list of items sold at the selected mall and/or merchant store **18**: Upon selecting a merchant store **18** located in the selected mall or a merchant store **18** located outside a mall, the customer app **17** displays the items that are sold in these selected stores listed under their distinct categories. Items sold in the enlisted stores can be found in products database **04** (as illustrated in greater details in FIG. 1) and listed under different categories in the catalog database **03** (as illustrated in greater details in FIG. 1), and these items may include for example fresh food items, flowers, liquor, office supplies, and the like. The customer **15** then selects the items he wishes to purchase by clicking on each of these items one by one through the customer app **17**.

If the customer **15** had initially selected to shop in a mall and had completed his selection of items in the first merchant store he selected, the system **02** will give him the option to select a second (and a third, a fourth, a fifth and so forth) merchant store **18** also located in the same mall to shop from. There is no limit to the number of stores a customer **15** can shop

from if he chooses to shop in a mall. There is also no limit to the number of items that can be bought in a merchant store **18**, whether the merchant store **18** is located in a mall or the merchant store **18** located outside a mall.

Step 3 as illustrated in FIG. 4 characterizing the customer finalizing of the order by confirming the new order list: After the customer **15** selects all his orders, he is to finalize his orders by clicking the confirmation button on the customer app **17**. The customer **15** is then given the option to save the order as a swag list **14** (as illustrated in greater details in FIG. 1 and FIG. 5). If the customer **15** opts not to save his orders as a swag list **14**, the customer app **17** then pulls up the delivery service selection page. If the customer **15** opts to save his orders as a swag list **14**, the customer app **17** may later pulls up the delivery service selection page for initiation of delivery arrangement.

FIG. 5 illustrates schematically the process by which a customer **15** is able to create and saving or storing a swag list **14** within the herein disclosed e-commerce shopping system **02**.

After confirming a new order list, a customer **15** is able to save this list as a swag list **14**. By saving the new order list as a swag list **14**, the customer **15** is able to recycle this list each time he/she chooses to shop using the e-commerce shopping system **02**. This will save the customer **15** valuable time each time he/she places an order. A customer **15** is able to save a maximum of five (5) swag lists **14** in the e-commerce shopping system **02**.

Step 1 as illustrated in FIG. 5 characterizing creating of a unique name for the swag list **14**: In order for a new order list to be saved as a swag list **14**, the customer **15** is to provide a unique name for the list. There is no requirement as to what order of characters or numbers the chosen name may be. The only requirement is that the name chosen is unique from all other saved lists in the swag list **14**.

Step 2 as illustrated in FIG. 5 characterizing saving of the swag list **14**: When the customer **15** confirms the name of the new swag list **14**, the list is automatically saved as a swag list **14**. The swag list **14** is saved with its unique name, mall or merchant store **18** of origin, and the date stamp. When the swag list **14** is saved, the customer app **17** pulls up the delivery service selection page.

FIG. 6 illustrates schematically the process by which a customer **15** is able to place an order by recycling an existing swag list **14** within the herein disclosed e-commerce shopping system **02**.

In order to make shopping much simpler and convenient, the e-commerce shopping system **02** allows a customer **15** to save old shopping lists as swag lists **14** for future use. A returning customer **15** who has once saved a shopping list as a swag lists **14** can utilize this list again for his current shopping requirements.

Step 1 as illustrated in FIG. 6 characterizing selecting of a swag list **14**: Upon log-in, the customer app **17** immediately pulls up the swag list page of the customer **15**, one that is created by the customer **15**. If the customer **15** has no swag list **14** saved, the customer app **17** re-directs to a new order page so the customer **15** may place a new order. If on the other hand, the customer **15** has previously been able to save a swag list/s **14**, the customer **15** is given the option to select any of the saved swag lists **14**.

Upon selecting a swag list **14**, the customer **15** is given to add or remove items from the swag list **14** he has selected. If the customer **15** does not wish to amend the swag list **14**, the customer **15** confirms his orders and the customer app **17** will immediately pull up the delivery service option page.

A customer **15** who wishes to amend his swag list **14** will be diverted to the origin of order page. The origin of order page may either be a mall or a merchant store **18** outside a mall, depending on where the original swag list **14** was ordered.

Step 2-A as illustrated in FIG. 6 characterizing origin of swag list **14** that is in a mall: If the origin of the swag list **14** was ordered from the mall, a customer **15** may add items sold by any merchant stores located inside that mall of origin. There is no limit to the number of items he/she may add or merchant stores to choose from, provided that the merchant stores **18** are all located in the same mall of origin. A customer **15** who wishes to remove items from chosen list may likewise do so by unchecking each of the items individually. If after adding and removing the items from the list, the customer **15** may either save the list as a new swag list or overwrite the old one with the new one.

Step 2-B as illustrated in FIG. 6 characterizing origin of swag list **14** that is located outside the mall: If the origin of the swag list **14** was ordered from a merchant store **18** located outside a mall, a customer **15** may add items sold by the merchant store **18** of origin. There is no limit to the number of items he/she may add to the list, that all the items to be added are sold in the same merchant store **18**. A customer **15** who wishes to remove items from chosen list may likewise do so by unchecking each of the items individually. If after adding and removing the items from the list, the customer **15** may either save the list as a new swag list **14** or overwrite the old one with the new one.

FIG. 7 illustrates how a customer **15** can schematically place select a delivery service and how a driver **22** is notified or the driver **22** receives the driver notification through the driver app **23**.

Step 1 as illustrated in FIG. 7 characterizing display of different transportation companies: When a customer **15** confirms his/her orders, the customer app **17** displays the different delivery companies **21** with their respective delivery services available (e.g., delivery company: Car Hire, Car Pool, Delivery Rider, etc.). The customer **15** has the option to choose, which delivery company **21** he would like to deliver his goods to him and the type of delivery service provided by that selected delivery company **21**. It is to be understood and appreciated that the delivery company **21** may employ the driver **22**, and that the delivery company **21** and the driver **22** may or may not be associated with one another.

Step 2 as illustrated in FIG. 7 characterizing selection and search: Using a GPS service, the system **02** will search for an available driver **22** nearby the pick-up point providing the delivery service chosen by the customer **15**. Nearby drivers are notified of the delivery requirement through the driver app **23** and given the option to accept or decline the delivery task. A three (3) minute window time is given for the drivers **22** to accept or decline the delivery task. If no nearby driver **22** can be located or no driver **22** accepts the delivery task, the customer **15** is given the option to choose another delivery service. If still no driver **22** has become available after three (3) consecutive tries, the customer **15** is given the option to order from a different mall or merchant store **18** in a different location. By choosing this option, customer app **17** will again display swag list **14** for the customer **15** to select from. The customer **15** may then choose a list ordered in a different location or start a new order.

If in any case, a customer **15** refuses to order from a different mall or merchant store **18** in a different location, the customer **15** will be given an alternative option to allow the system **02** to continue searching for a driver **22** who will be able to pick up the orders from the original preferred mall or merchant store **18** for a period of 2 hours or until the cut off time arrives for ordering at the preferred mall or merchant store **18**, whichever comes sooner. If the customer **15** prefers not to pursue the two (2) hour driver search service, the customer app **17** will be redirected back to the home page.

FIG. 8 illustrates how a customer **15** using the e-commerce shopping system **02** is able to provide a two (2) hour driver search service.

Step 1 as illustrated in FIG. 8 characterizing selection and search: When a customer **15** refuses to order from a different mall or merchant store **18** in a different location, the customer **15** will be given an alternative option to allow the system **02** to continue searching for a driver **22** who will be able to pick up the orders from the original preferred mall or merchant store **18** for a period of 2 hours or until the cut off time arrives for ordering at the preferred mall or merchant store **18**, whichever comes sooner. If customer **15** agrees to the two (2) hour driver search service, the system **02** will continue searching for a driver **22** on its own for the given period. If no driver **22** is found even after two (2) hours, the customer **15** will be notified and the customer app **17** will be redirected back to the home page.

Step 2 as illustrated in FIG. 8 characterizing selection and search: When a driver **22** is found within the two (2) hour period, the customer **15** is notified. The customer **15** is then given five (5) minutes (plus, in one embodiment, another five (5) minute grace period for a total of ten (10) minutes) to confirm if he/she would like to continue with the order. It must be noted that both the driver app **23** and the customer app **17** have built in call/text services (this is only available to customers **15** who are ordering through the customer app **17** executing on their smart-phones/iPhones **16**) which they can use to directly communicate with each other. If the customer **15** is ordering through the website or web-based application **17**, the chat feature is available to him/her and any text message sent to him/her is received through that feature. The driver **22** at any time after accepting the delivery task can place a call to the customer **15** or send the customer **15** a message reminding him/her confirm continuance of service. If customer **15** confirms his approval to continue with the order, the system **02** directs all orders to the grocer service for fulfillment. If after ten (10) minutes, however, no confirmation has been received, the system **02** will automatically cancel the driver's **22** service, and notify the customer **15** that his orders were cancelled because it was unable to hold on to the driver's **22** delivery service for more than the specified timeframe, a timeframe which may be preset or predetermined.

FIG. 9 illustrates how a customer **15** a customer's selected payment method is authorized when shopping within the herein disclosed e-commerce shopping system **02**.

The e-commerce shopping system **02** supports the authorization & capture method, or auth/capture for its billing system. It employs a payment gateway system where a customer's **15** payment method is first verified by authorizing the availability of funds before it is actually charged at a later stage of the e-commerce shopping process through the platform **02**.

