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ONLINE MARKETPLACE WITH SELLER FINANCING

Abstract

An online marketplace system generates an online marketplace for seller-financed transactions. The system includes a plurality of listings of transaction offerings that are available. The transaction offerings are listed by a plurality of users and are from a plurality of different categories of products and services. The transaction offerings include a plurality of transaction terms, including payment and seller-financing terms. A transaction engine facilitates the negotiation of transaction terms between users and the formation of agreement between users. Transaction coins are awarded during the successful performance of a transaction according to the agreed upon transaction terms. A reputation engine generates trust profiles and trust scores for users. The trust profiles and trust scores are used by parties to evaluate the trustworthiness of the other party. A user interface engine generates a user interface that includes listings from users and trust scores of those users.

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Background/Summary

[0001] This application is a continuation of U.S. patent application Ser. No. 18/331,233, filed Jun. 8, 2023, which is a continuation of U.S. patent application Ser. No. 17/335,935, filed Jun. 1, 2021, now U.S. Pat. No. 11,704,710, which is a continuation of U.S. patent application Ser. No. 16/503,171, filed Jul. 3, 2019, now U.S. Pat. No. 11,055,773, which is a continuation of U.S. patent application Ser. No. 15/326,918, filed Jan. 17, 2017, now U.S. Pat. No. 10,387,950, which is a U.S. National Stage Application of PCT/US2015/040938, filed Jul. 17, 2015, which is a Continuation-In-Part of U.S. patent application Ser. No. 14/335,634, filed Jul. 18, 2014, now U.S. Pat. No. 9,501,791, the disclosures of which are hereby incorporated by reference in their entireties. To the extent appropriate, a claim of priority is made to each of the above disclosed applications.

BACKGROUND

[0002] Marketplaces provide a forum for the exchange of goods and services. Marketplaces ease the exchange of goods and services by providing a common meeting place where those interested in buying or selling can come together to seek mutually beneficial transactions.

[0003] In addition to physical marketplaces, the Internet also allows buyers and sellers to gather in online marketplaces. Online marketplaces have some advantages over physical marketplaces. One advantage is that the buyer and seller do not have to be physically in the same location. Another advantage is that an online marketplace may bring together a much larger number of people, increasing the likelihood that buyers and sellers will be able to find mutually beneficial transactions.

SUMMARY

[0004] In general terms, this disclosure is directed to an online marketplace in which transaction offerings are made available with seller-financing. In one possible configuration and by non-limiting example, the online marketplace includes listings for transaction offerings that include transaction terms, including seller-financing terms. Various aspects are described in this disclosure, which include, but are not limited to, the following aspects.

[0005] One aspect is an online marketplace system comprising: at least one processing device; and at least one computer readable storage device storing data instructions that, when executed by the at least one processing device, cause the at least one processing device to generate an online marketplace for seller-financed transactions, the online marketplace comprising: a plurality of listings of transaction offerings that are available from sellers over time for at least two payments, wherein the listings of transaction offerings include transaction offerings across a plurality of different transaction offering categories; a reputation engine configured to generate and store trust profiles for users of the online marketplace, the trust profiles configured to allow both buyers and sellers to evaluate trustworthiness of each other prior to entering into seller-financed transactions; a

transaction engine configured to interact with the buyers and sellers to define terms of the seller-financed transactions; and a payment engine configured to monitor compliance with the terms of the seller-financed transactions including receipt of payments over time from the buyers.

[0006] Another aspect is an online marketplace system for seller-financed transactions, the marketplace system comprising: at least one processing device; and at least one computer readable storage device storing instructions that, when executed by the at least one processing device, cause the at least one processing device to generate an online marketplace to: receive descriptions of a plurality of transaction offerings from a plurality of seller users of the online marketplace, wherein the transaction offerings are available from the seller users over time for a plurality of payments; generate a plurality of listings, each of the listings including one of the descriptions of the plurality of transactions offerings, wherein the plurality of listings are associated with transaction offerings across a plurality of different transaction offering categories; present at least some of the plurality of listings to buyer users; and facilitate negotiation of binding contracts between the buyer users and the seller users for transfer of the transaction offerings from the seller users to the buyer users, wherein the binding contracts define payment terms, and wherein the payment terms include prices and seller-financing terms including at least two payments to be made by the buyer users to the seller users over a period of time.

[0007] Yet another aspect is a method of facilitating online transactions involving seller financing in an online marketplace, the method comprising: receiving descriptions of a plurality of transaction offerings from a plurality of seller users of the online marketplace, wherein the transaction offerings are available for purchase from the seller users over time for at least two payments; generating a plurality of listings using at least one computing device, each of the listings including one of the descriptions of the plurality of transactions offerings, wherein the plurality of listings are associated with transaction offerings across a plurality of different transaction offering categories; presenting at least some of the plurality of listings to buyer users; and facilitating negotiation of binding contracts between the buyer users and the seller users for the transfer of the transaction offerings from the seller users to the buyer users, wherein the binding contracts define payment terms, and wherein the payment terms include prices and seller-financing terms including at least two payments made by the buyer users to the seller users over a period of time.

[0008] A further aspect is a method of facilitating online transactions involving seller financing, the method comprising: receiving a listing from a seller, using at least one computing device, the listing including: a description of a product; a photograph of the product; and proposed seller-financing terms, including at least a price, a monthly payment amount, and a period of time for the monthly payments; presenting the listing to a buyer; presenting a trust profile of the seller to the buyer, the trust profile including: reputation data including: reputational factors, including: at least one rating of at least one of the seller's prior transactions, from another user; historical data about the seller's conformance to terms of the seller's prior transactions; and information about a verification level of the seller; and a trust score computed based on at least some of the reputational factors, including a number of the seller's prior transactions; and a transaction coins element representing a quantity of transaction coins that have been earned by the seller; receiving an offer to enter into a transaction to purchase the product from the buyer according to the proposed seller-financing terms; presenting the offer to the seller; presenting a trust profile of the buyer to the seller; receiving an acceptance from the seller to define a binding contract with final seller-financing terms between the seller and the buyer using the at least one computing device; managing conformance of the seller and the buyer to the seller-financing terms of the contract using the at least one computing device; and updating the trust profiles of the seller and the buyer based on the conformance of the seller and the buyer to the seller-financing terms of the contract.

[0009] A further aspect is a method of facilitating online transactions involving seller financing, the method comprising: receiving a listing from a seller, using at least one computing device, the listing including: a description of a product; a photograph of the product; and proposed seller-

financing terms, including at least a price, a payment amount, a payment frequency, and a number of payments; presenting the listing to a buyer; presenting a trust profile of the seller to the buyer, the trust profile including: reputation data including: reputational factors, including: at least one rating of at least one of the seller's prior transactions, from another user; historical data about the seller's conformance to terms of the seller's prior transactions; and information about a verification level of the seller; and a trust score computed based on at least some of the reputational factors, including a number of the seller's prior transactions; and a transaction coins element representing a quantity of transaction coins that have been earned by the seller; receiving an offer to enter into a transaction to purchase the product from the buyer according to the proposed seller-financing terms; presenting the offer to the seller; presenting a trust profile of the buyer to the seller; receiving an acceptance from the seller to define a binding contract with final seller-financing terms between the seller and the buyer using the at least one computing device; managing conformance of the seller and the buyer to the seller-financing terms of the contract using the at least one computing device; and updating the trust profiles of the seller and the buyer based on the conformance of the seller and the buyer to the seller-financing terms of the contract.

[0010] Another aspect is a system for facilitating transactions comprising: at least one processing device; and at least one computer readable storage device storing data instructions that, when executed by the at least one processing device, cause the at least one processing device to generate an online marketplace for seller-financed transactions, the online marketplace comprising: a transaction engine configured to receive a transaction offering from an external location and to interact with a buyer user and seller user to define payment terms for the transaction offering, wherein the payment terms include prices and seller-financing terms including at least two payments made by the buyer user to the seller user over a period of time; and a payment engine configured to monitor compliance with the payment terms including receipt of payments over time from the buyer user.

[0011] Yet another aspect is a method of facilitating online transactions involving seller financing, the method comprising: receiving, from an external location, a transaction offering being offered by a seller user; and facilitating negotiation of a binding contract between a buyer user and the seller user for the transfer of the transaction offerings from the seller user to the buyer user, wherein the binding contract defines payment terms, and wherein the payment terms include prices and seller-financing terms including at least two payments made by the buyer user to the seller user over a period of time.

Description

BRIEF DESCRIPTION OF THE DRAWINGS

[0012] FIG. 1 is a schematic block diagram illustrating an example of a system for providing an online marketplace.

[0013] FIG. 2 illustrates an exemplary architecture of a computing device that can be used to implement aspects of the present disclosure.

[0014] FIG. 3 is a flow chart illustrating an example method of completing a transaction using the system of FIG. 1.

[0015] FIG. 4 illustrates an exemplary architecture of the program modules of the server of FIG. 1.

[0016] FIG. 5 illustrates an exemplary architecture of the database of FIG. 1.

[0017] FIG. 6 is a flow chart illustrating an example method of generating a user interface for the online marketplace of FIG. 1.

[0018] FIG. 7 is a flow chart illustrating an example method of browsing and searching listings using the system of FIG. 1.

[0019] FIG. 8 is a flow chart illustrating an example method of creating a user account using the

system of FIG. 1.

[0020] FIG. 9 is a flow chart illustrating an example method of creating a listing on the online marketplace of FIG. 1 for a transaction offering.

[0021] FIG. 10 is a flow chart illustrating another example method of using the wanted category of listings in the system of FIG. 1.

[0022] FIG. 11 is a flow chart illustrating an example method of agreeing on a transaction using the system of FIG. 1.

[0023] FIG. 12 is a flow chart illustrating an example method of processing a transaction using the system of FIG. 1.

[0024] FIG. 13 is a flow chart illustrating an example method of rating a user using the system of FIG. 1.

[0025] FIG. 14 is a flow chart illustrating an example method of generating and updating a transaction coin for a transaction using the system of FIG. 1.

[0026] FIG. 15 is a flow chart illustrating an example method of calculating a user trust score using the system of FIG. 1.

[0027] FIG. 16 is a block diagram illustrating an example layout of a neighborhood interface generated by some embodiments of the neighborhood engine and the user interface engine of FIG. 4.

DETAILED DESCRIPTION

[0028] Various embodiments will be described in detail with reference to the drawings, wherein like reference numerals represent like parts and assemblies throughout the several views. Reference to various embodiments does not limit the scope of the claims attached hereto. Additionally, any examples set forth in this specification are not intended to be limiting and merely set forth some of the many possible embodiments for the appended claims.

