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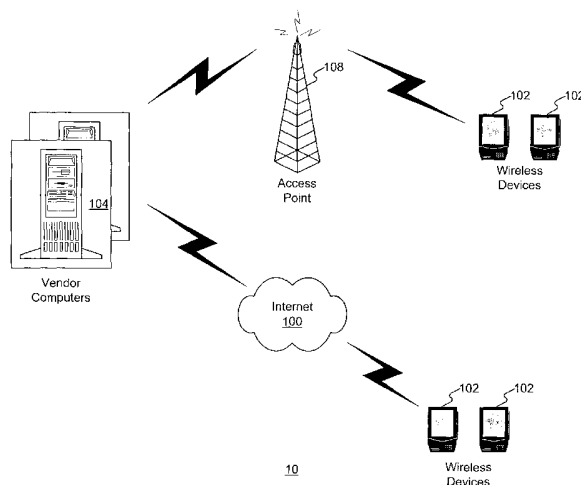
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[Continued on next page]

(54) Title: METHODS AND SYSTEMS FOR USING PORTABLE DEVICES TO PROVIDE MERCHANDISING INFORMATION



(57) Abstract: A system and method that provides real-time product and services information to sales personnel so that they may provide accurate information to consumers and to the consumers directly so that they may service themselves. In one embodiment, the present system includes at least one device interfacing with a plurality of consumer and product databases (118, 120). When a sales associate receives a request for product information from a consumer, the associate inputs the product information into at least one device. The device communicates with a vendor computer (104) over a wireless (102) interface to search at least one database (118, 120) associated with a merchant to identify information about products and services that satisfies the request and/or identifies up-sell and cross-sell products and services. The vendor computer transmits retrieved information to the device, and sales associate communicates timely and accurate product information to the consumer.



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 real-time, product, service, order, information, consumer, sales associate, personnel, vendor, supplier, interface, database.

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X,P	US 2001/0029481 A1 (DOHERTY et al.) 11 October 2001 (11.10.2001); see abstract; page 1, paragraphs 1-3	1-25
A,P	US 2002/0019761 A1 (LIDOW) 14 February 2002 (14.02.2002); see abstract; page 2, paragraphs 18-21.	1-25
X,E	US 2002/0091618 A1 (YANG) 11 July 2002 (11.07.2002); see abstract; page 1, paragraphs 3-5.	1-25
A,E	US 2002/0091619 A1 (YANG) 11 July 2002 (11.07.2002); see abstract; page 1, paragraphs 1-3.	1-25
A,P	JP02001282835A (HASHIMOTO) 12 October 2001 (12.10.2001); see abstract.	1-25

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

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