Step 1 as illustrated in FIG. 9 characterizing the total amount that is sent to the payment gateway with the chosen payment method: As soon as a driver **22** is found, the authorization of customer's **15** credit or debit card is sent to the payment gateway. This is to ensure that the customer's **15** payment method is sufficient to pay for his/her orders and at the

same time pay for the delivery charges. The e-commerce shopping system **02** accepts payments using credit cards, debit cards or Bitcoins. Once the payment gateway sends a confirmation, grocer services are ready to be performed. In any case that the payment method is found to be insufficient to pay for the orders and the delivery, the customer **15** is given the option to choose a different mode of payment. If no other payment method is chosen, the orders and delivery are cancelled, and the customer app **17** will be redirected back to the home page.

FIG. 10 illustrates how a grocer **20** is able to receive, assemble and dispatch an order of a customer **15** ordering from a merchant store **18** located in a mall. When a customer **15** chooses to order from a merchant store **18** located in a mall, the orders are forwarded to the grocer app **20-A** (for merchant stores **18** located inside that mall) and in turn to the dispatcher/collector app **25**.

Step 1-A as illustrated in FIG. 10 characterizing receipt of the list of merchant stores **18** where orders were placed and monitoring by the dispatcher **24**: It is the dispatcher's **24** responsibility to monitor all items being ordered in a mall. After payment authorization has been made, the dispatcher app **25** receives the list of merchant stores **18** where the customer **15** placed the orders. On the onset, all orders are marked "pending" in the dispatcher app **25**, but as soon as a grocer **20** begins to assemble the items, the pending transaction will be converted to "in progress." In circumstances where a merchant store **18** is not able to assemble the orders immediately, a reminder is sent to the grocer app **20-A** every 5 minutes that the orders remain pending. A notification is also simultaneously sent to the dispatcher **24** and the dispatcher app **25** indicates the number of minutes the order has been left pending. If after fifteen (15) minutes, the orders remain pending, the dispatcher **24** is to call the grocer **20** to verify why assembling of the orders has not been initiated. Any reason communicated by the grocer **20** to the dispatcher **24** is to be written down by the dispatcher **24** for management review and action. If after 30 minutes still no action has been done, the dispatcher/collector app **25** will be sent the list of orders made to the specific merchant store **18** and a collector **24** is assigned to do the shopping himself/herself following the same protocols and procedures in Step 1-B. At the instance that the above-mentioned situation occurs, the e-commerce shopping system **02** will automatically suspend the account of the merchant store **18**, until such time that the merchant store **18** has resolved the issue involved.

Step 1-B as illustrated in FIG. 10 characterizing receipt of the list of orders and assembly by the grocer **20**: As soon as the grocer **20** receives the list of orders, he/she will begin assembling the items by individually scanning their bar codes using the grocer app **20-A**. The moment the grocer **20** starts scanning the items, the dispatcher's app **25** is notified that the assembling of the customer's **15** orders is "in progress." A grocer **20** is given a maximum of one (1) hour (counted from the time the order was sent to the grocer app **20-A** to assemble the orders. The grocer app **20-A** will send the grocer **20** notices of how much time he has left to fulfill the orders every fifteen (15) minutes, or any preset period for that matter, to ensure he/she is able to keep track of the time he has left to complete the job.

Discrepancy in price or item is out-of-stock: The grocer app **20-A**, **20-B** is linked to the merchant inventory databank **19**. If the price of any of the items are found to have a discrepancy between the actual price and the price that is listed in the merchant inventory databank **19**, the merchant inventory databank **19** is updated immediately, and customer **15** through the customer app **17** is notified that the price had changed. Likewise, if any of the items ordered has gone out-of-stock, the customer **15** through the customer app **17** is notified. For any changes in price, the customer **15** is given the opportunity to approve the price change

or remove the item from the list. In both cases where the customer **15** chooses to remove the item or the item becomes out of stock, the customer app **17** will pull up a suggestion page of other related items that the customer **15** might opt to purchase within the merchant store **18**. If in any case that the exact same item can be found in any other merchant store **18** within the mall, the suggestion page will also provide suggestions to give the customer **15** the option to purchase that item in that other merchant store **18**.

When a customer **15** is notified that the price of the item he/she ordered has changed or when the item has gone out-of-stock, the customer **15** is given five (5) minutes to choose to approve or remove the item with the price variance, or to continue shopping in case that the item that has gone out-of-stock is vital to all his other orders. Within that 5-minute period, the assigned grocer **20** is to give the customer **15** a call or send the customer **15** a text message to remind the customer **15** to approve/remove the item or cancel the entire order outright. Both customer app **17** and grocer app **20-A** have call and text messaging features to enable them to fluidly communicate with each other. If the customer **15** is ordering through the website or web-based application **17**, the chat feature is available to him/her and any text message sent to him/her is received through that feature. If after having been notified and after the call or text message has been placed by the grocer **20** to the customer **15**, and the customer **15** still has not chosen to approve/remove the item or cancel the entire order outright within the 5-minute period, the item with the price variance will automatically be deemed approved by the customer **15**, or for orders that have out-of-stock items, that the customer **15** does not wish to cancel his entire order.

Step 2 as illustrated in FIG. 10 characterizing confirmation and payment: After the grocer **20** has completely assembled the orders, the grocer app **20-A**, **20-B** confirms that all items have been completed and the customer **15** is notified (this will mark the end of customer's **15** window time to make any changes to his/her orders from that specific merchant store **18**). The grocer **20** is to then bring the orders to the cashier for billing purposes. While the cashier punches/scans the items, the grocer **20** is to put the items in the bag/s, ensuring that all items in the cart are actually put in the bag.

When all items are in the bags, the cashier/manager/supervisor/grocer-in-charge will check all bags, and indicate the number of bags in the grocer app **20-A**, take a photo of the receipt, and electronically sign the grocer app **20-A** as confirmation.

After the cashier/manager/supervisor/grocer-in-charge submits his signature the dispatcher/collector **24** will be notified that the orders from that specific merchant store **18** have completely been assembled and that a certain number of bags is expected to be collected from that merchant store **18**. Also, after the cashier/manager/ supervisor/grocer-in-charge has submitted his/her signature, the e-commerce shopping system's **02** payment gateway is notified, and payment is made to the registered bank account of the merchant store **18**.

Step 3 as illustrated in FIG. 10 characterizing collection by dispatcher **24** and/or collector **24**; When the dispatcher app **25** is notified that the ordered items have been completely assembled, the assigned collector **24** is deployed to the merchant store **18** to physically collect the bags. Upon receipt of the bags, the collector **24** counts the bags and bundles them with a plastic cable tie with the name of the customer **15** who placed the order. It is the collector's **24** responsibility to ensure that the number of bags he receives are equal to the number of bags indicated in the collector app **25**. If the number of bags does not equal the number of bags indicated in the collector app **25**, the collector **24** can decline receipt of all the

orders outright and the grocer **20** will need to locate the missing bags or re-fulfill the missing orders.

If, on the other hand, the collector **24** finds that the number of bags is complete, he then electronically signs the grocer app **20-A**, **20-B** to confirm that he/she received the complete number of bags in good order. He then proceeds to collect other orders from other merchant stores **18**, following the same protocols and then delivers them to the dispatch area.

Upon receipt of the dispatcher **24** of the orders, the dispatcher **24** once again checks if the number of bags is complete. Once again, it is the dispatcher's **24** responsibility to ensure that the number of bags he/she receives from the collector **24** is complete. If the number of bags does not equal the number of bags indicated in the dispatcher's app **25**, the collector can decline receipt of all the orders outright and the collector **24** will need to locate the missing bags.

If, on the other hand, the dispatcher **24** finds that the number of bags is complete, he then electronically signs the collector app **25** for each of the orders made to the different merchant stores **18**.

FIG 11 generally illustrates process 5-B wherein orders are sent to merchant store/s **18** located outside a mall.

FIG. 11 specifically illustrates how a grocer **20** is able to receive, assemble and dispatch an order of a customer **15** ordering from a merchant store **18** located outside a mall. When a customer **15** chooses to order from a merchant store **18** located in a mall, the orders are forwarded to the grocer app **20-A**.

Step 1 as illustrated in FIG. 11 characterizing receipt of the list of orders and assembly by the grocer **20**: As soon as the grocer **20** receives the list of orders, he/she will begin assembling the items by individually scanning their bar codes using the grocer app **20-B**. The moment the grocer **20** starts scanning the items, the dispatcher app **25** is notified that the assembling of the customer's **15** orders is "in progress". A grocer **20** is given a maximum of one (1) hour (counted from the time the order was sent to the grocer app **20-B**) to assemble the orders. The grocer app **20-B** will send the grocer **20** notices of how much time he has left to fulfill the orders every fifteen (15) minutes to ensure he/she is able to keep track of the time he has left to complete the job.

Discrepancy in price or item is out-of-stock: The grocer app **20-B** is linked to the merchant inventory databank **19**. If the price of any of the items is found to have a discrepancy between the actual price and the price that is listed in the merchant inventory databank **19**, the merchant inventory databank **19** is updated immediately, and customer **15** through the customer app **17** is notified that the price had changed. Likewise, if any of the items ordered has gone out-of-stock, the customer **15** through the customer app **17** is notified. For any changes in price, the customer **15** is given the opportunity to approve the price change or remove the item from the list. When the customer **15** chooses to remove the item or the item becomes out of stock, the customer app **17** will pull up a suggestion page of other related items that the customer **15** might opt to purchase within that merchant store **18**.

When a customer **15** is notified that the price of the item he/she ordered has changed or when the item has gone out-of-stock, the customer **15** is given five (5) minutes to choose to approve or remove the item with the price variance, or to continue shopping in case that the

item that has gone out-of-stock is vital to all his other orders. Within that 5-minute period, the assigned grocer **20** is to give the customer **15** a call or send the customer **15** a text message to remind the customer **15** to approve/remove the item or cancel the entire order outright. Both customer app **17** and grocer app **20-B** have call and text messaging features to enable them to fluidly communicate with each other. If the customer **15** is ordering through the website or web-based app **17**, the chat feature is available to him/her and any text message sent to him/her is received through that feature. If after having been notified and after the a call or text message has been placed by the grocer **20** to the customer **15**, and the customer **15** still has not chosen to approve/remove the item or cancel the entire order outright within the 5-minute period, the item with the price variance will automatically be deemed approved by the customer **15**, or for orders that have out-of-stock items, that the customer **15** does not wish to cancel his entire order.