[0029] The present disclosure relates to systems and methods associated with a seller-financed, online marketplace for a plurality of different types of transaction offerings. Examples of transaction offerings include goods and services. Examples of goods include products and commodities. In at least some embodiments, the online marketplace allows users to post advertisements for transaction offerings that the user would like to sell or lease. Similarly, in some embodiments the online marketplace allows users to post requests for transaction offerings that the user would like to acquire (or lease). In addition to posting a description of the transaction offering that the user wishes to sell or acquire, the marketplace allows the user to specify payment terms for the transaction offering as well. Examples of payment terms include price, down payment amount, interest rate, number of payments, payment frequency, and date of first payment. The marketplace allows the user to specify other terms as well, such as delivery preference and whether layaway is available. Additionally, in some embodiments, the marketplace also allows users to donate a transaction offering to another user.

[0030] The marketplace also operates in at least some embodiments to allow users to make offers and counter-offers to each other that specify the terms of a potential transaction for the transaction offering. Although many of the examples described herein relate to transactions for a single transaction offering, some embodiments operate to bundle transactions offerings from one or multiple users. It should be understood that the various descriptions herein are applicable to bundled transactions as well as transactions involving a single transaction offering.

[0031] The marketplace operates to maintain profile information about users. Examples of profile information include the number of previous transactions that have been completed successfully or unsuccessfully, reviews and ratings of previous transactions, and badges that indicate the verification level of the user. The verification level of the user is based on the amount of identifying information the user has shared with the marketplace. In at least some embodiments, the marketplace operates to combine various different types of profile information to calculate a trust score for a user. In some embodiments profile information including reputation data is displayed in

a trust profile. In some embodiments the trust profile includes a trust score. In some embodiments a trust profile includes a verification level. In some embodiments the trust profile includes transaction coins elements. Examples of trust profiles include the neighbor profiles **1148** shown in FIG. **16**, and other user profiles as described herein. In some embodiments, the marketplace also includes various game-like features to encourage user to complete certain processes such as the verification process or collecting transactions coins. For example, a user may earn badges or other forms of awards for successfully completing certain processes, transactions, etc.

[0032] The marketplace operates in at least some embodiments to generate a user interface that allows users to view profile information about other users before entering into a transaction with that other user. The marketplace also operates to generate a user interface that allows a user to provide a rating for another user based on a transaction with that user. In at least some embodiments, the marketplace only allows a user to provide a single rating for another user. In this manner, the marketplace may prevent users from manipulating average ratings by entering into multiple sham transactions with one other user.

[0033] After the users have agreed to enter into a transaction with one another, the marketplace operates in at least some embodiments to allow the users to make and receive payments. In at least some embodiments, the marketplace records and tracks whether the payments are successfully made. Additionally, the marketplace can generate reminders that payments are due.

[0034] The marketplace also operates in at least some embodiments to generate a user interface that allows users to send and receive offers to change the payment terms of previously entered transactions. For example, a user can propose increasing the interest rate in exchange for delaying the start of payments.

[0035] In addition to managing transactions related to transaction offerings advertised in the marketplace, in some embodiments the marketplace manages transactions that occur off-line or even that have occurred in the past. For example, a first user may owe money (e.g., \$1000) to a second user for a previous purchase. The first user and the second user may then agree to payment terms (e.g., 10 monthly payments of \$100) to be made using the marketplace. In this manner, the marketplace can serve as a payment interface between parties. Beneficially, the marketplace can manage, track, and associate the performance of the payments with the profile information of the users. The marketplace can also be used to make and receive rent payments or other streams of payments that are made multiple times. In at least some embodiments, the marketplace is configured to send out payment reminders and default notifications that comply with various local laws in multiple jurisdictions. Beneficially, the marketplace can serve to enforce a payment policy while the party collecting the payments can maintain a friendly relationship with the debtor or renter, for example.

[0036] Additionally, in at least some embodiments, the marketplace also allows third-party financing. For example, third-party payer such as a bank or other lender may provide some or all of the price of a transaction offering. The third-party payer can make a payment or agree to make one or more payments to the listing user of the transaction offering on behalf of another responding user, such as a buyer. Alternatively, the third-party payer can agree to make payments to the responding user so that the responding user can then make payments to the listing user in accordance with the transaction terms. The third party payer can evaluate whether to make the payment based on the reputations (e.g., trust score) of one or both of the responding user and the listing user. In some embodiments, the responding user then makes payments to repay the third-party payer through the online marketplace. In this manner, the third-party payer provides financing for some or all of the price of the transaction offering. Beneficially, the third-party payer may profit by collecting interest. Additionally, in some embodiments, multiple third-party payers can together provide some or all of the price of a transaction offering. As another example, the third-party payer can provide or offer a credit line to all users having a trust score above a certain threshold to be used within the online marketplace.

[0037] In at least some embodiments, one or more users can agree to be responsible for the payments required for a particular transaction offering on behalf of another user. This can be beneficial if a user has not established a strong reputation. Additionally, this can be beneficial for making a gift payment and ensuring it is used for a particular purpose.

[0038] In at least some embodiments, the online marketplace operates to maintain one or more currency accounts for users as well. For example, users may deposit (or transfer) money directly into the currency account and in exchange receive currency that can be used to complete transactions on the online marketplace. In some embodiments, the currency in the account is a virtual currency maintained by the online marketplace. Additionally, in some embodiments, the online marketplace maintains accounts with funds maintained in a real currency that can be deposited or withdrawn at any time such as without completing a transaction using the online marketplace. Additionally, to facilitate transactions between users in different countries, some embodiments allow for converting between various real currencies at different exchange rates.

[0039] FIG. 1 is a schematic block diagram illustrating an example of a system **100** for providing an online marketplace. In this example, the system **100** includes the online marketplace **102**, user computing devices **104a**, **104b**, **104c**, and **104d** (collectively referred to as user computing devices **104**), and network **106**. In this example, user computing device **104a** is being used by a buyer, user computing device **104b** is being used by a buyer/seller, user computing device **104c** is being used by a third-party payer, and user computing device **104d** is being used by a seller.

[0040] The online marketplace **102** operates to facilitate the completion of various transactions and payments between users. The online marketplace **102** includes a server **108**, a database **110**, and a local area network **112**.

[0041] The server **108** operates to perform various processes related to facilitating the completion of transactions and payments between users. The server **108** is a computing device that includes a database software application, such as the SQL SERVER® database software distributed by MICROSOFT® Corporation. In at least some embodiments, the server **108** includes a Web server or a file server. In some embodiments, the server **108** comprises a plurality of computing devices that are located in one or more physical locations. For example, the server **108** can be a single server or a bank of servers.

[0042] In this example, the server **108** includes the marketplace with seller financing engine **109**. The marketplace with seller financing engine **109** operates to generate interfaces and perform other processes associated with the online marketplace with seller financing.

[0043] The database **110** is a data storage device configured to store data related to users, transactions, and payments. Examples of the database **110** include a hard disk drive, a collection of hard disk drives, digital memory (such as random access memory), a redundant array of independent disks (RAID), optical or solid state storage devices, or other data storage devices. The data can be distributed across multiple local or remote data storage devices. The database **110** stores data in an organized manner, such as in a hierarchical or relational database structure, or in lists and other data structures such as tables. The database **110** can be stored on a single data storage device or distributed across two or more data storage devices that are located in one or more physical locations. The database **110** can be a single database or multiple databases. In at least some embodiments, the database **110** is located on the server **108**.

[0044] The network **112** communicates digital data between the server **108** and the database **110**. The network **112** can be a local area network or a wide area network, such as the Internet. The server **108** and the database **110** can be in the same or remote locations.

[0045] The user computing devices **104** operate to allow users to access the online marketplace **102**. The user computing devices **104** are connected to the network **106**. The user computing devices **104** may connect to the network using a wired or wireless interface. In some embodiments the user computing devices **104** access the online marketplace **102** through a Web interface using a Web browser. In other embodiments, the computing devices access the online marketplace **102**

using an application. Other embodiments are possible as well. Sellers include lessors and buyers include lessees. In some embodiments the users including posting users and responding users. A posting user can include a seller or a buyer (e.g., when the buyer posts a want ad listing), and a responding user can include a buyer or a seller (e.g., when the seller responds to a want ad listing). Further, as discussed herein, a single user can be both a seller for one transaction offering and a buyer for another transaction offering.

[0046] The network **106** communicates digital data between one or more computing devices, such as the user computing device **104** and the server **108**. The network **106** can be a local area network or a wide area network, such as the Internet. In at least some embodiments, the network **106** and the network **112** are a single network, such as the Internet or the same local area network.

[0047] FIG. **2** illustrates an exemplary architecture of a computing device **114** that can be used to implement aspects of the present disclosure, including the server **108** or the user computing devices **104**. One or more computing devices, such as the type illustrated in FIG. **2**, are used to execute the operating system, application programs, and software modules (including the software engines) described herein.

[0048] The computing device **114** includes, in some embodiments, at least one processing device **120**, such as a central processing unit (CPU). A variety of processing devices are available from a variety of manufacturers, for example, Intel or Advanced Micro Devices. In this example, the computing device **114** also includes a system memory **122**, and a system bus **124** that couples various system components including the system memory **122** to the processing device **120**. The system bus **124** is one of any number of types of bus structures including a memory bus or memory controller, a peripheral bus, and a local bus using any of a variety of bus architectures.

[0049] Examples of computing devices suitable for the computing device **114** include a desktop computer, a laptop computer, a tablet computer, a mobile phone device such as a smart phone, or other devices configured to process digital instructions.

[0050] The system memory **122** includes read only memory **126** and random access memory **128**. A basic input/output system **130** containing the basic routines that act to transfer information within the computing device **114**, such as during start up, is typically stored in the read only memory **126**.

[0051] The computing device **114** also includes a secondary storage device **132** in at least some embodiments, such as solid state memory technology, for storing digital data. The secondary storage device **132** is connected to the system bus **124** by a secondary storage interface **134**. The secondary storage devices and their associated computer readable media provide nonvolatile storage of computer readable instructions (including application programs and program modules), data structures, and other data for the computing device **114**.

[0052] Although the exemplary environment described herein employs solid state memory technology as a secondary storage device, other types of computer readable storage media are used in other embodiments. Examples of these other types of computer readable storage media include hard disks, magnetic cassettes, flash memory or other solid state memory technology, digital video disks, Bernoulli cartridges, compact disc read only memories, digital versatile disk read only memories, random access memories, or read only memories. Some embodiments include non-transitory media.

[0053] A number of program modules can be stored in the secondary storage device **132** or the memory **122**, including an operating system **136**, one or more application programs **138**, other program modules **140**, and program data **142**. The database **110** may be stored at any location in the memory **122**, such as the program data **142**, or at the secondary storage device **132**.

[0054] In some embodiments, computing device **114** includes input devices **144** to enable users to provide inputs to the computing device **114**. Examples of input devices **144** include a keyboard **146**, pointer input device **148**, microphone **150**, and touch sensor **152**. A touch-sensitive display device is an example of a touch sensor. Other embodiments include other input devices **144**. The input devices are often connected to the processing device **120** through an input/output interface

154 that is coupled to the system bus **124**. These input devices **144** can be connected by any number of input/output interfaces, such as a parallel port, serial port, game port, or a universal serial bus. Wireless communication between input devices **144** and interface **154** is possible as well, and includes infrared, BLUETOOTH® wireless technology, 802.11a/b/g/n/ac, cellular or other radio frequency communication systems in at least some possible embodiments.

