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CORMIER, Shawn, R. [US/US]; 9327 Sonora Avenue,
Brentwood, MO 63144 (US).

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(74) Agent: VOLK, JR., Benjamin, L.; Thompson Coburn
LLP, One Us Bank Plaza, St. Louis, MO 63101 (US).

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(71) Applicant (for all designated States except US): THE
CRAWFORD GOUP, INC. [US/US]; 600 Corporate Park
Drive, St. Louis, MN 63105 (US).

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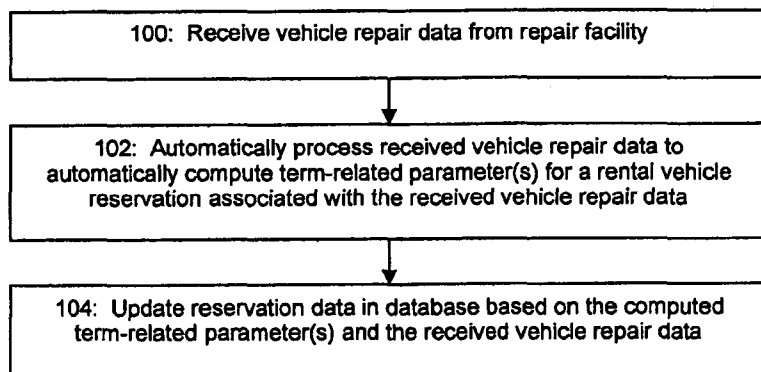
(72) Inventors; and

(75) Inventors/Applicants (for US only): SMITH, David, G.
[US/US]; 10 Venice Place Court, Wildwood, MO 63040
(US). DEVALANCE, Kimberly, A. [US/US]; 13371
Windbrooke Lane, St. Louis, MO 63146 (US). MILLER,
Owen, R. [US/US]; 16538 Westglen Farms Drive, Wild-
wood, MO 63011 (US). MILLER, Regina, M. [US/US];
16538 Westglen Farms Drive, Wildwood, MO 63011
(US). JOURIS, Jon, B. [US/US]; 815 Dielman Road,
Olivette, MO 63132 (US). CONCANNON, Maribeth
[US/US]; 9402 White Avenue, St. Louis, MO 63144 (US).

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(54) Title: SYSTEM AND METHOD FOR IMPROVED RENTAL VEHICLE RESERVATION MANAGEMENT



(57) Abstract: A method and system are disclosed for managing a rental vehicle reservation based at least in part on automated processing of vehicle repair data corresponding to a disabled vehicle that is related to the rental vehicle reservation. For example, a preferred method and system can automatically compute from the vehicle repair data an amount of time that is likely to be needed by a repair facility to complete repairs to the disabled vehicle, which in turn can drive more accurate management of an authorization period for the rental vehicle reservation. A preferred method and system can also

automatically schedule a callback reminder for the rental vehicle reservation based at least in part on the received vehicle repair data. Further still, detailed audit reports regarding how reservations are managed can be generated by the preferred method and system.

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INTERNATIONAL SEARCH REPORT

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A. CLASSIFICATION OF SUBJECT MATTER
 IPC(8) - G06Q 10/00 (2008.01)
 USPC - 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)
 USPC: 705/5

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched
 USPC: 705/1, 4, 5, 6, 500 (See keywords below)

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
 Pub WEST (USPT, PGPB, JPAB, EPAB), Google Scholar, Dialog Pro.
 Search Terms Used: rental adj vehicle, repair, replac\$, labor, ((vehicle or automo\$) and (repair or maintena\$), labor or work\$, estima\$, disable\$ adj vehicle, insurance, replace\$ near3 vehicle, rent\$ near3 vehicle, vehicle near3 rental, business adj rule, part

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2005/0021378 A1 (Weinstock et al.), 27 January 2005 (27.01.2005), entire document especially para [0003]-[0004]; [0009]; [0018]; [0025]-[0026].	1-133
Y	US 2003/0154111 A1 (Dutra et al.), 14 August 2003 (14.08.2003), entire document especially para [0011]; [0017]; [0019]; [0020]; [0027]; [0082]-[0085].	1-106, 109-116 and 122-129
Y	US 7,145,998 B1 (Holder et al.), 05 December 2006 (05.12.2006), entire document especially col 1, ln 20-61.	35-40, 46, 90-95, 101 and 107-133
Y	WO 2002/21314 A2 (Noik), 14 March 2002 (14.03.2002), entire document especially page 3, ln 3-25; page 6, ln 1-18.	3-21, 37-40, 58-76, 92-95, 109-116 and 122-129.
Y	US 7,020,620 B1 (Bargnes et al.), 28 March 2006 (28.03.2006), entire document especially col 1, ln 45-67; col 5, ln 42 to col 6, ln 18.	5-18, 22-28, 43, 50-55, 60-73, 77-83, 98 and 105-106

Further documents are listed in the continuation of Box C.

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"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
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