Step 2 as illustrated in FIG. 11 characterizing confirmation and payment: After the grocer **20** has completely assembled the orders, the grocer app **20-B** confirms that all items have been completed and the customer **15** is notified (this will mark the end of customer's **15** window time to make any changes to his/her orders from that specific merchant store **18**). The grocer **20** is to then bring the orders to the cashier for billing purposes. While the cashier punches/scans the items, the grocer **20** is to put the items in the bag(s), ensuring that all items in the cart are actually put in the bag.

‘When all items are in the bags, the cashier/manager/supervisor/grocer-in-charge will check all bags and bundle them with a plastic cable tie with the name of the customer **15** who placed the order. The cashier/manager/supervisor/grocer-in-charge will then indicate the number of bags in the grocer app **20-B**, take a photo of the receipt, and electronically sign the grocer app **20-B** as confirmation.

After the cashier/manager/supervisor/grocer-in-charge submits his signature, the driver **22** will be notified that the orders have completely been assembled and that a certain number of bags is expected to be collected from the merchant store **18**. Also, after the cashier/manager/supervisor/grocer-in-charge has submitted his/her signature, the e-commerce shopping system's **02** payment gateway is notified, and payment is made to the registered bank account of the merchant store **18**.

FIG 12 generally illustrates process 6 wherein driver **22** receives the orders and delivers orders to the customer.

FIG. 12 specifically illustrates how the driver **22** collects the orders from a mall or a merchant store **18** located outside a mall and delivers the orders to the customer **15**.

Step 1 as illustrated in FIG. 12 characterizing a driver **22** receiving orders: Upon receipt of the dispatcher **24** of all the orders made to the different merchant stores **18** located in a mall, or upon confirmation of a cashier/manager/supervisor/grocer-in-charge of a merchant store **18** located outside a mall that the orders have been completely assembled, the driver **22** will be notified that the orders are ready for collection. The driver **22** then proceeds to the dispatch area of the mall or to the merchant store **18** to pick up the orders. The driver app **23** will indicate how many bags are to be collected and which stores **18** these orders were ordered from. It is the driver's **22** responsibility to ensure that the number of bags he receives is equal to the number of bags indicated in the driver app **23**. If the number of bags does not equal the number of bags indicated in the driver app **23**, the driver **22** can decline receipt of all the orders outright and the dispatcher **24** will need to locate the missing bags.

If, on the other hand, the driver 22 finds that number of bags he is to receive are complete, the driver 22 will sign the dispatcher app 25 as confirmation.

Step 2 as illustrated in FIG. 12 characterizing delivery of order/s to customer 15: When the driver 22 receives all the orders, he or she will proceed to deliver the orders to the customer 15. The customer 15 will then be notified that the order/s is/are in transit. For orders that have been placed using the customer app 17, the orders in transit can be monitored via GPS map. This GPS map allows the customer 15 to determine the number of minutes or hours it will take for him/her to receive the order/s. The customer 15 can also contact the driver 22 and vice versa through the call/text feature in the customer app 17 and the driver app 23. If the customer 15 is ordering through the website or web-based application 17, the chat feature is available to him/her and any text message sent to him/her is received through that same chat feature.

Soon as the driver 22 reaches at the delivery location, the customer 15 is notified that his/her orders have arrived.

FIG. 13 illustrates how a customer 15 receives the orders and payment is collected.

Step 1 as illustrated in FIG. 13 characterizing a customer 15 receiving orders: Upon arrival of the driver 22 to the delivery location, the customer 15 is notified that his/her orders have arrived. The customer 15 proceeds to receive the orders by checking the bags and the items. The customer app 17 will indicate how many bags are to be received and which stores these bags were ordered from. It is the customer's 15 responsibility to ensure that the number of bags he receives are equal to the number of bags indicated in the customer app 17. If the number of bags does not equal the number of bags indicated in the customer app 17, the customer 15 can decline receipt of orders made from merchant stores 18 that have missing bags. If, on the other hand, the customer 15 finds that the number of bags he is to receive are complete, the customer 15 will sign the driver app 23 as confirmation.

Step 2 as illustrated in FIG. 13 characterizing collection of payment from customers 15: After the customer 15 signs the driver's app 23, confirming receipt and acceptance of all the items, the payment gateway is informed, and a credit/debit card capture is performed to collect payment from customer's 15 chosen payment method. If the chosen payment method is the use of Bitcoins, the customer's Bitcoin account is charged, and coins are stored in the electronic wallet (note that orders made to the different stores are billed separately so payments made to other merchant stores 18 are not affected by payments made to merchant stores 18 that may be subject of customer 15 complaints or purchase returns). Payment confirmation is then forwarded to customers registered e-mail addresses. The customer 15 will also receive an electronic receipt through the e-mail address he/she provided during registration. He/she can also download his/her receipt through the website or web-based application 17 using the customer computing device 16.

FIG. 14 illustrates how a customer 15 can give feedback on services received and reward the players involved.

Step 1 as illustrated in FIG. 14 characterizing a customer 15 receiving orders: After a customer 15 confirms acceptance of the goods and payment has been collected, the customer 15 is given the opportunity to give his/her feedback to any or all of the grocer 20, dispatcher/collector 24, and/or driver 22. The customer is to rate each of their services and/or performances from one (1) to five (5), with (five) 5 being the highest score. The customer 15 can also choose not to give any rating to any or all of them and this will not affect their

performance rating within the e-commerce shopping system **02** of the herein disclosed implementations.

Step 2 as illustrated in FIG. 14 characterizing tipping of the grocer **20**, dispatcher/collector **24**, or driver **22**: A customer **15** who would wish to reward the services of any or all of the grocer **20**, dispatcher/collector **24**, and/or driver **22** can do so through the in-app tipping service. The in-app tipping service allows the customer **15** to forward additional monetary reward of any amount directly to either or all of the grocer's **20**, dispatcher's/collector's **24**, and/or driver's **22** personal debit cards. The grocer **20**, dispatcher/collector **24**, and/or driver **22** who receives a tip will be notified immediately through their respective apps that they have been paid a tip by the customer **15**. They are given the opportunity to thank the customer **15** through a generated template reply or they can create their own personal "thank you" message.

After the transaction is completed, the customer **15** is then given a window time of seven (7) days to return items he/she wishes to return. If after seven (7) days and no returns or complaints have been received, the transaction is closed and becomes final and is stored in the historical database **27** in the e-commerce platform **02** for future reference and/or for future use.

Another aspect of the present invention is directed to a computer-based system for enabling the customer to utilize the customer computing device **16** to shop in the e-commerce platform **02** that is programmably configured and arranged to generate and process the purchase transaction request message, wherein the data communication network **26** is established between the customer computing device **16** and the e-commerce platform **02**.

In the system aspect of the present invention, the purchase transaction message includes data which are indicative of attributes of a plurality of selectable items associated with a plurality of merchant stores **18** distantly and independently situated relative to at least one physical establishment, a plurality of selectable delivery services, a selected delivery service, a delivery service notification, a purchase order, a delivery notification, and payment details.

In the system aspect of the present invention, the e-commerce platform **02** is further programmably configured and arranged to: (i) receive from the customer computing device **16** customer preferred attributes from the attributes of the plurality of selectable items; (ii) present on the display unit of the customer computing device **16** the plurality of selectable delivery services associated with the received customer preferred attributes; (iii) receive from the customer computing device **16** the selected delivery service from the plurality of selectable delivery services; (iv) transmit to the driver computing device **23-A** in operative communication with the e-commerce platform **02** via the data communication network **26** the delivery service notification associated with the selected delivery service; and (v) process the purchase order based on the received customer preferred attributes and the selected delivery service.

In the system aspect of the present invention, the e-commerce platform **02** is further programmably configured and arranged to transmit to at least one of the customer computing device **16**, the driver computing device **23-A**, the grocer computing device **28**, the dispatcher computing device **25-A**, and the collector computing device **25-A** a delivery notification based on the processed purchase order, wherein the grocer, dispatcher, and collector computing

devices **28**, **25-A**, **25-A** are in operative communication with the e-commerce platform **02** via the data communication network **26**.

In the system aspect of the present invention, the e-commerce platform **02** is further programmably configured and arranged to process the payment details, such as amount of payment, PIN, card expiration month and year, or other payment transaction details, corresponding to the transaction request message.

In the system aspect of the present invention, the e-commerce platform **02** is further programmably configured and arranged to present on the display unit of the customer computing device **16** the status information associated with the processed purchase order.

In the system aspect of the present invention, the e-commerce platform **02** is further programmably configured and arranged to store in the storage unit thereof the data indicative of the processed purchase order, wherein the stored purchase order information are retrievable from the storage unit for future use.

In the system aspect of the present invention, the e-commerce platform **02** is further programmably configured and arranged to receive from the customer computing device **16** the data indicative of the customer feedback associated with the processed purchase order.

One or more aspects of the present invention may also be implemented. A kiosk unit comprising, for example: (a) a base with vertical supporting structure having a front, a rear, and a top surface lying in a plane which slants downwardly from said rear of said base vertical structure to said front of said base vertical structure; and (b) a top cover rotatable with respect to said base and having a bottom surface that faces said base top surface, a front, and a rear.

Note that the disclosure of the processes and components embodied in this invention has been presented for purposes of illustration and description. It is not intended to be exhaustive or to limit the invention to the precise forms disclosed. Variations and modifications of the processes and components herein described will readily appear to those who are skilled in the art. The scope of the present invention is to be defined only by the claims appended and by their equivalents. The claims are not limited to the processes or components and have been written to preclude such a narrow construction using the principles of claim differentiation. Consequently, departures may be prescribed from the herein described process(es), method(s), step(s), and/or system(s) without departing from the spirit and scope of the claims which follow.