[0055] In this example embodiment, a touch sensitive display device **156** is also connected to the system bus **124** via an interface, such as a video adapter **158**. In some embodiments, the display device **156** is a touch sensitive display device. A touch sensitive display device includes sensors for receiving input from a user when the user touches the display or, in some embodiments, just gets close to touching the display. Such sensors can be capacitive sensors, pressure sensors, optical sensors, or other touch sensors. The sensors not only detect contact with the display, but also the location of the contact and movement of the contact over time. For example, a user can move a finger or stylus across the screen or near the screen to provide written inputs. The written inputs are evaluated and, in some embodiments, converted into text inputs.

[0056] In addition to the display device **156**, the computing device **114** can include various other peripheral devices (not shown), such as speakers or a printer.

[0057] When used in a local area networking environment or a wide area networking environment (such as the Internet), the computing device **114** is typically connected to the network through a network interface, such as a wireless network interface **160**. Other possible embodiments use other communication devices. For example, some embodiments of the computing device **114** include an Ethernet network interface, or a modem for communicating across the network.

[0058] The computing device **114** typically includes at least some form of computer-readable media. Computer readable media includes any available media that can be accessed by the computing device **114**. By way of example, computer-readable media include computer readable storage media and computer readable communication media.

[0059] Computer readable storage media includes volatile and nonvolatile, removable and non-removable media implemented in any device configured to store information such as computer readable instructions, data structures, program modules, or other data. Computer readable storage media includes, but is not limited to, random access memory, read only memory, electrically erasable programmable read only memory, flash memory or other memory technology, compact disc read only memory, digital versatile discs or other optical storage, magnetic cassettes, magnetic tape, magnetic disk storage or other magnetic storage devices, or any other medium that can be used to store the desired information and that can be accessed by the computing device **114**.

[0060] Computer readable communication media typically embodies computer readable instructions, data structures, program modules or other data in a modulated data signal such as a carrier wave or other transport mechanism and includes any information delivery media. The term “modulated data signal” refers to a signal that has one or more of its characteristics set or changed in such a manner as to encode information in the signal. By way of example, computer readable communication media includes wired media such as a wired network or direct-wired connection, and wireless media such as acoustic, radio frequency, infrared, and other wireless media.

Combinations of any of the above are also included within the scope of computer readable media.

[0061] FIG. 3 is a flow chart illustrating an example method **220** of completing a transaction using the system **100** between a first user and a second user. In some embodiments, the method **220** is performed by the online marketplace **102** using one or more processing devices (such as processing device **120**, shown in FIG. 2). In this example, the method **220** includes operations **222**, **224**, **226**, **228**, **230**, **232**, and **234**.

[0062] At operation **222**, the online marketplace **102** receives a listing, including seller-financing terms from a first user. The listing describes a transaction offering that the first user wishes to sell or lease to another user. Alternatively, the listing describes a transaction offering that the first user wishes to buy or lease from another. The listing includes a description of the transaction offering.

The description can include one or more of textual, graphic, video, and audio data relating to the transaction offering. Additionally, the description can include structured (e.g., the age of the transaction offering) and unstructured data (e.g., a narrative description of the transaction offering). In addition, to describing the transaction offering, the listing also describes payment terms, including seller-financing terms, for the transaction offering. In addition, the listing may specify that one or more of the payment terms are negotiable or that one or more of the payment terms are not negotiable. The listing is generated by the first user completing a form on a web site generated by the online marketplace **102**. Alternatively, the listing is generated using other methods such as by transmitting one or more photographs of the transaction offering to the online marketplace **102**. In at least some other embodiments, the listing is generated using other methods.

[0063] At operation **224**, the online marketplace **102** transmits the listing and a profile of the first user to a second user. In at least some embodiments, the online marketplace **102** transmits the listing to the second user in response to a search request made by the second user. For example, the second user may enter a search term that describes an aspect of a transaction offering into a form on a web site generated by the online marketplace. Alternatively, the listing is transmitted to the second user in response to a browse request made by the second user. For example, the second user may select a category (or subcategory) of types of transaction offerings from a list on a web site generated by the online marketplace **102**. As another alternative, the listing is transmitted in response to a search made using a search engine such as the BING search engine from MICROSOFT® Corporation of Redmond, Washington or the GOOGLE search engine from GOOGLE® Inc. of Mountain View, California. Additionally, the listing may be transmitted via e-mail or social media in response to a request from the first user, the second user, or another user. In at least other embodiments, the listing is transmitted using other methods.

[0064] In some embodiments the online marketplace **102** transmits a profile of the first user along with the listing. The profile includes profile information that the second user can review to determine whether to enter into a transaction with the first user. For example, the profile includes in at least some embodiments information about past transactions to which the first user has been a party. Alternatively, the online marketplace **102** may transmit a summary profile of the first user along with the listing. The summary profile may include a summary of the profile information available for the first user. For example, the summary profile may include a single score, such as a trust score (which is described in greater detail below). Additionally, in some embodiments, the profile of the first user is not transmitted with the listing. Instead, the profile of the first user is transmitted to the second user after the second user indicates a desire to the profile, such as by following a link on a web page generated by the online marketplace. Additionally, the online marketplace **102** may transmit the profile of the first user to the second user upon receiving an indication that the second user wishes to respond to the listing. Other embodiments are possible as well.

[0065] At operation **226**, the online marketplace **102** receives an offer for the transaction offering from the second user. Additionally, in some embodiments, the online marketplace **102** receives multiple offers for the transaction offering from multiple users. The online marketplace **102** may include interfaces to receive the offer using various methods. For example, the online marketplace **102** can receive the offer when the second user submits a form or clicks a button on a web page generated by the online marketplace **102**. Additionally, the online marketplace **102** can receive the offer from the second user via e-mail, social media, or text messaging. Sometimes, the offer include terms that mirror the terms described in the listing. Alternatively, the offer may include terms that alter at least one of the terms described in the listing. In some embodiments, the online marketplace **102** permits the second user to modify terms in the offer only when the first user has specified that the term is negotiable in the listing.

[0066] At operation **228**, the online marketplace **102** transmits the offer and the profile of the second user to the first user. The offer can be transmitted to the first user via e-mail, social media,

text message, or other messages. In some embodiments, the offer is transmitted to the first user when the user accesses a web page generated by the online marketplace **102**. The profile of the second user is similar to the profile of the first user and includes information that the first user can review to determine whether to enter into a transaction with the second user. In at least some embodiments, the profile of the second user is transmitted to the first user with the offer. Alternatively, the profile of the second user is transmitted to the first user separately from the offer, such as in response to the first user following a link in an e-mail, a social media message, or on a web page. Other embodiments are possible as well.

[0067] At operation **230**, the online marketplace **102** receives an acceptance of the offer from the first user. The online marketplace **102** can receive the acceptance in many different ways in different embodiments. For example, in some embodiments, the acceptance is received when the first user follows a link, submits a form, or clicks a button on a web page generated by the online marketplace **102**. Alternatively, the acceptance is received by the online marketplace **102** via e-mail, text message, or social media. Other embodiments are possible as well.

[0068] Additionally, rather than receiving an acceptance, the online marketplace **102** can also receive a counter-offer. The counter-offer varies one or more of the terms presented in the offer.

[0069] At operation **232**, the online marketplace **102** manages payments between the first user and the second user. When the transaction involves the first user selling a transaction offering to the second user, the second user will generally make one or more payments to the first user according to the agreed upon payment terms of the transaction. In at least some embodiments, the online marketplace **102** operates to receive the payments from the second user and transmit the payments to the first user. In this manner, the online marketplace **102** can verify and record that the payments are made according to the agreed upon terms of the transaction. Alternatively, the online marketplace **102** can receive an indication that the payment has been made and received. For example, in some embodiments, the second user makes payments to the first user using the PayPal® payment service from eBay® of San Jose, California. Additionally, various embodiments operate to receive or transmit payments through intermediary payment services or technologies such as Facebook Messenger from Facebook, Inc. of Menlo Park, California; WhatsApp from WhatsApp Inc., of Mountain View, California; Twitter from Twitter, Inc. of San Francisco, California; SMS; e-mail; and other payment services or technologies. In some embodiments, users use one or more payment services or technologies to make payments to another user via the online marketplace **102** (e.g., the payment is first received by the online marketplace **102** and then the online marketplace **102** makes a payment to the other user) or directly.

[0070] At operation **234**, the online marketplace **102** updates the profiles of the first user and second user. The profiles are updated based on whether the first user and the second user perform according to the terms of the agreed upon transaction. The profiles may be updated based on a review of the other user in the transaction. For example, the first user can provide a review of the second user and the second user can provide a review of the first user. The reviews can be textual, numeric ratings (e.g., a score of 0-100), or both. In at least some embodiments, the online marketplace **102** operates to allow the first user and the second user to enter or update the review while the transaction is active. The profiles are also updated based on whether the payments were properly made during operation **232**. In at least some embodiments, the online marketplace **102** updates the profiles of both the first user and the second user with a transaction coin to indicate that a transaction was successfully completed. If the transaction was not completed successfully, the online marketplace **102** updates the profiles of at least one of the first user and the second user with a tarnished transaction coin.

[0071] FIG. **4** illustrates an exemplary architecture of the marketplace with seller financing engine **109** of the server **108**. The marketplace with seller financing engine **109** includes one or more modules that, when executed by the processing device **120** (shown in FIG. **2**), perform one or more operations of the server **108**. The engines include an account management engine **290**, a listing

engine **292**, a browse/search engine **294**, a hold engine **296**, a transaction engine **298**, a payment engine **300**, a renegotiation engine **302**, a reputation engine **304**, an insurance engine **306**, a neighborhood engine **308**, a communication engine **310**, and a user interface engine **312**. At least some embodiments include more, fewer, or different engines than those shown in FIG. 4.

[0072] The account management engine **290** operates to manage accounts for users of the online marketplace **102**. In at least some embodiments, the account management engine **290** allows an individual or entity to register as a user of the online marketplace **102** and to log in and out of the online marketplace **102**. In at least some embodiments, the account management engine **290** operates to associate an account with one or more social media accounts so that the online marketplace **102** can do one or more of allowing the user to login using the social media account and posting to the social media account on behalf of the user. In some embodiments the account management engine operates to perform user verification and award one of a plurality of user verification levels to the users depending on the completion of one of a plurality of verification processes, as discussed in further detail herein.

[0073] The listing engine **292** operates to receive, store, and update listings for transaction offerings. The browse/search engine **294** operates to browse and search the listings in the online marketplace **102**. The hold engine **296** operates to hold a transaction offering available in the online marketplace **102** based on hold terms specified in the listing.

