(54) Title: SYSTEM AND METHOD FOR MANAGING RENTALS FROM A RENTAL SERVICE PROVIDER

(57) Abstract: A system (80) manages vehicle rentals (81) from a service provider (82) for a plurality of users (84, 86), such as claims adjusters or claims managers. The system includes a server (88) having a routine (96) and a database (98) with vehicle rental variables (100) associated with each of the rentals, a plurality of client systems (90, 92) for the users, and a global communication network, such as the Internet (94), interconnecting the server with the client systems. Each client system includes a data entry component (102) selecting one of the variables, entering a value (104) corresponding to the selected variable, and entering a request (106) for a report (108) based upon the value and the selected variable. The network sends the request from one of the client systems to the server. The routine generates the report for at least one of the rentals for which the selected variable differs from the entered value. The network sends the report to the requesting one of the client systems.
Declaration under Rule 4.17:
— as to applicant’s entitlement to apply for and be granted a patent (Rule 4.17(ii)) for all designations

Published:
— with international search report

(88) Date of publication of the international search report:
27 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**

**A. CLASSIFICATION OF SUBJECT MATTER**
- IPC(7) : G06F 17/60
- US CL : 705/5
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. : 705/4, 5

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)
- vehicle, car, rent, rental, provider, insurance, claim, manage, report, request, reservation.

**C. DOCUMENTS CONSIDERED TO BE RELEVANT**

<table>
<thead>
<tr>
<th>Category</th>
<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A,P</td>
<td>US 2001/0056361 A1 (SENDOUDA) 27 December 2001 (27.12.2001); see abstract; page 1, paragraph 2.</td>
<td>1-48</td>
</tr>
<tr>
<td>A,E</td>
<td>US 2002/0035488 A1 (AQUALIA et al.) 21 March 2002 (21.03.2002); see abstract; page 2, paragraph 17; page 5, paragraph 96.</td>
<td>1-48</td>
</tr>
<tr>
<td>A,E</td>
<td>US 2002/0072938 A1 (BLACK et al.) 13 June 2002 (13.06.2002); see abstract; page 1, paragraph 3.</td>
<td>1-48</td>
</tr>
</tbody>
</table>

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

- "A" document defining the general state of the art which is not considered to be of particular relevance
- "E" earlier application or patent published on or after the international filing date
- "L" document which may throw doubt on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)
- "O" document referring to an oral disclosure, use, exhibition or other means
- "P" document published prior to the international filing date but later than the priority date claimed
- "T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
- "X" document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
- "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art
- "&" document member of the same patent family

**Date of the actual completion of the international search**
04 July 2002 (04.07.2002)

**Date of mailing of the international search report**
12 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 Todd Voeltz
Telephone No. 703-305-3900

Form PCT/ISA/210 (second sheet) (July 1998)