Claims

1. A system for enabling a customer to utilize a customer computing device to shop in an electronic commerce platform programmably configured and arranged to generate and process a purchase transaction request message including data indicative of attributes of a plurality of selectable items associated with a plurality of merchant stores distantly and independently situated relative to at least one physical establishment, a plurality of selectable delivery services, a selected delivery service, a delivery service notification, a purchase order, a delivery notification, and payment details, a data communication network being established between the customer computing device and the electronic commerce platform, the system comprising the electronic commerce platform that is further programmably configured and arranged to:

receive from the customer computing device customer preferred attributes from the attributes of the plurality of selectable items;

present on a display unit of the customer computing device the plurality of selectable delivery services associated with the received customer preferred attributes;

receive from the customer computing device the selected delivery service from the plurality of selectable delivery services;

transmit to a driver computing device in operative communication with the electronic commerce platform via the data communication network the delivery service notification associated with the selected delivery service;

process the purchase order based on the received customer preferred attributes and the selected delivery service;

transmit to at least one of the customer computing device, the driver computing device, a grocer computing device, a dispatcher computing device, and a collector computing device a delivery notification based on the processed purchase order, grocer, dispatcher, and collector computing devices being in operative communication with the electronic commerce platform via the data communication network;

process the payment details corresponding to the transaction request message; and

store in a storage unit thereof, the data indicative of the processed purchase order, wherein the stored purchase order information are retrievable from the storage unit for future use.
2. The system according to claim 1, wherein the electronic commerce platform is further programmably configured and arranged to present on the display unit of the customer computing device status information associated with the processed purchase order.
3. The system according to claim 1, wherein the electronic commerce platform is further programmably configured and arranged to receive from the customer computing device the data indicative of a customer feedback associated with the processed purchase order.
4. The system according to claim 1, wherein the electronic commerce platform includes an application server computer that runs any of a web-based electronic commerce

application and a mobile-based electronic commerce application, each of which is accessible to any one of the customer computing device, the grocer computing device, the driver computing device, the dispatcher computing device, and the collector computing device via the data communication network.

5. The system according to claim 4, wherein any of the web-based and mobile-based electronic commerce applications is configured to provide access to one or more customer services as a customer application.
6. The system according to claim 4, wherein any of the web-based and mobile-based electronic commerce applications is configured to provide access to at least one of one or more grocer services as a grocer application, one or more driver services as a driver application, one or more dispatcher services as a dispatcher application, and one or more collector services as a collector application.