[0074] The transaction engine **298** operates to manage the negotiation of transactions in the online marketplace **102**, including offers and counter-offers and the agreement to the terms of a transaction. Although the transactions often involve payments, in at least some embodiments, a user may elect to donate a transaction offering to the online marketplace **102** or to another user. In these embodiments, the receiving user may need to accept the transaction offering to complete the transaction.

[0075] The payment engine **300** operates to manage the payments between users according to an agreed upon transaction. In some embodiments the payment engine **300** operates to monitor compliance with the terms of the seller-financed transactions including receipt of payments over time from the buyer. Additionally, in some embodiments the payment engine **300** operates to manage the payments, which can include sending out periodic bills or reminders to buyers, notifying buyers and sellers if a payment is coming due, notifying buyers and sellers if a payment is past due, and the like. In some embodiments the payment engine **300** utilizes predefined payment methods to automatically deduct a payment from a payment account of the buyer to make payments or when a payment is past due. In some embodiments the payment engine imposes penalties on the buyer if payments are not made on time, such as by charging a late fee, increasing an interest rate for the transaction, locking the buyers account to prevent further transactions in the online marketplace, and the like. In some embodiments the payment engine **300** informs the reputation engine **304** of conformance (including non-conformance) to the terms of the transaction, and the reputation engine updates the user's reputation data (including the trust score) accordingly, as discussed in further detail herein. Accordingly, in some embodiments the payment engine **300** automatically manages the transaction for both the buyer and the seller. For example, in some embodiments the seller does not have to send reminders or late notices, and does not have to contact, beg, threaten, or take other enforcement actions against the buyer in order to obtain conformance with the terms of the agreement. Additionally, in some embodiments the buyer is assisted in following the terms of the agreement by receiving bills or reminders, or by having the payments automatically made on behalf of the buyer.

[0076] Further in some embodiments, the payment engine **300** operates to send various compliance notices related to transactions. The compliance notices may be required by laws or regulations applicable to the buyer or seller or by policies of the online marketplace **102**. Examples of the compliance notices include collection notices, late payment notices, eviction notices, scam notices, illegal activity notices, etc. These compliance notices may be sent to either buyers or sellers as

appropriate in the circumstances. Further, these compliance notices may be partially or fully prepopulated with the information required by the applicable laws, regulations, or policies. [0077] The renegotiation engine **302** operates to allow users to propose and accept adjustments to the terms of a transaction.

[0078] The reputation engine **304** operates to manage reputation data for users, including information relating to reputations of users in the online marketplace system and the performance of that user in past transactions. In some embodiments, the reputation engine **304** generates a user trust profile. The trust profile contains reputation data and is configured to allow the both buyers and sellers to evaluate trustworthiness of each other prior to entering into seller-financed transactions. Reputation data includes, for example, reputational factor data, described in further detail herein. In some embodiments the trust profiles include trust scores. The trust scores are also used by parties to evaluate the trustworthiness of the other party. Some embodiments of the reputation engine **304** generate additional scores for various purposes. For example, some embodiments allow users to schedule meetings (e.g., in person, by phone or videoconference, etc.) and the reputation engine **304** may generate a meeting accountability score based on feedback from users about whether a particular user attended a scheduled meeting in a timely manner. In some embodiments, users may leave feedback about meeting attendance for a particular user regardless of whether they actually enter a transaction with the user.

[0079] The insurance engine **306** operates to allow users to obtain insurance that to cover transactions the user enters using the online marketplace **102**. The insurance may provide assurance to the seller that payments will be made. Obtaining insurance is just one example of providing payment assurance. Some embodiments include other techniques for providing payment assurance to users as well. In some embodiments, either the buyer or seller (or both) may be able to purchase (or otherwise secure) payment assurance for a transaction.

[0080] The neighborhood engine **308** operates to manage the neighborhood of users of the online marketplace, including adding users to each other's neighborhoods, soliciting users in neighborhoods, and filtering listings to those in a neighborhood. Additionally, some embodiments of the neighborhood engine **308** allow users to send neighborhood invitations to other users or potential users through various social media tools.

[0081] The communication engine **310** operates to communicate with users of the online marketplace and to allow users to communicate with each other. The user interface engine **312** operates to generate a user interface to access the online marketplace. In at least some embodiments, the user interface comprises a plurality of interconnected web pages or a graphical user interface in an application. Other embodiments are possible as well.

[0082] FIG. 5 illustrates an exemplary architecture of the database **110**. In at least some embodiments, the database **110** stores user profile data **360**, listing and category data **362**, transaction and payment data **364**, reputation data **366**, and transaction review data **368**.

[0083] The user profile data **360** includes one or more tables containing data about the users of the online marketplace **102**. For example, the user profile data **360** can include contact information and bank account or payment option information for users.

[0084] The listing and category data **362** includes one or more tables containing data about the categories and listings of transaction offerings on the online marketplace **102**. In at least some embodiments, the categories are organized hierarchically and the listings are associated with at least one category.

[0085] The transaction and payment data **364** includes data related to transactions that have been agreed to using the online marketplace **102**. The transaction and payment data **364** can also include historical information about payments that have been made and upcoming payments that are coming due for a transaction.

[0086] The reputation data **366** includes information relating to the reputations of users and the performance of transactions by users. In some embodiments, the reputation data **366** includes

reputational factor data and trust score data. For example, the reputational factor data can include a rating of a transaction for a user that is entered by the other party to the transaction. Additionally, the reputational factor data can include information that is automatically generated by the online marketplace **102** based on whether the user has made payments or delivered the transaction offerings consistent with the terms of the agreed upon transaction. Additionally, the reputational factor data can include information about the verification level of the user. In at least some embodiments, the trust score data includes a single score that represents an overall trust score for a user that is based on some or all of the reputational factor data for that user.

[0087] The transaction review data **368** includes information provided by one user that reviews the performance of another user. The transaction review data **368** can include textual descriptions of a transaction and users performance of the transaction. In some embodiments, the transaction review data **368** includes various standard descriptions of a transaction such as “service provided as described,” “product damaged,” “all payments made on time,” or “one or more late payments.”

[0088] FIG. **6** is a flow chart illustrating an example method **490** of generating a user interface for the online marketplace **102** using the system **100**. In some embodiments, at least some operations of the method **490** are performed by the user interface engine **312** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **490** includes operations **492**, **494**, **496**, **498**, **502**, **504**, **506**, **508**, **510**, **512**, **514**, **516**, **518**, **520**, and **522**.

[0089] At operation **492**, the user interface engine **312** generates and transmits a home page to a user. The home page may be transmitted over the network **106** to the user computing devices **104**. In some embodiments, the home page includes images and textual descriptions of at least some of the transaction offerings available using the online marketplace **102**. Other embodiments include additional information on the home page.

[0090] At operation **494**, it is determined whether the user wishes to login. In at least some embodiments, the user interface engine **312** determines that a user wishes to login based on the user following a link on the home page. Alternatively, the user interface engine **312** prompts the user to ask whether the user wishes to login. If the user does wish to login, the method proceeds to operation **496**. If the user does not wish to login, the method proceeds to operation **522**.

[0091] At operation **496**, it is determined whether the user has an existing account. If the user does not have an existing account, the method proceeds to operation **498**. At operation **498**, the user is prompted to create a new account and verify profile information. Example methods of creating user accounts are described in more detail below. However, if the user does have an existing account, the method proceeds to operation **502**.

[0092] At operation **502**, the user may enter login information (e.g., a user name, e-mail address, and password). In at least some embodiments, the user enters the login information directly on the home page or any other page. Additionally, the user can enter login information on a separate login page that may be accessed by following a link on the home page or any other page. In at least some embodiments, the user enters login information in a pop-up window that maintains contextual information about the user's interaction with the online marketplace **102** (e.g., which transaction offering the user is viewing, etc.). Additionally, in some embodiments, the user enters login information as part of the process of making an offer for a transaction offering. In some embodiments, the online marketplace **102** transmits a cookie to the user that can be stored by the user's computing device and is used in future communication with the online marketplace **102** to identify the user. The cookie may be used to allow a user to remain logged-in for a certain time period without entering login information. Additionally, in some embodiments, the user is automatically logged-in based if the user is logged-in to a social media account associated with the user's account. Other embodiments are possible as well. In at least some embodiments, once the user logs-in to the online marketplace **102**, the username and some information about the user is shown, such as the user's trust score, number of transaction coins earned, profile verification status, rating, and the length of time the user has had an account with the online marketplace **102**.

[0093] At operation **504**, the user is presented with a variety of options after successfully logging in. In some embodiments, the options include buying, selling, or browsing through transaction offerings; setting up an account receivable payment plan for an existing debt; viewing and communicating with other users in the user's neighborhood; and modifying account settings.

[0094] At operation **506**, it is determined whether the user wants to list a transaction offering for sale. If so, the method proceeds to operation **508**, where the listing is posted. Method for posting listings are described in more detail below. If not, the method proceeds to operation **510**.

[0095] At operation **510**, it is determined whether the user wants to setup an account receivable. If the user wishes to setup an account receivable, the method proceeds to operation **512**, where the account receivable is setup. In at least some embodiments, the account receivable is based on a pre-existing debt. For example, the account receivable can be based on fees incurred for professional services (e.g., legal or accounting fees). In at least some embodiments, a first party enters payment terms for the account receivable and sends the terms to a second party. The terms may be sent to an inbox maintained by the online marketplace **102** that is associated with the second party.

Additionally, the terms may be sent via e-mail, text messaging, social media, voice communication, postal mail, or other external methods as well. The second party can then accept the proposal and complete the payments to the first party using at least some of the tools of the system **100**, such as the payment engine **300**. Alternatively, the second party can pre-approve proposals from the first party if the first party is trusted (e.g., a professional services provider). Beneficially, the system **100** can alleviate the tension and administrative overhead associated with collecting debts.

[0096] Additionally, in some embodiments, an account receivable is automatically created based upon a transaction being completed at an external location (i.e., external to the marketplace), such as on a separate site (e.g., an e-commerce website) or in a brick-and-mortar store. For example, an e-commerce website (or other external location) could offer a seller-financed payment option using the system **100**. The payment option could require that fifty percent of the purchase price be paid at the time of the purchase, and the remainder be paid in six monthly payments with five percent interest. Then, whenever a visitor to the e-commerce website chose the seller-financed payment option, an account receivable would automatically be setup in the system **100** between the operator of the e-commerce web site and the purchaser. In at least some embodiments, the operator of the e-commerce website may choose to review (e.g., look at the potential purchaser's trust score) all potential purchases made using seller financing before entering into the transaction. Alternatively, the operator of the e-commerce site can define criteria for automatically approving potential purchasers such as a minimum trust score and number of completed transactions. Alternatively or additionally, the visitor could use the system **100** to make an offer and negotiate with the operator of the external location. Additionally, in some embodiments, after the transaction is processed using the system **100**, it may be transferred back to the external location for further completion (e.g., product/service delivery, order fulfilment, etc.). In at least some embodiments, a confirmation is sent to the external location that the transaction is complete or that a binding contract has been negotiated. Similarly, other external locations can also offer seller-finances payment options using the system **100**. For example, a point-of-sale (POS) system in a brick-and-mortar store that offers seller-financed transactions can create an account receivable in the system **100** upon completion of the transaction at the POS.

