

Title (en)

METHODS FOR AUTOMATED ACCESS TO SHIPPING SERVICES

Title (de)

VERFAHREN ZUM AUTOMATISIERTEN ZUGRIFF AUF LIEFERDIENSTE

Title (fr)

PROCEDES D'ACCES AUTOMATISE A DES SERVICES D'EXPEDITION

Publication

EP 1325447 A1 20030709 (EN)

Application

EP 01970641 A 20010906

Priority

- US 0127535 W 20010906
- US 23087100 P 20000907

Abstract (en)

[origin: WO0221388A1] Systems and methods are disclosed for obtaining shipping services information over a network (110) by a telephone call center (130) receiving orders for merchandise. Instructions are received at the telephone call center (130), which permits the telephone call center (130) to access the shipping services information residing on a server (140). The telephone call center (130) generates a request for the shipping services information for shipment of the merchandise. The telephone call center (130) sends the request over the network (110) to the server (140) for the shipping services information. Thereafter, the server (140) sends the requested shipping services information to the telephone call center (130). The shipping service information may be in the format of a label, which may be attached to a package for shipment of the merchandise.

IPC 1-7

G06F 17/60

IPC 8 full level

G06Q 10/00 (2012.01); **G07B 17/00** (2006.01)

CPC (source: EP)

G06Q 10/08 (2013.01); **G07B 17/00508** (2013.01); **G07B 17/0008** (2013.01); **G07B 2017/00588** (2013.01); **G07B 2017/0062** (2013.01)

Designated contracting state (EPC)

AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE TR

DOCDB simple family (publication)

WO 0221388 A1 20020314; AU 9062501 A 20020322; CA 2422182 A1 20020314; EP 1325447 A1 20030709; EP 1325447 A4 20060208; MX PA03002009 A 20041213

DOCDB simple family (application)

US 0127535 W 20010906; AU 9062501 A 20010906; CA 2422182 A 20010906; EP 01970641 A 20010906; MX PA03002009 A 20010906