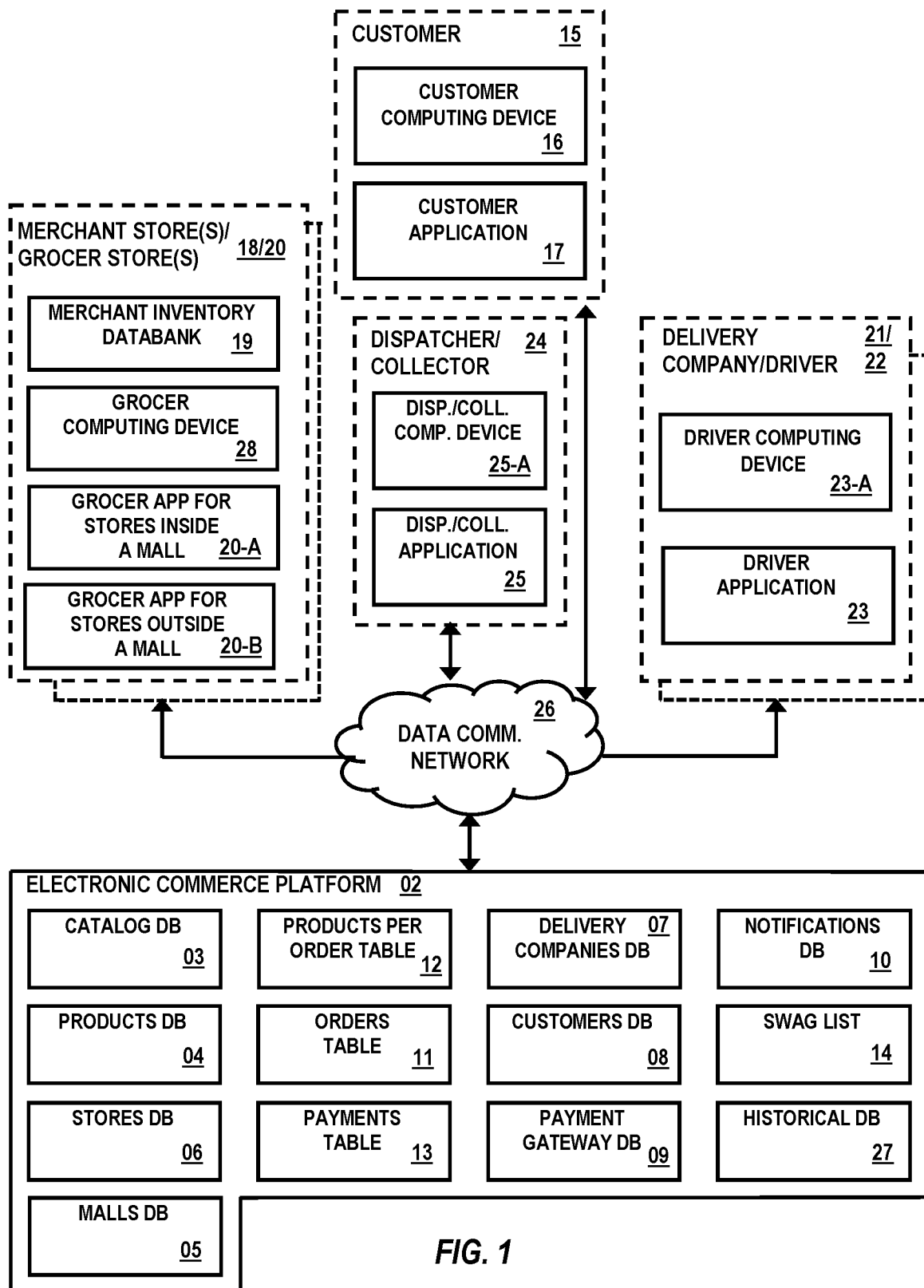
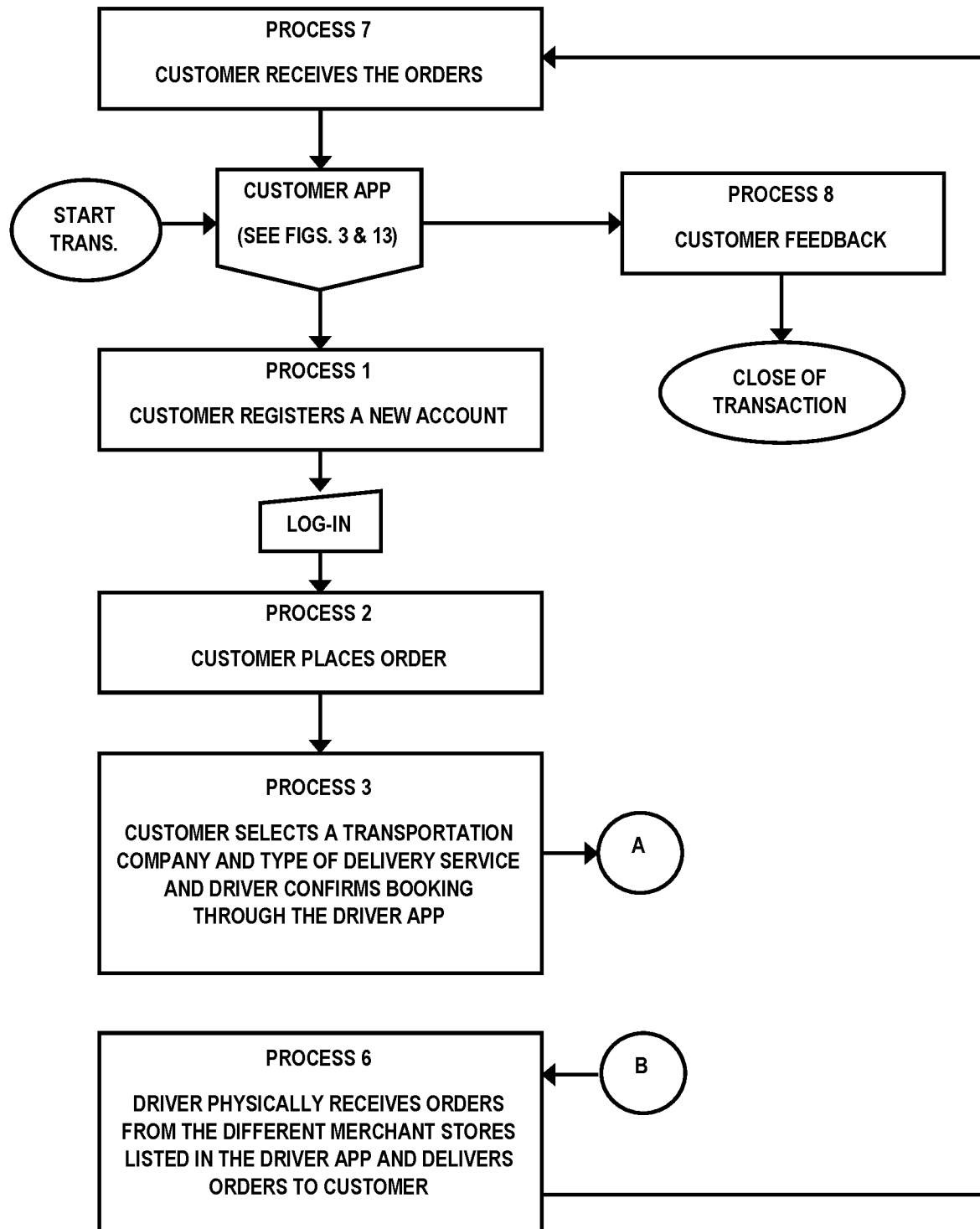
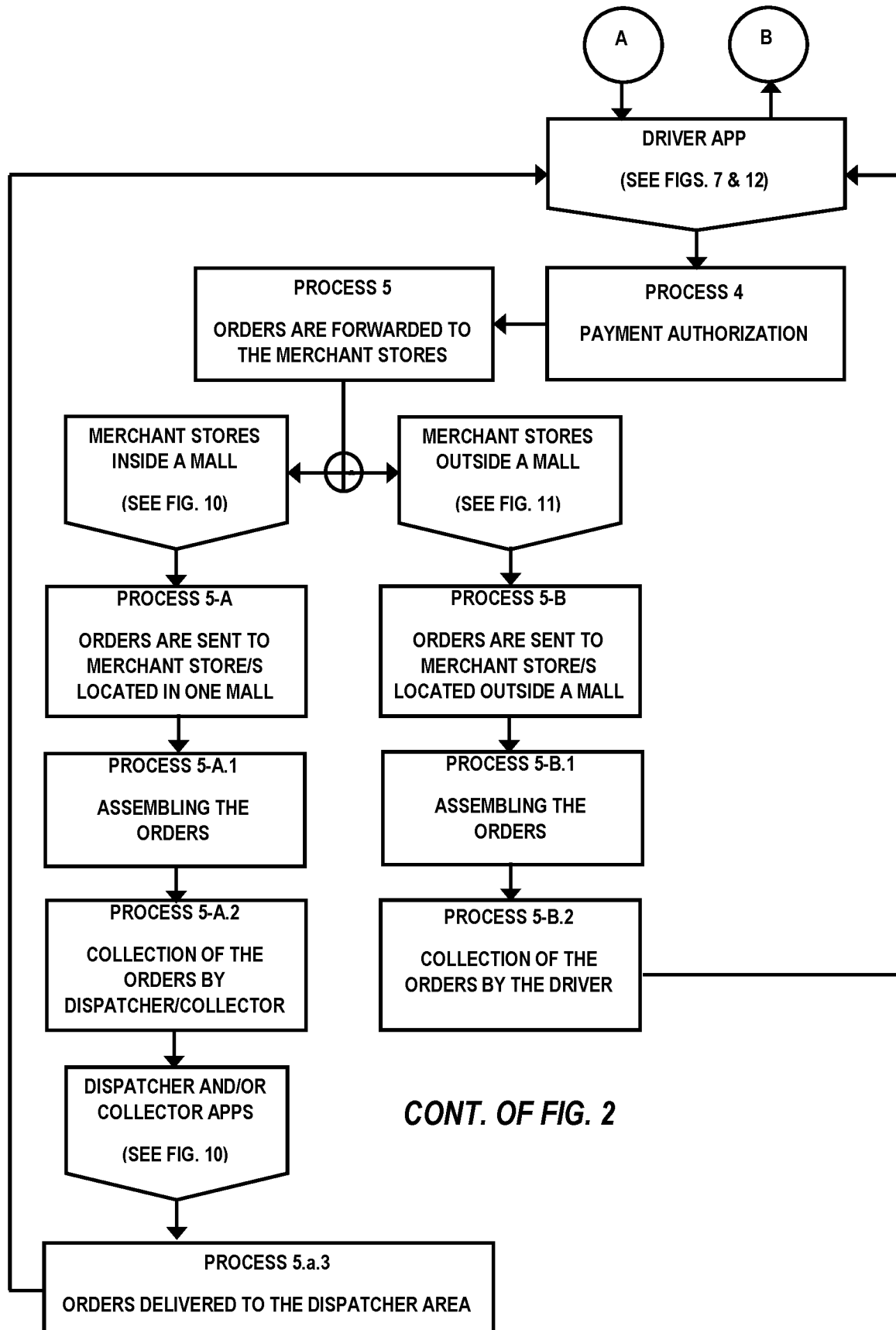
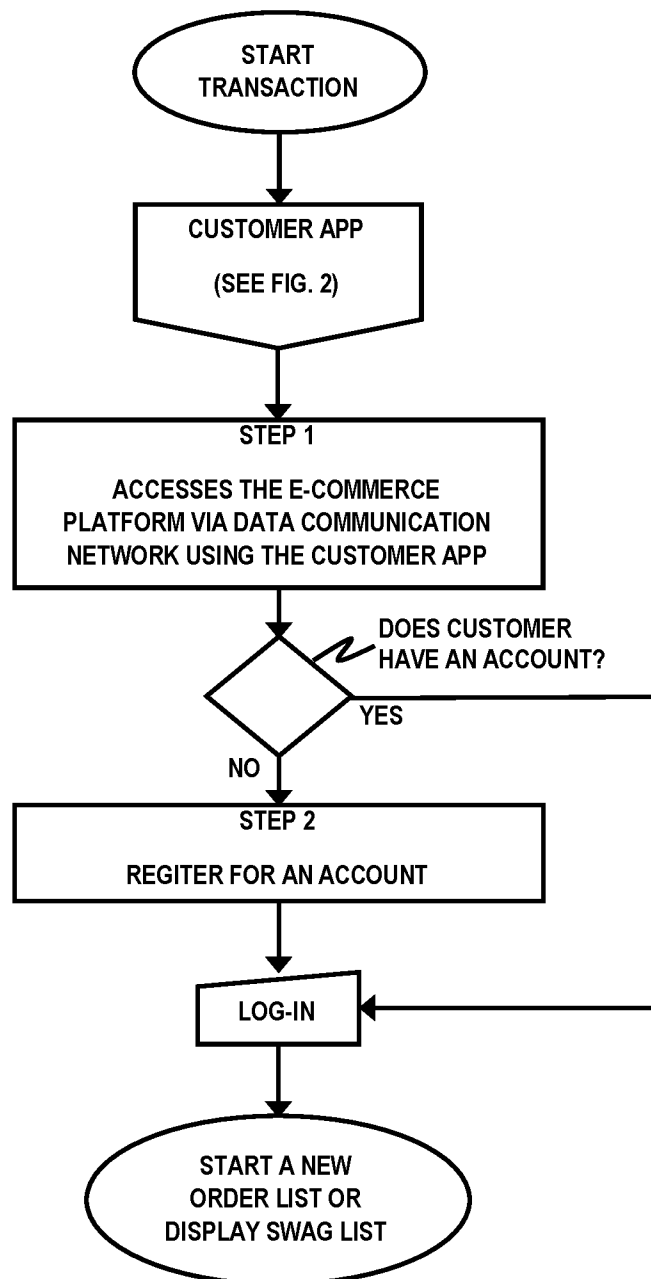
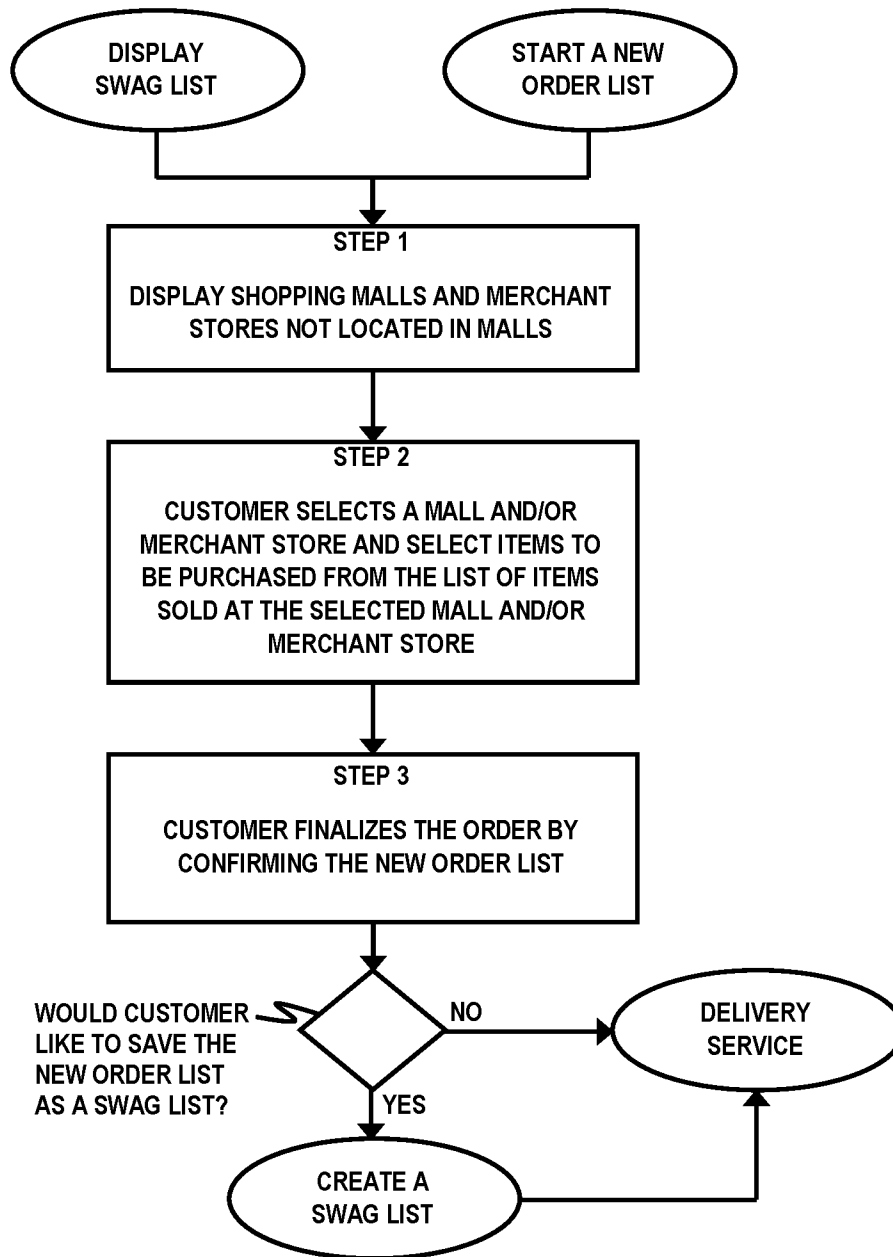