[0097] If the user does not want to setup an account receivable, the method continues to operation **514**. At operation **514**, it is determined whether the user wants to view or edit account information. If the user does want to edit or view account information, the method proceeds to operation **516**. At operation **516**, the user can update various account information using the account management engine **290**. The various information that is stored in a user account is described in greater detail below. In some embodiments, the user can access an inbox containing messages from other users while viewing the account information.

[0098] If the user does not want to view or edit account information, the method continues to

operation **518**. At operation **518**, it is determined whether the user wants to access the neighborhood. If the user does want to access the neighborhood, the method proceeds to operation **520**, where the user accesses the neighborhood. Within the neighborhood, a user can solicit neighbors to enter into transactions, make payments, or otherwise use the system **100**. A user can also invite users and non-users alike to join the user's neighborhood. In some embodiments, if a non-user accepts the invitation to join the user's neighborhood and registers with the online marketplace **102**, the online marketplace **102** awards an incentive (e.g., a voucher for paying fees or making purchases) to the user. The neighborhood is described in more detail below. If the user does not want to access the neighborhood, the method proceeds to operation **522**.

[0099] At operation **522**, the user interface engine **312** generates a user interface for browsing or searching transaction offerings. In at least some embodiments, the user interface includes a list of top-level categories. Additionally, the list can include the number of transaction offerings available in each of the top-level categories. The user interface can also include more detailed categories and various search and filtering capabilities. The search and browse functionality is described in more detail below. In at least some embodiments, the search and browse capability can be accessed by users that are logged in and that are not logged in.

[0100] FIG. 7 is a flow chart illustrating an example method **570** of browsing and searching listings using the system **100**. In some embodiments, at least some operations of the method **570** are performed by the browse/search engine **294** using a processor (such as processing device **120**, shown in FIG. 2). In this example, the method **570** includes operations **572**, **574**, **576**, **578**, **580**, **582**, **584**, **586**, **588**, and **590**.

[0101] The method **570** operates to present a user interface for users to locate transaction offerings that they are interested in. The transaction offerings can be located by searching or browsing. In at least some embodiments, anyone who access the online marketplace **102** can browse or search for listings. However, typically, a user will need to log in to the system **100** in order to make an offer for a transaction offering.

[0102] The listings for transaction offerings can be categorized. The categories may be organized hierarchically, having top-level categories that are subdivided into sub-categories. The sub-categories may be further subdivided into successively more specific sub-categories as is necessary and useful to help users locate transaction offerings. As an example, in at least some embodiments, the top level categories include "Real Estate," "Businesses," "Jewelry," "Tickets," "Electronics," "Designer Clothes," "Vehicles," "Services," "Vacations," "Animals/Pets," "Hardware Store," "Grocery Store," and "Wanted." The top-level category "Real Estate" is subdivided into the subcategories "Single Family Home," "Parking Stalls," and "Rentals." The subcategory "Rentals" can be further subdivided into the subcategories "Residential," and "Commercial." Some embodiments allow further subdivision.

[0103] At operation **572**, the user selects a category or enters a term into a search field. At operation **574**, it is determined whether the user entered a term into the search field. If yes, the method **570** proceeds to operation **576**. If no, the method **570** proceeds to operation **586**.

[0104] At operation **576**, a list of listings of transaction offerings that matches the search terms is displayed. The list may be presented in various ways. In at least some embodiments, the list is sorted based on when the listing was posted. Additionally, the user interface includes controls to sort the list according to various criteria such as price, trust score of the user who listed the transaction offering, and various payment terms. Other embodiments allow the list to be sorted by additional criteria as well. The user interface may divide the list into multiple pages, showing only a portion of the matching listings on each page. Further, the user interface may show only a summary or preview of each matching listing.

[0105] At operation **578**, it is determined whether the list includes one or more transaction offerings that the user is interested in. If so, the method proceeds to operation **580**. If not, the method returns to operation **572**, where the user may resume browsing categories or entering search terms.

[0106] At operation **580**, additional information is displayed for the one or more transaction offerings that the user is interested in. Examples of additional information include a detailed description, payment terms, including seller-financing terms, photos, etc. In at least some embodiments, the additional information also includes the number of users who have viewed the listing and the number of offers made for the transaction offering in the listing. Other embodiments may include different additional information that is displayed when a user indicates that an item in the list may be of interest.

[0107] At operation **582**, it is determined whether the user would like to buy the transaction offering or hold the transaction offering. If so, the method proceeds to operation **584**, where the user may make an offer for the transaction offering. Making an offer is described in more detail below.

[0108] At operation **586**, the user selects a category of interest. At operation **588**, it is determined whether the user would like to select a subcategory. If the user would like to select a subcategory, the method continues to operation **590**, where the user may select a subcategory. The method then returns to operation **588**, where it is again determined whether the user would like to select a subcategory. This continues until the user has selected subcategories to a sufficiently detailed level. When it is determined that the user does not wish to select another subcategory, the method proceeds to operation **576**. In at least some embodiments, the categories and subcategories are based on the Standard Industrial Classification (SIC) or the North American Industry Classification System (NAICS). For example, the categories may span a broad range of SIC or NAICS classifications including multiple divisions or major groups. In some embodiments, the wherein the listings of transaction offerings include transaction offerings across a plurality of different product categories, wherein the product categories are selected from multiple divisions or major groups as defined in the 1987 version of the SIC manual or from multiple sectors as defined in the official 2012 NAICS manual.

[0109] Additionally, in at least some embodiments, the browse and search functionality are integrated into a single interface. In this manner, a user may browse by category the listings that match a particular search term. Similarly, the user may search within the listings in a particular category. Additionally, the interface may allow the user to post a want ad listing describing an item the user wants if searching and browsing does not successfully identify the item.

[0110] FIG. **8** is a flow chart illustrating an example method **660** of creating a user account using the system **100**. In some embodiments, at least some operations of the method **660** are performed by the account management engine **290** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **660** includes operations **662**, **664**, **666**, **668**, **670**, **672**, **674**, **676**, **678**, **680**, **682**, **684**, **686**, **688**, **690**, and **692**.

[0111] At operation **662**, the user indicates that he or she wishes to create a new user account. Accounts can be associated with individuals or business entities. In at least some embodiments, accounts that are associated with business entities are also associated with an individual.

[0112] At operation **664**, a unique username is selected. The user may select a user name by typing in a user name. Alternatively, the account management engine **290** may suggest one or more candidate user names. In at least some embodiments, an e-mail address is used as the unique user name.

[0113] At operation **666**, it is determined whether the candidate user name entered at operation **664** is unique. In some embodiments, the uniqueness of the user name is verified by querying a user table in a database for user names that are identical to the candidate user name. If the user table already contains a user name that matches the candidate user name, it is determined that the user name is not unique. If the user name is not unique, the method **660** returns to operation **664**.

[0114] At operation **668**, the user enters a password. In at least some embodiments, the password must be entered twice and must match. In this manner, it is less likely that a typographical error will result in the password being set incorrectly. Additionally, the password can be subject to

various security requirements, such as a minimum length and the inclusion of certain types of character (e.g., number, symbol, lower case, upper case, etc.).

[0115] At operation **670**, personal information is entered by the user and received by the account management engine **290** to start the verify profile process. In at least some embodiments, there is both required personal information and optional personal information. Examples of required personal information include e-mail address, full name (e.g., first name, middle name or middle initial if applicable, and last name), date of birth, last four digits of social security number for individuals, federal tax identification number for business entities, gender, home address, phone number, bank account name, bank account number, and bank account routing number. In at least some embodiments, there are more, fewer, or different types of required personal information. Examples of optional personal information include shipping address (if different than home address), driver's license number or state identification number, employer name, work address, school history, photograph, alternate phone number, emergency contact, links to social media accounts (e.g., Facebook, Twitter, LinkedIn, Google+, Instagram, etc.), information (e.g., login information) to access and post to social media accounts, credit or debit card numbers, and personal narrative. In at least some embodiments, there are more, fewer, or different types of optional personal information. Additionally, in at least some embodiments, some of the examples of optional personal information may be required and some of the examples of required personal information may be optional.

[0116] The personal information that is entered can be protected and subject to various privacy policies. For example, the personal information may be protected and only shared after the parties have entered into a transaction. In that case, only the personal information required to complete the transaction (e.g., name and address) is shared between the parties.

[0117] At operation **672**, the account information is verified. In at least some embodiments, one or more of the e-mail address, mailing address, phone number, and bank account information are verified. The e-mail address can be verified by sending an e-mail message that contains a verification link to the e-mail address. The mailing address can be verified by sending a physical letter that includes a verification code. The phone number can be verified by sending a text or voice message that includes a verification code to be entered. The bank account can be verified by making a small deposit or withdrawal. Alternatively, the personal information can be verified using different techniques. In at least some other embodiments, more, fewer or different personal information is verified. In at least some embodiments, the verification of personal information is repeated one or more times if the personal information is not successfully verified initially.

[0118] At operation **674**, it is determined whether the personal information was successfully verified. If the personal information was successfully verified, the method **660** continues to operation **678**. If not, the method **660** returns to operation **670**, where the user can check or update the personal information. In at least some embodiments, the user is sent an e-mail to indicate that the personal information needs to be reviewed. Alternatively, an error message is displayed for the user after login if the personal information needs to be reviewed.

[0119] At operation **678**, the user is prompted to review and accept the terms and conditions and fee structure. At operation **680**, the user is awarded a verification badge (e.g., a Silver Verified Badge) that indicates the user has completed the verification process. The verification badge can be displayed as an icon next to the user's username and on the user's profile page. Other embodiments include other methods to indicate that the user has completed the verification process. Additionally, in at least some embodiments, the user is granted full access to the site after being verified (e.g., the user can post listings, the user can make offers, etc.). Awarding a Silver Verified Badge is one example method of indicating that the user has completed the verification process. In other embodiments, different methods are used to indicate that the user has completed the verification process.

[0120] At operation **682**, it is determined whether the user entered various optional personal

information. In at least some embodiments, one or more elements of the optional personal information is verified using various methods. If the user has entered the optional personal information, the method **660** proceeds to operation **684**, where the user is awarded an additional verification badge (e.g., a Gold Verified Badge) that indicates that the user has completed the optional verification process. Like the Silver Verified Badge, the Gold Verified Badge can be displayed next to the user's username and on the user's profile page. Awarding a Gold Verified Badge is one example method of indicating that the user has completed an optional verification process. In other embodiments, different methods are used to indicate that the user has completed an optional verification process. Additionally, in at least some embodiments, additional verification processes are included that award additional badges or other indicia of completion.

