

(19) World Intellectual Property Organization
International Bureau



(43) International Publication Date
30 May 2002 (30.05.2002)

PCT

(10) International Publication Number
WO 02/042870 A3

(51) International Patent Classification⁷: **G06F 17/60**

(21) International Application Number: PCT/US01/43395

(22) International Filing Date:
21 November 2001 (21.11.2001)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
60/252,226 21 November 2000 (21.11.2000) US
60/305,215 12 July 2001 (12.07.2001) US

(71) Applicant (for all designated States except US): **AMERICAN ARBITRATION ASSOCIATION** [US/US]; 335 Madison Avenue, New York, NY 10017 (US).

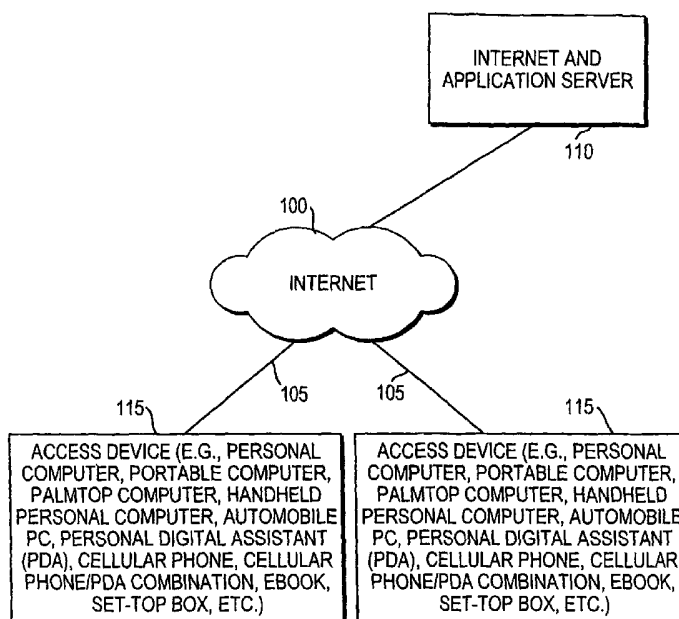
(72) Inventors; and

(75) Inventors/Applicants (for US only): **SLATE, William, K, II** [US/US]; 750 South Second Street, Philadelphia, PA 19147 (US). **EMMERT, John, C., Jr.** [US/US]; 138 Kilburn Road, Garden City, NY 11530 (US). **NAIMARK,**

Richard, W. [US/US]; 45 Maple Avenue, Plainsboro, NJ 08536 (US). **ROSSI, Francesco** [US/US]; 70 Leslie Road, Newburgh, NY 12250 (US). **MOORE, Debi, Miller** [US/US]; 4014 Amyington Drive, Charlotte, NC 28226 (US). **STRATHMANN, Gerald** [US/US]; 996 Hale Street, Beverly, MA 01915 (US). **RUMNEY, Cynthia** [US/US]; 3909 Chimney Rock Drive, Plano, TX 75023 (US). **WILLIAMS, Joseph** [US/US]; 300 East 56th Street, New York, NY 10022 (US). **KHUTORSKY, Interna** [US/US]; 2100 Linwood Avenue, Fort Lee, NJ 07024 (US). **DOYTCHINOV, Oggy** [BG/US]; 11 Adams Street, Port Washington, NY 11050 (US). **CRISMAN, Douglas, W.** [US/US]; 30 Stonebridge Lane, Princeton, NJ 08540 (US). **ZYLOWSKI, Robert, S.** [US/US]; 206 Fairfield Lane, Hillsborough, NJ 08844 (US). **KREITZBURG, Charles, B.** [US/US]; 51 Everett Drive, Princeton Junction, NJ 08550 (US). **GREEN, Jodi** [US/US]; 160 West 71st Street, Apt. 5E, New York, NY 10023 (US). **BALLEY, Richard, D.** [US/US]; 2 Sadore Lane #1E, Yonkers, NY 10710 (US). **VASILENIUC, Daniel, R.** [US/US]; 3619A Laurel Bluff Circle, High Point, NC 27265 (US). **MEASE, Morton** [US/US]; 4301 Forest Glen Drive, Hoffman Estates, IL 60195 (US). **PALOMINO, Jose**