FIG. 1

**FIG. 2**



**FIG. 3**

**FIG. 4**

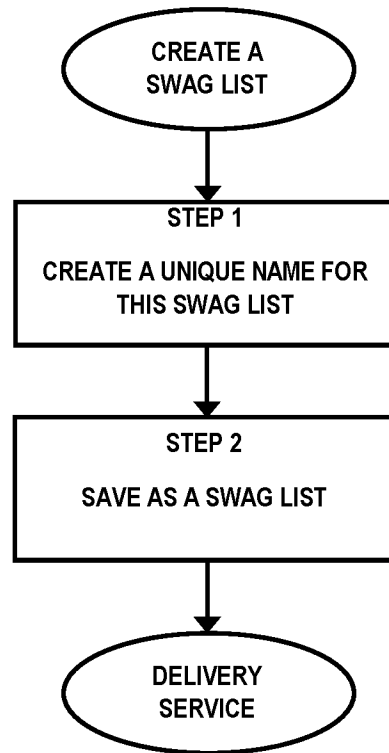
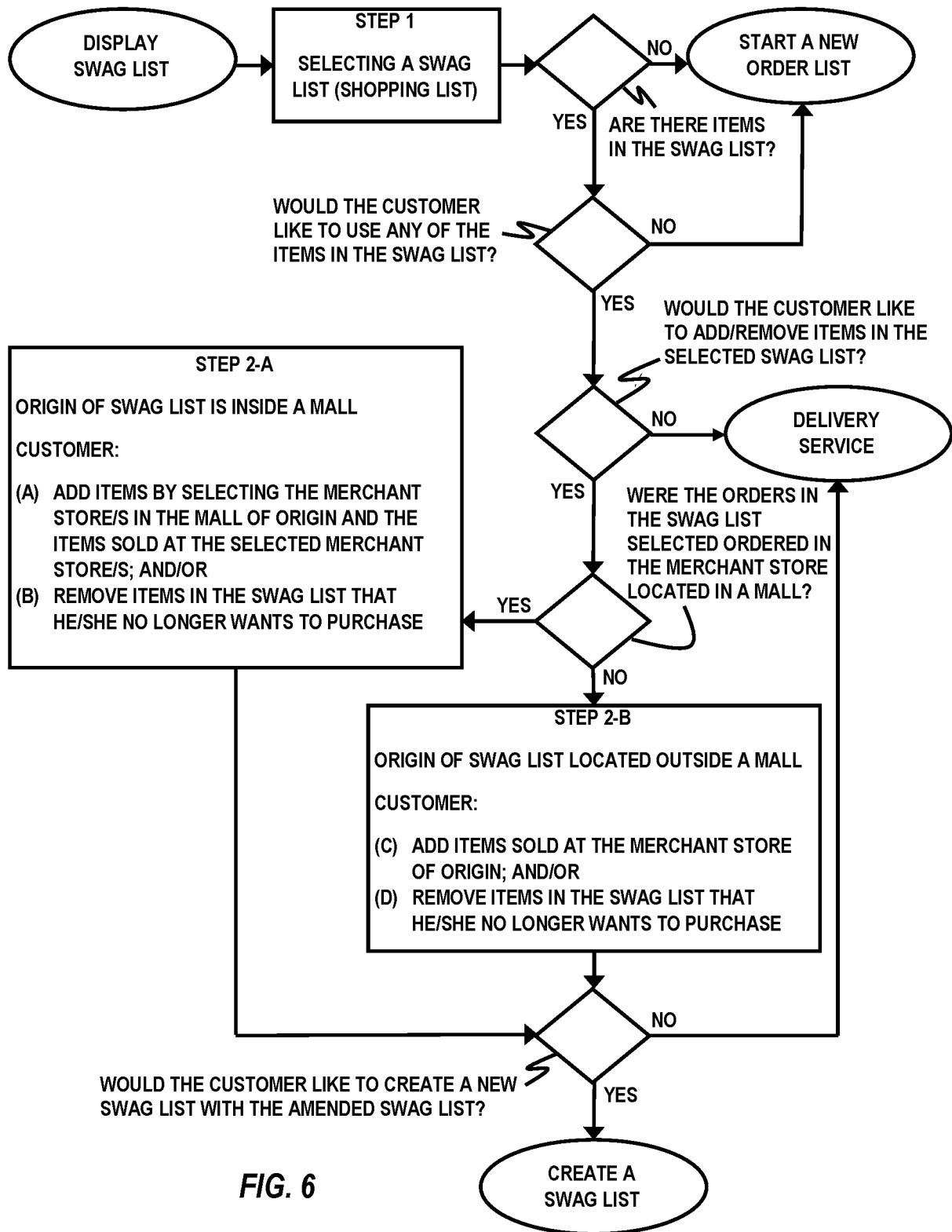