[0121] At operation **686**, the user can configure preferences. Examples of preferences include whether the default behavior should be to browse regional, national, or international listings; a default time zone; a preferred currency; and a preferred offer communication method (e.g., e-mail, text, social media, etc.). Other embodiments include more, fewer, or different preferences.

[0122] At operation **688**, the user is prompted to buy a profile insurance policy. Some embodiments provide an opportunity to purchase other forms of payment assurance as well. In some embodiments, payment assurance is provided by a policy purchased from the online marketplace **102**. In other embodiments, payments assurance is provided by an insurance policy provided by a third party. The insurance policy covers the transaction the user enters up to a predetermined coverage amount. The price of the insurance is based on the user's trust score and the coverage amount. Additionally, in some embodiments, the price of the insurance is based on additional factors such as a credit score (e.g., a FICO score) for the user (or for the other user). In some embodiments, the user may provide the credit score. Additionally, in some embodiments, the credit score is verified by, for example, a credit bureau. The insurance covers all transactions until the cumulative transaction amount is greater than the predetermined coverage amount. Alternatively, the insurance covers all transactions that are individually below the predetermined coverage amount. Additionally, additional insurance can be purchased for individual transactions as well. Other embodiments are possible.

[0123] If the user does purchase insurance, the method **660** proceeds to operation **690**. At operation **690**, the user is awarded an insurance badge. The insurance badge can be displayed next to the user's username and on the user's profile page. The presence of the insurance badge can provide peace of mind to the other party as the insurance will cover nonperformance of the transaction. In this manner, a user may increase the likelihood of completing a transaction by purchasing insurance.

[0124] At operation **692**, the user's trust score is calculated at least in part based on the verification level completed. The process of calculating a trust score is described in more detail below.

[0125] FIG. **9** is a flow chart illustrating an example method **740** of creating a listing on the online marketplace **102** for a transaction offering. In some embodiments, at least some operations of the method **740** are performed by the listing engine **292** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **740** includes operations **742**, **744**, **746**, **748**, **750**, **752**, **754**, and **756**.

[0126] At operation **742**, a user selects "post" to start the process of generating and posting a listing for a transaction offering. The user can select post by following a link on the home page. Alternatively, the user can select post by following links on other pages or activating a button or other user interface element in a user interface generated by an application. Other embodiments are possible as well.

[0127] At operation **744**, the user selects a category and one or more subcategories to describe that are appropriate for the transaction offering. In at least some embodiments, the user selects the categories and subcategories from a hierarchical list displayed on a user interface. In at least some embodiments, the user interface initially hides subcategories until a top-level category has been

selected. Then the appropriate sub-categories are displayed in the list. Additionally, in at least some embodiments, the user may select multiple categories that are appropriate to describe the transaction offering. Other embodiments are possible as well.

[0128] At operation **746**, the user enters information about the transaction offering. Depending on the type of transaction offering various types of information may be required or option. Examples of required information include title, description, and location. Example of required transaction terms include price, down payment amount, interest rate, number of payments, payment frequency, date of first payment, delivery option (e.g., ship, pick up, third-party delivery, etc.), and whether layaway is available. Examples of optional information include photos. Examples of optional transaction terms include a hold amount and time period, whether multiple or adjustable interested rates are applied, a balloon payment amount, whether auto-pay is required, a prepayment penalty amount, whether the transaction offering is being provided “AS/IS,” whether a warranty is included and the terms of that warranty, whether insurance (or another form of payment assurance) is required, and whether there is an expiration date (e.g., for a service being purchased). Additionally, in some embodiments, the user can specify whether a counter-offer will be considered for each of the terms. In this manner, the user can indicate to users who review the listing whether certain terms are negotiable. Beneficially, this may facilitate reaching an agreement on a transaction by focusing the negotiation on points where the parties are flexible and avoiding offers that will not be considered by the user who posts the listing. In other embodiments, there are more, fewer, or different optional and required terms.

[0129] The hold amount is a non-refundable amount that a user can pay to hold a transaction offering for the specified hold time period. During the hold time period the user who posted the listing will not enter into a transaction with another user. If the user who paid the hold amount chooses to complete the transaction, the hold amount will be applied towards the transaction. If the user does not, the user who posted the listing retains the amount paid as compensation for holding the transaction offering. In at least some embodiments, the hold time period is forty-eight hours. Other embodiments are possible.

[0130] At operation **748**, a user interface is presented that displays the terms of the proposed listing. Additionally, the user interface displays at least one of the projected cash flow and the return on investment based on the terms of the proposed listing. The user can view this interface before the listing is posted. Additionally, the user can view this interface after the listing is posted and when a counter offer is received. Additionally, in at least some embodiments, the interface displays a comparison of the terms proposed in the listing and the terms in one or more of the offers.

[0131] At operation **750**, the user can review the finished listing. A user interface that includes the listing as it will be presented to users browse through the online marketplace can be generated. In at least some embodiments, the user interface also includes amortization schedule that is calculated based on the transaction terms specified by the buyer. Further, in at least some embodiments, the amortization schedule is calculated after accounting for any fees charged by the online marketplace **102**.

[0132] At operation **752**, it is determined whether the user approves of the listing. If the user does approve the listing, the method **740** proceeds to operation **754**, where the listing is posted and becomes viewable by other users. If the listing is not approved, the method **740** proceeds to operation **756**, where the user can edit the listing.

[0133] FIG. **10** is a flow chart illustrating another example method **810** of using the wanted category of listings with the system **100**. In some embodiments, at least some operations of the method **810** are performed by the listing engine **292** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **810** includes operations **812**, **814**, **816**, and **818**.

[0134] At operation **812**, the user selects the “Wanted” category. The “Wanted” category can be selected from the home page or while posting an item. Other embodiments are possible as well.

[0135] At operation **814**, the user can choose to post to the “Wanted” category. The process of posting to the “Wanted” category is similar to the method **740** of posting a listing. However, in at least some embodiments, listings in the “Wanted” category do not require that any of the transaction terms be specified. Further, in at least some embodiments, the user can optionally specify some transaction terms in the “Wanted” listing.

[0136] At operation **816**, the listing is posted and becomes viewable by others users of the online marketplace **102**. At operation **818**, another user can review the “Wanted” listing and respond by making an offer to fulfil the “Wanted” request. In at least some embodiments, a user interface is generated that lists at least some of the “Wanted” listings. Beneficially, this user interface permits users to review “Wanted” listings and make offers to supply the “Wanted” listing. Users can earn a profit by providing the transaction offering requested in the listing through the interest that will be received. Additionally, the party that wants the transaction offering can acquire it with financing from a third party, even though financing may not be available in a store.

[0137] FIG. **11** is a flow chart illustrating an example method **870** of agreeing on a transaction using the system **100**. In some embodiments, at least some operations of the method **870** are performed by the hold engine **296** and the transaction engine **298** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **870** includes operations **872**, **874**, **876**, **878**, **880**, **882**, **884**, **886**, **888**, **890**, **892**, **894**, **896**, **898**, and **900**.

[0138] At operation **872**, it is determined whether a browsing user wishes to hold, make an offer for, or make a counter offer for a transaction offering posted by a listing user. If the browsing user wishes to make an offer, the method proceeds to operation **874**. If the browsing user wishes to make a counter offer, the method proceeds to operation **894**. If the browsing user wishes to hold the transaction offering, the method proceeds to operation **898**.

[0139] At operation **874**, the browsing user enters a time limit for the offer. At operation **876**, the browsing user selects a preferred method for communication about the offer. If the browsing user does not enter a preferred method, the browsing user's default method of communication is used.

[0140] At operation **878**, the browsing user is prompted to decide whether to purchase insurance for the transaction. The user interface may display the cost of the insurance and user interface elements that the browsing user can activate to indicate whether to purchase the insurance. If the browsing user chooses to purchase insurance, the method proceeds to operation **880**, where the insurance is purchased. Additionally, in at least some embodiments, the browsing user can elect to apply a general insurance policy to the transaction. Additionally, in some embodiments, the browsing user may purchase (or otherwise acquire) another form of payment assurance for the transaction. Similarly, the listing user may elect to acquire a form of payment assurance as well. In at least some embodiments, the price paid to acquire a form of payment assurance (regardless of which user is acquiring it) can be based on one or more of a credit score and a trust score of the browsing user. Additionally or alternatively, in some embodiments, the price paid to acquire a form of payment assurance can be based on other factors.

[0141] At operation **882**, the browsing user can review the offer, including an amortization schedule based on the transaction terms of the offer. At operation **884**, the browsing user decides whether to make the offer. In some embodiments, a user interface is presented that prompts the browsing user to indicate whether the offer should be made. In some embodiments, the user interface may allow either user to indicate that the offer is a “walk away final offer.” In this manner, the user may bypass or terminate further negotiations. If the browsing user indicates the offer should be made, the method proceeds to operation **886**, where the browsing user is prompted to accept the payment terms in the offer for the life of the transaction. If, instead, the browsing user indicates that the offer should not be made, the method proceeds to operation **894**.

[0142] After the browsing user has accepted the payment terms, the offer is communicated to the posting user. At operation **888**, both the browsing user and the posting user may review one another's profiles, including trust scores, individual ratings, transaction coin awards, and badges.

[0143] At operation **890**, the posting user decides whether to accept the offer. If the offer is accepted, the method proceeds to operation **892**. At operation **892**, the browsing user and the posting user are notified that an agreement has been reached. Additionally, if other offers were pending for the transaction offering, the users who made the other offers are notified that the transaction offering is no longer available. The notification may include links to other similar transactions offerings that are still available. In some embodiments, a user interface that includes a graphical representation of a handshake is generated. Beneficially, this handshake symbolizes the conclusion of the negotiations.

[0144] Alternatively, if the posting user does not accept the offer, the method proceeds to operation **894**, where the posting user is prompted to decide whether to make a counter offer. If the posting user wishes to make a counter offer, the method proceeds to operation **896**. Although the posting user may receive multiple offers from multiple other users, in at least some embodiments, the online marketplace **102** permits the posting user to enter into an active negotiation with only one user at a time. For example, the online marketplace **102** may permit the posting user to make only a single counter offer at a time. Other embodiments are possible as well.

[0145] At operation **896**, the user (i.e., the browsing user or the posting user depending on the circumstances) is prompted to adjust the transaction terms for a counter offer to the other user. In at least some embodiments, a user interface is generated that displays all of the transaction terms and includes user interface elements to adjust at least some of the transaction terms. Additionally, in at least some embodiments, the user interface only permits the browsing user to adjust the terms of the transaction that the posting user has indicated are negotiable. In at least some embodiments, a browsing user may specify (or a posting user may request) that a certain number of the final payments in a payment plan will be pre-paid. For example, a browsing user may offer to pre-pay the final payment required under a proposed payment plan to make the offer more enticing. Alternatively, the browsing user may offer to pre-pay multiple (e.g., the last two, three, or more) of the final payments under the payment plan. Although there are many terms that can be specified in transactions, in at least some embodiments, the user can simply specify a payment price for immediate payment (e.g., a “Buy Now” option). In these transactions, the browsing user and the posting user do not need to agree to a payment plan.