[Continued on next page]

(54) Title: ELECTRONIC SYSTEMS AND METHODS FOR DISPUTE MANAGEMENT



(57) Abstract: Electronic systems and methods for providing dispute management in a dispute management application. The invention may be implemented using any suitable communications network. Internet and application server (110) may be server suitable for providing access (115) to the dispute management application. Links (105) may include any transmission medium suitable for providing Internet access to access devices (115). Therefore, it would be desirable to provide an electronic dispute management application that provides users with electronic features for dispute resolution.



WO 02/042870 A3



[US/US]; 5823 Liebig Avenue, Riverdale, NY 10471 (US). **TESTER, Jody, W.** [US/US]; 3611 Buffington Place, Greensboro, NC 27410 (US). **SMITH, Richard, R.** [US/US]; 200 Coltsgate Drive, Kernersville, NC 27284 (US). **HAWKINS, James, P.** [US/US]; 10327 Lady Grace Lane, Charlotte, NC 28270 (US).

(74) **Agents: PIERRI, Margaret, A.** et al.; c/o Fish & Neave, 1251 Avenue of the Americas, New York, NY 10020 (US).

(81) **Designated States (national):** AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN, YU, ZA, ZM, ZW.

(84) **Designated States (regional):** ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

— with international search report

(88) **Date of publication of the international search report:**
13 February 2003

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/US01/43395

A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 17/60

US CL : 705/80

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)

U.S. : 705/1, 80

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)
Please See Continuation Sheet

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,E	US 2001/0044729 A1 (POMERANCE) 22 November 2001 (22.11.2001), see abstract.	1-327
X,E	US 2002/0007362 A1 (COLLINS et al.) 17 January 2002 (17.01.2002), see entire document.	1-327
X	US 5,495,412 (THIESSEN) 27 February 1996 (27.02.1996), see entire document.	1-327
X	US 5,895,450 (SLOO) 20 April 1999 (20.04.1999), see entire document.	1-327
X	US 5,956,687 (WAMSLEY et al.) 21 September 1999 (21.09.1999), see abstract.	1-327
X,E	US 6,330,551 B1 (BURCHETTA et al.) 11 December 2001 (11.12.2001), see entire document.	1-327
X	CHAUDHURY, A. "What can computer programs do to facilitate negotiation processes?" ACM Press, 1991, pages 269-284.	1-327
X	BAKOS, Y. "The emerging role of electronic marketplaces on the Internet." ACM Press, August 1998, Vol. 41, No. 8, pages 35-42.	1-327



Further documents are listed in the continuation of Box C.



See patent family annex.

* Special categories of cited documents:		"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
"A"	document defining the general state of the art which is not considered to be of particular relevance	"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
"E"	earlier application or patent published on or after the international filing date	"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
"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)	"&"	document member of the same patent family
"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		

Date of the actual completion of the international search

26 June 2002 (26.06.2002)

Date of mailing of the international search report

04 SEP 2002

Name and mailing address of the ISA/US

Commissioner of Patents and Trademarks
Box PCT
Washington, D.C. 20231

Facsimile No. (703)305-3230

Authorized officer

Emanuel T. Voeltz

Telephone No. 703-305-3900

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US01/43395

C. (Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	WEINER, A. "Opportunities and Initiatives in Online Dispute Resolution." [online], Summer 2000, Vol. 24, No. 3 [retrieved on 2002-04-01]. Retrieved from the Internet: <URL:http://www.mediate.com/articles/awiener1.cfm> .	1-327

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US01/43395

Continuation of B. FIELDS SEARCHED Item 3:

PROQUEST; GOOGLE

search terms: arbitration, negotiation, resolution, dispute, legal, electronic, virtual, computer, internet, automated, management, judgment, court, case, parties, plaintiff, defendant, seller, buyer, trial, lawsuit.