FIG. 5



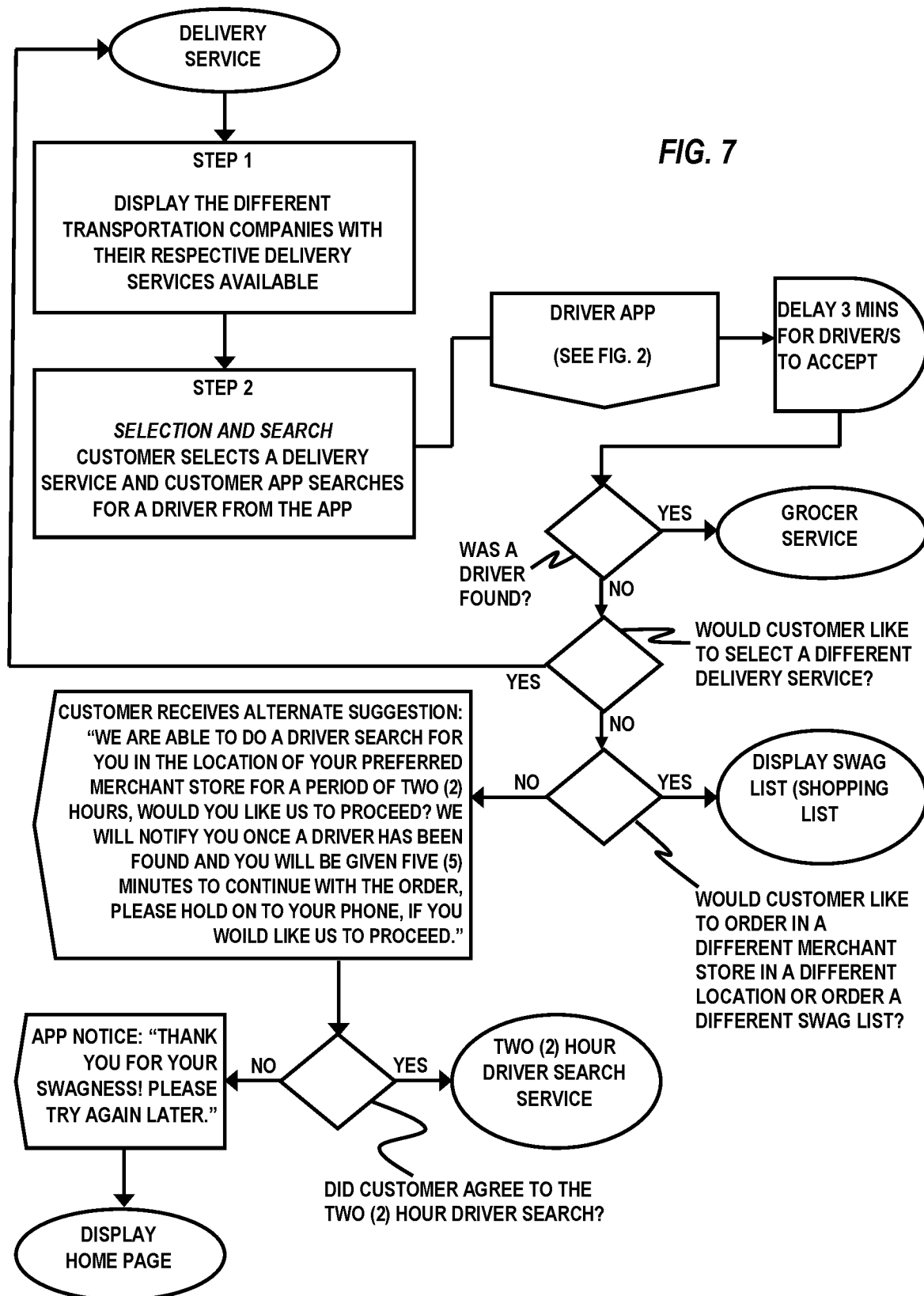
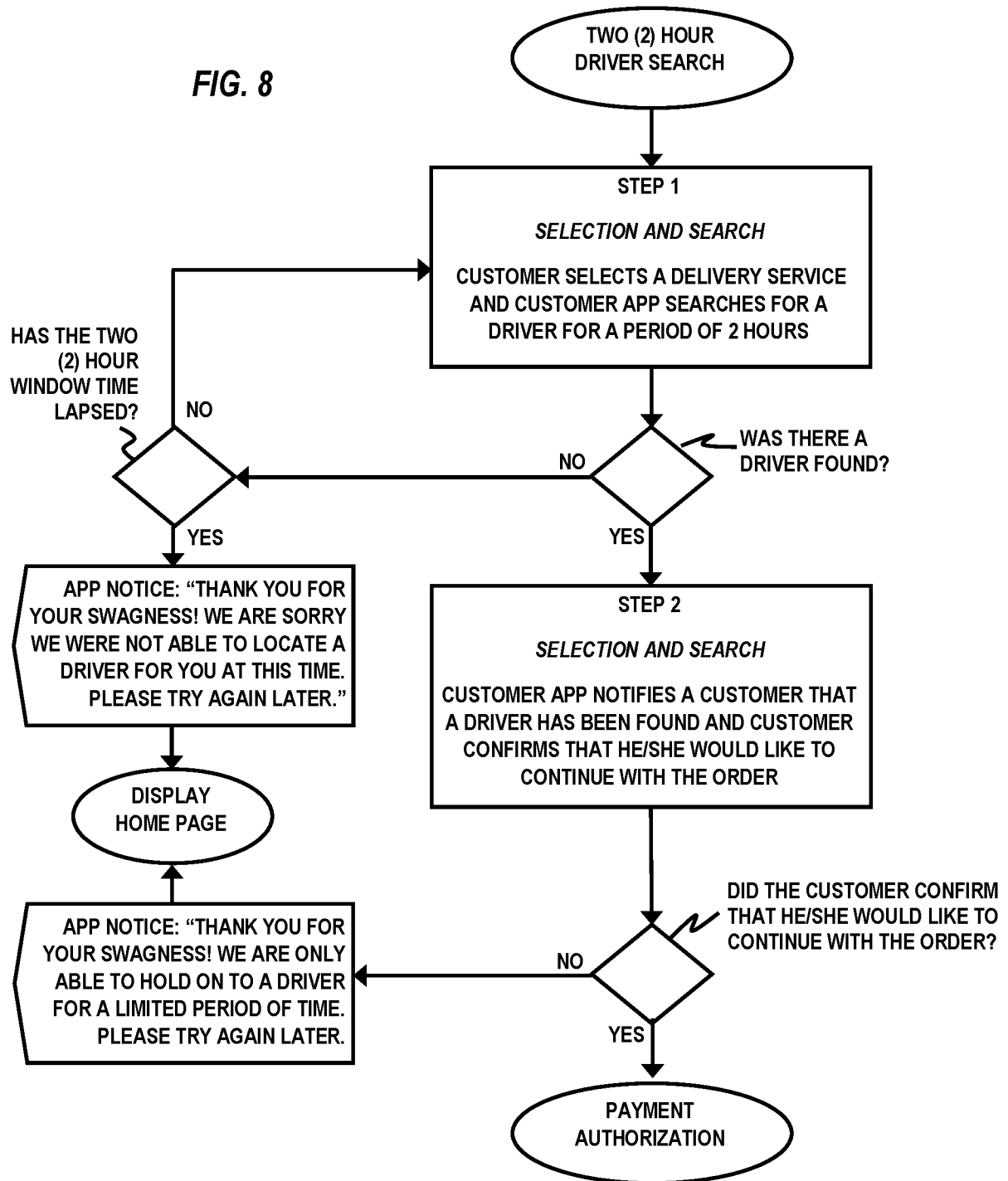
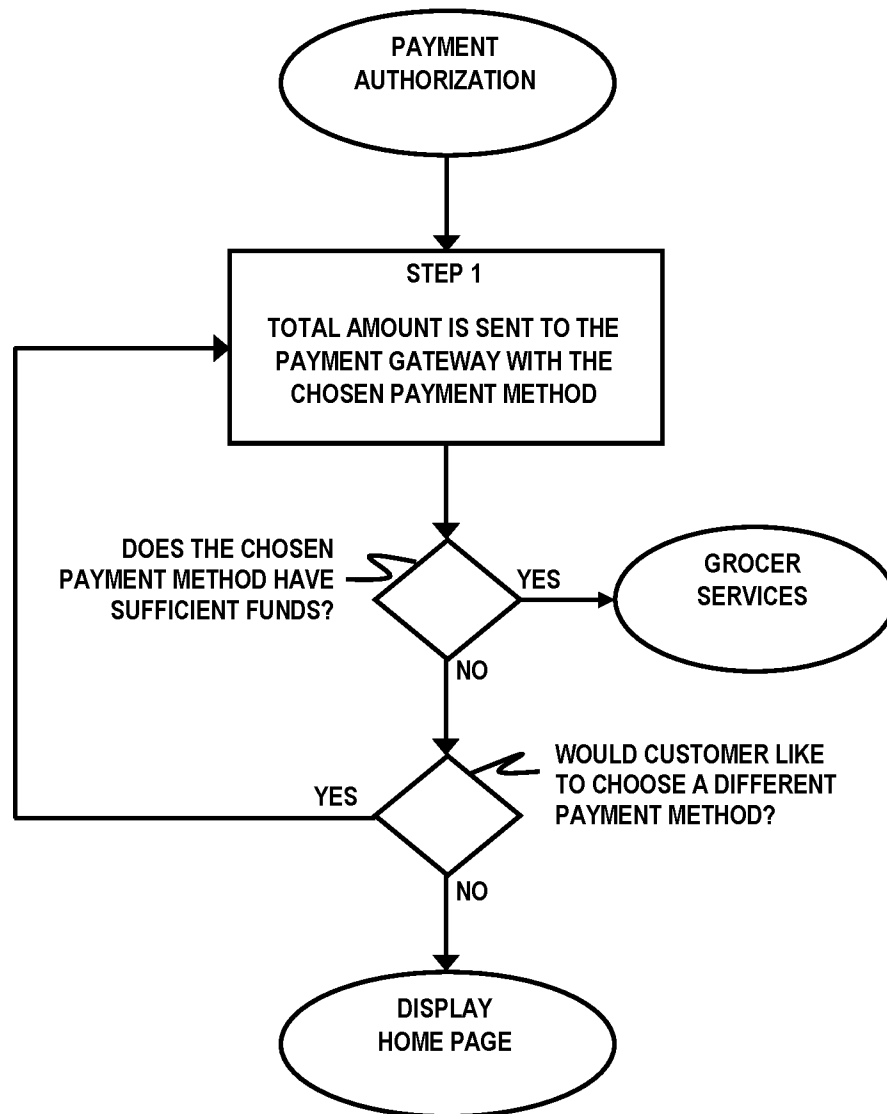
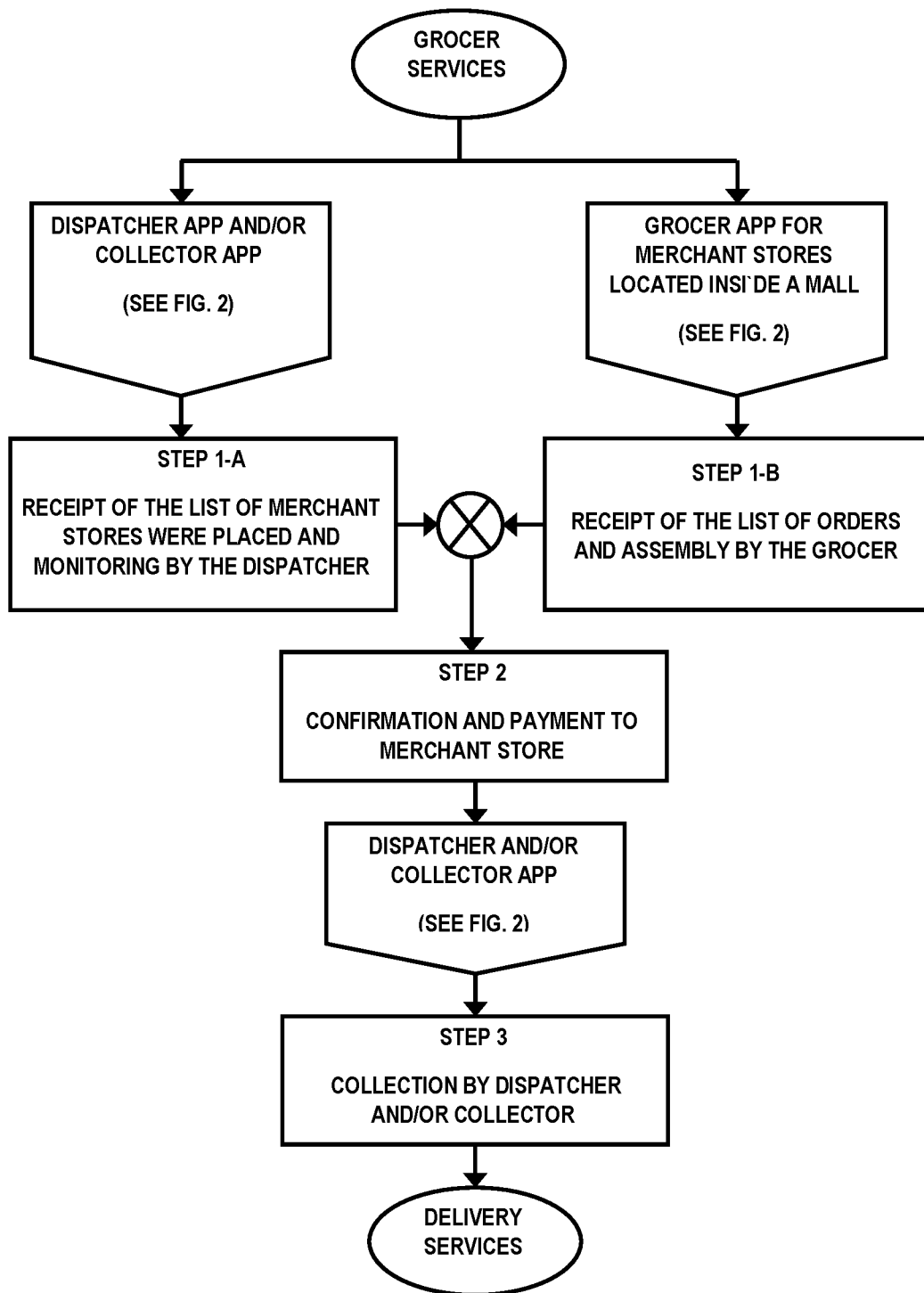
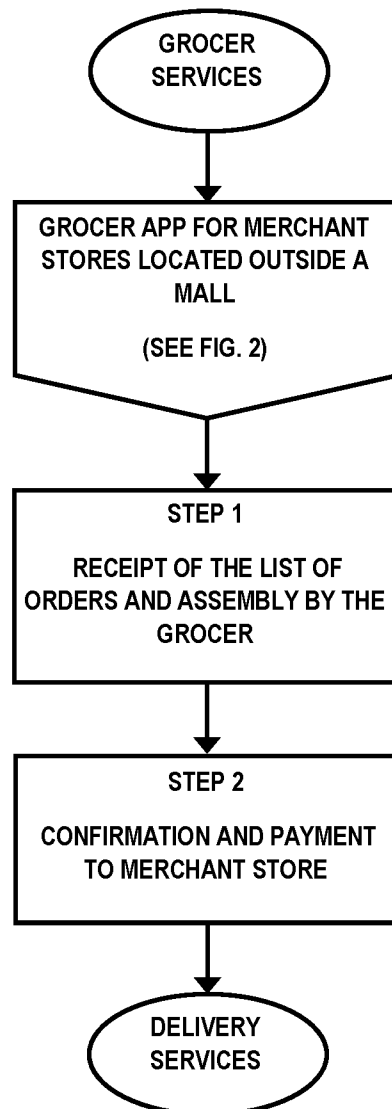