[0146] At operation **898**, the browsing user is prompted to enter a time limit for the offer to hold. In at least some embodiments, this operation is not performed as a default time limit or a time limit specified by the posting user is used instead.

[0147] At operation **900**, the browsing user is prompted to review and accept the hold payment. In at least some embodiments, the browsing user is bound to make the hold payment if the posting user accepts it. Additionally, in at least some embodiments, the posting user specifies a hold amount and hold time period that pre-approved. In these embodiments, as soon as the browsing user confirms the hold payment, the payment is processed. The browsing user will then have until the hold time period elapses to agree to the transaction on the terms specified by the posting user.

[0148] FIG. **12** is a flow chart illustrating an example method **930** of processing a transaction using the system **100**. For illustrative purposes, this method **930** is described in terms of a buyer and a seller. Buyers and sellers can include service providers and service acquirer as well as lenders/lessors and lendees, landlords and tenants, etc. In some embodiments, at least some operations of the method **930** are performed by the performed by the payment engine **300**, the renegotiation engine **302**, the reputation engine **304**, and the insurance engine **306** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **930** includes operations **932**, **934**, **936**, **938**, **940**, **942**, **944**, **946**, **948**, **950**, **952**, **954**, **956**, and **958**.

[0149] At operation **932**, it is determined whether the first payment is received from the buyer. In at least some embodiments, the payment is made to the online marketplace **102**. The payment can be made using a variety of techniques, including credit card, debit card, bank account draft, payment service (e.g., Paypal, Google Pay, Amazon Payments, etc.), and virtual currency (e.g., Bitcoin)

transfer. If the payment is received in accordance with the transaction terms, the method proceeds to operation **934**. If not, the method proceeds to operation **948**.

[0150] At operation **934**, the payment is processed by the payment engine **300**. In some embodiments, the payment engine **300** deducts fees for the online marketplace **102** from the payment and can divide those fees between the buyer and the seller. For example, fifty percent of the fee may be added on to the payment the buyer makes, while the remainder is subtracted from the payment the seller is to receive. In at least some embodiments, the payment less fees is deposited in the seller's bank account. In other embodiments, the fee is paid entirely by the seller or entirely by the buyer. Once the payment is processed, a notice of successful payment is communicated to both the buyer and the seller (e.g., via e-mail, text message, social media, voice mail, postal mail, etc.). Other embodiments are possible as well.

[0151] In some embodiments, payments are held by the online marketplace **102** (or another third party) for a predefined time period (e.g., 72 hours, a week, two weeks, or a month) or until the occurrence of a specific event (e.g., the transaction offering is delivered/performed, the buyer acknowledges satisfactory delivery/performance of the transaction offering, etc.). In this manner, some embodiments provide added security (e.g., "Deal Assurance") for the buyer that the seller will complete the transaction as agreed. In some embodiments, if the seller does not complete the transaction, the payment is returned to the buyer and the seller may be charged a non-compliance fee. In some embodiments, only the first payment is held by the online marketplace **102**, and in other embodiments, additional (or all) payments are held by the online marketplace **102**. For example, in some embodiments, payments may be received by the online marketplace **102** at any time, but are paid out to sellers on a weekly, bi-weekly, or monthly schedule.

[0152] Once the first payment is received, the buyer and seller may rate and review each other once. Alternatively, the buyer and seller can rate each other only after all payments have been made and the transaction is complete. The process for rating and reviewing users is described in more detail below. Additionally, in at least some embodiments, the buyer and seller may view additional personal information (e.g., contact information) about one another in the user profiles. In some embodiments, at least some of the personal information (e.g., contact information) is made available between the buyer and the seller only after the transaction has been entered into and a binding contract has been formed, such as to respect the privacy of the buyer's and the seller's personal information. Additionally, the transaction may be shown on a user interface in a list of open transactions. The list may include an amortization schedule and other information about the transaction. In some embodiments, either the buyer or the seller may propose a change to the transaction terms using the user interface. However, changes to the transaction terms only go into effect if both the buyer and seller indicate agreement to the change using the user interface.

[0153] At operation **936**, uncolored transaction coins are awarded to the buyer and seller representing the transaction. The transaction coins will be colored in full when the transaction has been performed in full. Depending upon the total amount of the transaction, different types of transaction coins are awarded. The transaction coins are described in greater detail below.

[0154] At operation **938**, the seller delivers or performs based on the transaction terms. In at least some embodiments, the seller can record a tracking number or other shipping or performance information for the transaction using the user interface. However, in at least some embodiments, the seller does not deliver the transaction offering until after all payments are completed. For example, some embodiments support layaway transactions, where the transaction offering is provided to the buyer after all payments have been made.

[0155] At operation **940**, it is determined whether the buyer received the transaction offering in accordance with the transaction terms. In some embodiments, the buyer may indicate that the transaction offering was successfully received using the user interface. If the transaction offering is successfully received, the method proceeds to operation **942**. If the transaction offering is not successfully received, the method proceeds to operation **952**.

[0156] At operation **942**, the future payments are made according to the transaction terms. In at least some embodiments, the future payments are made automatically based on a payment method specified by the buyer. In some embodiments, the payment method identifies a commerce account (e.g., a bank account, credit card, debit card, PayPal account, etc.) to use to make the payment. In some embodiments, the buyer may change payment methods one or more times throughout the transaction.

[0157] At operation **944**, it is determined whether the payments were received. If the payments were received, the method proceeds to operation **946**. If the payments were not received, the method proceeds to operation **948**.

[0158] At operation **946**, the payments are processed. In at least some embodiments, notifications are communicated to the buyer and seller each time a payment is successfully processed. Additionally, in at least some embodiments, upon completion of the final payment, the transaction coins awarded to the buyer and seller become fully colored.

[0159] At operation **948**, the default by the buyer is processed. In at least some embodiments, notices are delivered to the buyer and seller regarding the default. Additionally, in some embodiments, the seller's transaction coin for the transaction is removed, while the buyer's transaction coin is tarnished to warn others that the buyer defaulted on this transaction. In some embodiments, the user interface provides tools for the buyer and the seller to privately work out a resolution to the default.

[0160] At operation **950**, transaction insurance is applied if it is available. In this manner, the insurance may make some or all of the missing payments.

[0161] At operation **952**, which is performed when the transaction offering is not received, the buyer initiates a dispute resolution process. In some embodiments, the buyer may use the user interface to send a message to the seller to resolve the dispute and the dispute may be privately resolved between the buyer and seller. Additionally, in some embodiments, the buyer uses the user interface to file a claim with a dispute resolution center of the online marketplace. A claim may be filed if the transaction offering is not delivered or performed in accordance with the transaction terms.

[0162] At operation **954**, it is determined whether the seller is in default. The buyer and seller may submit information to the dispute resolution center using the user interface. In some embodiments, the online marketplace **102**, may determine whether the seller performed and delivered or performed the transaction offering according to the transaction terms. If the seller is found to be in default, the method proceeds to operation **956**. If the seller is not found to be in default, the method proceeds to operation **942**.

[0163] At operation **956**, the seller default is processed. Generally, the seller default is processed in a manner similar to the buyer default in operation **948**. However the transaction coins are processed differently when the seller defaults. In at least some embodiments, the buyer's transaction coin for the transaction is removed, while the seller's transaction coin is tarnished to warn others that the seller defaulted on this transaction.

[0164] At operation **958**, the buyer receives a refund of the down payment if insurance was purchased or applied to the transaction.

[0165] FIG. **13** is a flow chart illustrating an example method **990** of rating a user using the system **100**. In some embodiments, at least some operations of the method **990** are performed by the reputation engine **304** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **990** includes operations **992**, **996**, **998**, **1000**, **1002**, **1004**, and **1006**.

[0166] At operation **992**, the reviewing user selects a user to rate or review. In at least some embodiments, the reviewing user can select a user to review by following a link on a web page that lists all open transactions. Additionally, in some embodiments, the reviewing user can also follow a link that is displayed on a user profile web page or interface. After the reviewing user has entered into a transaction with another user, the reviewing user may rate and review may provide one rating

for that user. In some embodiments, the rating and review may be edited over the life of the transaction. Alternatively, the rating and review may be edited any time a transaction is active between the rating user and the user. As yet another alternative, the rating and review may not be edited after it is entered in some embodiments. Other embodiments are possible as well.

[0167] At operation **994**, it is determined whether the reviewing user has an active transaction with the selected user. In at least some embodiments, a transaction is considered active until all payments have been made. Alternatively, the transaction is considered active for a predetermined time period after the final payment is made. If it is determined that the reviewing user has an active transaction with the selected user, the method proceeds to operation **996**. If instead, the reviewing user does not have an active transaction with the selected user, the method proceeds to operation **1006**, where the interface is updated to indicate that rating reviewing the selected user is not currently permitted.

[0168] At operation **996**, it is determined whether the reviewing user has previously rated the selected user. For example, to determine whether the reviewing user has previously rated the selected user, the transaction review data **368** in the database **110** can be queried for matching records. If the reviewing user has previously reviewed the selected user, the method proceeds to operation **998**, where the prior rating and review is displayed in the interface so that it can be edited. If not, the method proceeds to operation **1000**.

[0169] At operation **1000**, the reviewing user provides a quantitative rating of the selected user. Examples of quantitative ratings include numeric scores and letter grade scores. In some embodiments, the quantitative rating is entered as a number of stars. The maximum number of stars can be five or it can be a different number.

[0170] At operation **1002**, a written review is input. In some embodiments, the written review is optional. Additionally, some embodiments do not include a written review.

[0171] At operation **1004**, the users trust score and average quantitative score is updated. For example, if the quantitative score is based on a star rating out of five stars. The users average quantitative score is updated based on the number of stars entered in operation **1002**. The average quantitative score may be based on the average number of stars received over all transactions completed by the selected user since the account was created. Alternatively, the average quantitative score is based on the average number of stars received over all transactions completed during a specified time period (e.g., during the past six months). Additionally, the selected user's trust score is updated based on the rating entered in operation **1002**.

[0172] FIG. **14** is a flow chart illustrating an example method **1030** of generating and updating a transaction coin for a transaction using the system **100**. In some embodiments, at least some operations of the method **1030** are performed by the reputation engine **304** using a processor (such as processing device **120**, shown in FIG. **2**). In this example, the method **1030** includes operations **1032**, **1034**, **1036**, **1038**, **1040**, **1042**, **1044**, **1046**, and **1048**.

[0173] In at least some embodiments, transaction coins are awarded to users to represent transactions in which the user has participated. Some embodiments award different types of transaction coins depending on the value of the transaction. For example, a transaction having a value of \$0-250 is awarded a bronze transaction coin, a transaction having a value of \$251-1500 is awarded a silver transaction coin, a transaction having a value of \$1501-5000 is awarded a gold transaction coin, and a transaction having a value greater than \$5000 is awarded a platinum transaction coin. In some embodiments, a user interface is generated for a user that displays the transaction coins that have been awarded to the user. An example user interface also includes a variety of additional profile information about the user. Beneficially, a second user can consider this profile information when deciding whether to enter into a transaction with the user.