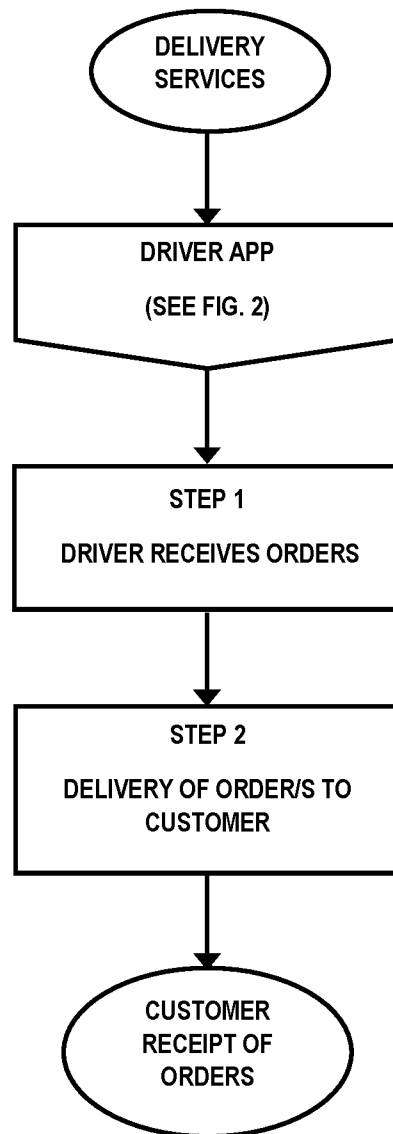
FIG. 8

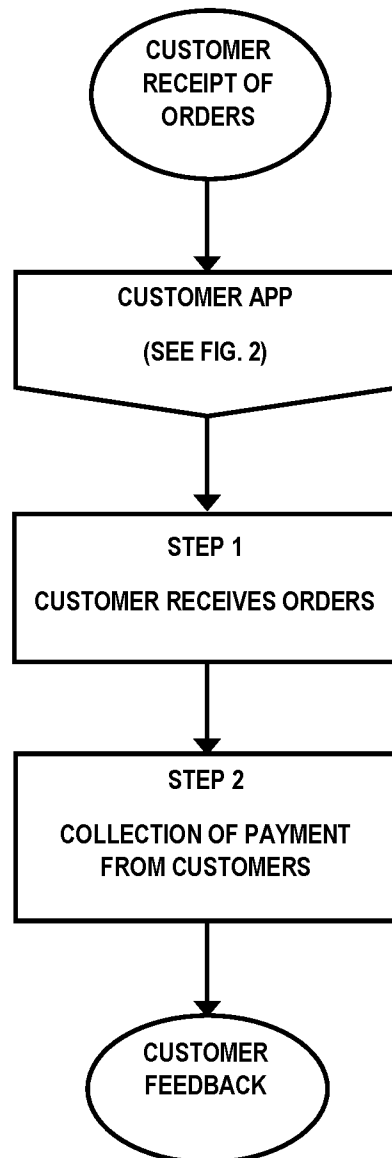


**FIG. 9**

**FIG. 10**

**FIG. 11**

**FIG. 12**

**FIG. 13**

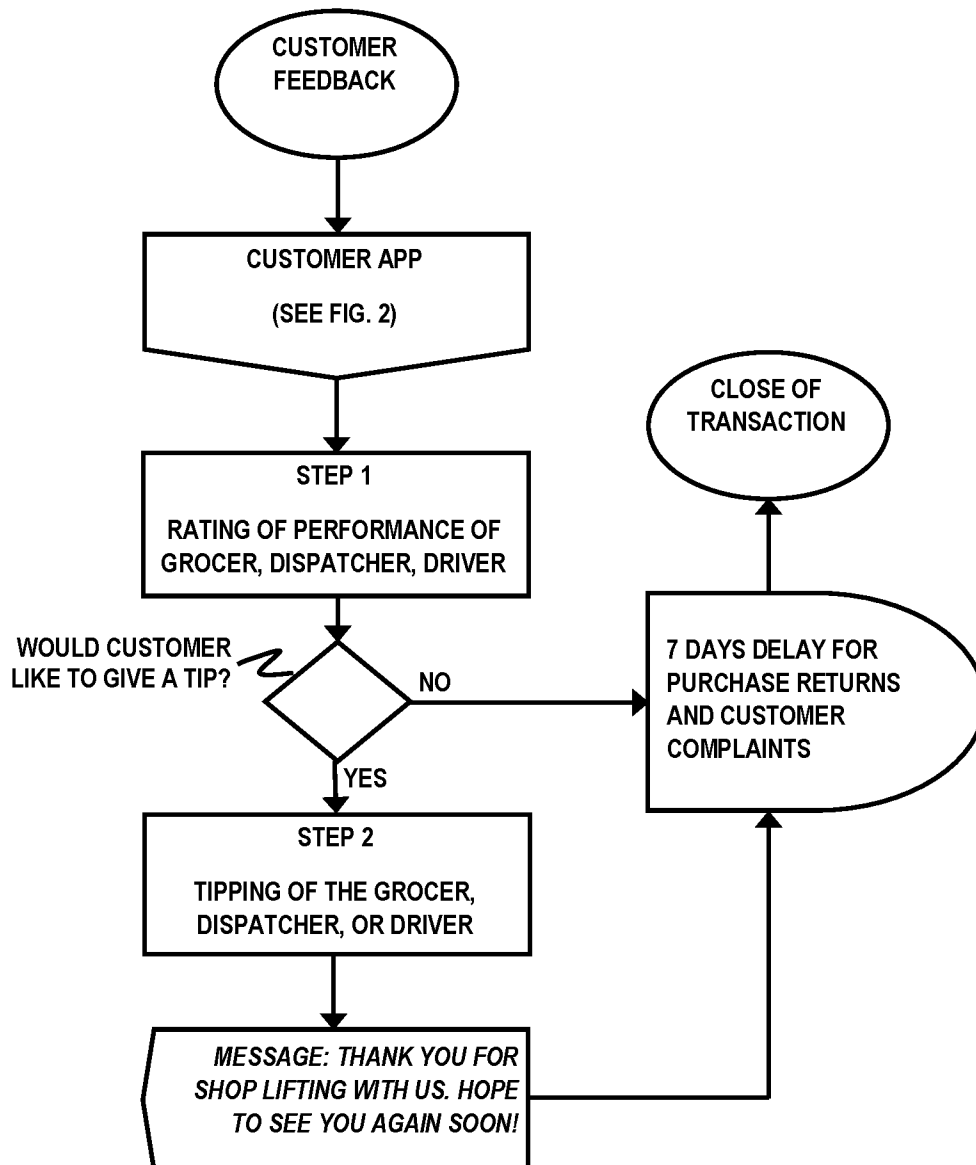


FIG. 14

INTERNATIONAL SEARCH REPORT

International application No

PCT/IB2019/051554

A. CLASSIFICATION OF SUBJECT MATTER

INV. G06Q30/06

ADD.

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)

G06Q

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)

EPO-Internal, WPI Data

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	KR 2016 0015351 A (EBAY KOREA CO LTD [KR]) 12 February 2016 (2016-02-12) abstract	1-6
X	----- NZ 507 421 A (MMEDIATE DELIVERY COMPANY LTD) 25 July 2003 (2003-07-25) abstract	1-6
X	----- US 2017/124511 A1 (MUELLER ULRIKE VANESSA [US] ET AL) 4 May 2017 (2017-05-04) abstract	1-6



Further documents are listed in the continuation of Box C.



See patent family annex.

* Special categories of cited documents :

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"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

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"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

14 October 2019

Date of mailing of the international search report

24/10/2019

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Authorized officer

Pomocka, Marek

INTERNATIONAL SEARCH REPORT

Information on patent family members

International application No

PCT/IB2019/051554

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
KR 20160015351 A	12-02-2016	NONE	
NZ 507421 A	25-07-2003	NONE	
US 2017124511 A1	04-05-2017	NONE	