[0174] In some embodiments, the user interface displays the various transaction coins awarded to a user in a color that represents the transaction coin type. Additionally, in at least some embodiments, the transaction coin type or a letter representing the transaction coin type is displayed on the user

interface as well. Other indicia of transaction coin type are included in other embodiments as well. For example, the transaction coins may be grouped by transaction coin type under headings that indicate the transaction coin type. Additionally, in at least some embodiments, the user interface displays a letter on a transaction coin indicating the user's role in the transaction. For example, the letters B or S may be displayed on transaction coins to indicate that the user was a buyer or seller respectively.

[0175] In some embodiments, when a transaction coin is initially awarded it is not fully colored. The user interface may show the transaction coin in a transparent or partially transparent color. Then, as the transaction is performed, the transaction coin is colored in more. For example, the transaction coin can become less transparent as more of the transaction is performed. Alternatively, a portion of the transaction coin that corresponds to the portion of the transaction that has been completed can be colored. For example, when fifty percent of the payments required for a particular transaction have been made, fifty percent of the corresponding transaction coin can be colored in. Other embodiments are possible as well.

[0176] If one of the parties defaults during performance of the transaction, the transaction coin will be updated accordingly. In at least some embodiments, the user interface is updated to display a tarnished transaction coin for the party that breached. Additionally, in some embodiments, the transaction coin is simply removed from the non-defaulting user's profile. In at least some embodiments, a user may remove the tarnish from a transaction coin by resolving the default to the satisfaction of the other party. In these embodiments, the user interface is updated to display the transaction coin without a tarnish once the default is resolved. Alternatively, a user may remove a tarnished transaction coin by successfully performing a predetermined number (e.g., three) of transactions that each have a value equal to or greater than the value of the transaction associated with the tarnished transaction coin. In these embodiments, the tarnished transaction coin is simply not shown on the profile of the defaulting user after the tarnished transaction coin has been removed due to successful completion of additional transactions.

[0177] In some embodiments, when a predetermined quantity of types of transaction coins are accumulated, the user interface displays a sack of transaction coins. For example, the user interface may display a sack of transaction coins after a user receives five bronze transaction coins.

[0178] In at least some embodiments, the online marketplace also operates to allow users to make payments to other users or to pay fees using the transaction coins. For example, the transaction coins can operate as a virtual currency. Alternatively, the transaction coins can be traded in for a payment voucher. For example, ten bronze transaction coins could be traded in for a bronze level payment voucher. Other embodiments are possible as well.

[0179] At operation **1032**, an offer from a first user is accepted by a second user and a down payment is made by the second user to the first user according to the transaction terms. At operation **1034**, uncolored transaction coins are awarded to the users to indicate that the transaction has been entered. At operation **1036**, it is determined whether the next payment was received according to the transaction terms. If so, the method proceeds to operation **1038**. If not, the method proceeds to operation **1046**, where the default is processed.

[0180] At operation **1038**, the transaction coin colors are updated to reflect that the payment has been made. At operation **1040**, the trust scores of the user are updated to reflect that the payments have been made. Trust scores are described in more detail below. At operation **1042**, it is determined whether the final payment has been received. If so, the method proceeds to operation **1044**, where the transaction coins are colored in full. If not, the method returns to operation **1036**.

[0181] At operation **1046**, the default is processed. In at least some embodiments, the transaction coin of the defaulting user is tarnished by the default and the transaction coin of the non-defaulting user is removed. At operation **1048**, the trust scores of the users are updated to reflect the default.

[0182] FIG. **15** is a flow chart illustrating an example method **1080** of calculating a user trust score using the system **100**. In some embodiments, at least some operations of the method **1080** are

performed by the reputation engine **304** using a processor (such as processing device **120**, shown in FIG. 2). In this example, the method **1080** includes operations **1082**, **1084**, **1086**, **1088**, and **1090**. [0183] At operation **1082**, a transaction coin score is calculated for the user based on the number of transaction coins earned and the number of transaction coins tarnished. In at least some embodiments, the transaction coin score is based on the user's transactions since the user created an account with the online marketplace **102**. Alternatively, the transaction coin score is based on the user's transaction in a particular time period (e.g., during the past two years). In at least some embodiments, the transaction coin score is based on the ratio of tarnished transaction coins to total transaction coins earned. Further, in some embodiments, the total number of transaction coins earned is also used in calculating the score or as a threshold. For example, the highest transaction coin score may be calculated when the user has no tarnished transaction coins and at least ten total transaction coins earned. Other embodiments are possible as well.

[0184] At operation **1084**, the average rating based on user ratings is calculated. In some embodiments, the average rating is based on a simple average of all of the user ratings that the user has received. Alternatively, the average user rating is calculated as a weighted average of the user ratings. For example, the ratings may be weighted to give more recent ratings more weight than past ratings. Alternatively, ratings may be weighted based on the value of the transaction. As another alternative, the ratings may be weighted based on the rating of the user who provided the rating. In this manner, ratings from reputable users are weighted more heavily than from other users. Other embodiments are possible as well.

[0185] At operation **1086**, a verification level score is calculated based on the verification information provided by the user. For example, a verification level score of one may be calculated if the user has been awarded a Silver Verified Badge and a verification level score of two may be calculated if the user has been awarded a Gold Verified Badge. In other embodiments, other values are assigned. Additionally, in some embodiments, other verification levels (badges) are used as well.

[0186] At operation **1088**, the user trust score is calculated based on the transaction coin score calculated in operation **1082**, the average rating calculated in operation **1084**, and the verification level score calculated in operation **1086**. In at least some embodiments, the transaction coin score, average rating, and verification level score are scaled and averaged. For example, the transaction coin score, average rating, and verification level score can be scaled to the range of 0-100. In this manner, the user trust score is based on an equal weighting of the transaction coin score, average rating, and verification level score. Alternatively, the transaction coin score, the average rating, and the verification level score are scaled and then combined with a weighted average. In some embodiments, the transaction coin score is weighted more heavily than the average user rating score, and the average user rating is weighted more heavily than the verification level score. For example, in at least some embodiments, the transaction coin score receives a 60% weighting, the average user rating score receives a 30% weighting, and the verification level score receives a 10% weighting. Other embodiments use different weightings. Additionally, in some embodiments, the user trust score is based on additional factors as well, such as data collected from various public or private sources. For example, in some embodiments, the user trust score is further adjusted based on data related to how long a user spends viewing or interacting with a particular section of the online marketplace **102**. One or more of the following factors are also used by some embodiments to calculate that trust score: payment history for utility bills, number of e-mail addresses associated with the user and how long the user has had the e-mail addresses, and social reputation information from social media sites and various other public and private sources.

[0187] At operation **1090**, the user trust score calculated in operation **1088** is displayed next to listings posted by the user and offers made by the user. Beneficially, this allows users interested in the listing to consider the trustworthiness of the user who posted the listing before entering into the transaction. Similarly, the user who posts the listing can evaluate the trustworthiness of the user

who has sent an offer before accepting the offer. The trust score can help the posting user to determine whether to provide financing to the user making the offer. In at least some embodiments, the trust score is displayed along with the number of transactions that were used to calculate the trust score. For example, a trust score of 98/3 may be displayed to indicate a trust score of 98 has been earned over three transactions.

[0188] FIG. 16 is a block diagram illustrating an example layout of a neighborhood interface 1140 generated by the neighborhood engine 308 and the user interface engine 312. The neighborhood interface 1140 includes a neighbors list 1142, an offerings list 1144, a contact neighbors element 1146, and an add neighbors element 1184.

[0189] The neighbors list 1142 operates to show some or all of the other users of the online marketplace 102 that have been added to the neighborhood of a user. Users are added to neighborhoods after accepting a neighbor request, such as a “will you be my neighbor?” request. Users may invite other users or even non-users to be neighbors. If a user invites a non-user to be a neighbor and the non-user accepts, the user may receive an incentive from the online marketplace 102 such as a voucher that can be used to make payments for fees or transaction offerings on the online marketplace 102. Users can send neighbor invites in various ways, such as while viewing the profile of another user or through various social media accounts. Other embodiments are possible as well.

[0190] In this example, the neighbors list 1142 shows the neighbor profiles 1148a and 1148b. In this example, the neighbors list 1142 includes a scroll or swipe capability to show additional neighbors. Other embodiments are possible as well.

[0191] The neighbor profiles 1148a and 1148b include photo elements 1150a and 1150b, name elements 1152a and 1152b, trust score elements 1154a and 1154b, verification level badge elements 1156a and 1156b, transaction coins elements 1158a and 1158b, and contact elements 1160a and 1160b. In at least some embodiments, the neighbor profiles 1148a and 1148b include more, fewer, or different elements.

[0192] The photo elements 1150a and 1150b optionally show a photograph of the user that the user has uploaded. The name elements 1152a and 1152b show the name of the user.

[0193] The trust score elements 1154a and 1154b show the trust score of the user. In this example, the trust score element 1154a shows a trust score of “98/3,” which indicates a trust score of 98 has been earned over three transactions. The trust score element 1154b shows a trust score of “96/6,” which indicates a trust score of 96 has been earned over sixteen transactions. Additionally, in some embodiments, the trust score elements 1154a and 1154b are user interface elements that can be activated (e.g., by clicking or touching) and used to view the individual components and transaction data that was used to calculate the trust score.

[0194] The transaction coins elements 1158a and 1158b show the transaction coins that have been earned by the user. In this example, the transaction coins element 1158a shows a transaction coin that is only partially complete, which indicates that the transaction represented by the transaction coin is ongoing and only partially complete. The transaction coins element 1158b shows a transaction coin that is complete, which indicates that the transaction represented by the transaction coin is complete. Although only a single transaction coin is shown in each of the transaction coins elements 1158a and 1158b, in other embodiments multiple transaction coins are shown.

[0195] The contact elements 1160a and 1160b are user interface elements that can be activated to contact the user. In some embodiments, activating the contact elements 1160a and 1160b opens a form which can be used to send a message to the user. In some embodiments, the message is sent using e-mail, text messaging, or social media. Additionally, in some embodiments, the message is sent to an inbox for the user within the online marketplace 102. The contact elements 1160a and 1160b can be used to send messages to solicit a neighbor to buy or sell a particular transaction offering. Additionally, the contact elements 1160a and 1160b can also be used to solicit a neighbor to help pay for an offering as a third-party payer. Beneficially, this can be used to purchase a

particular transaction offering for a charity, friend, or family member.

[0196] The offerings list **1144** operates to show some or all of the transaction offerings available from users in the neighborhood. In this example, the offerings list **1144** shows transaction offering panels **1170a** and **1170b**. In this example, the offerings list **1144** includes a scroll or swipe capability to show additional offerings from neighbors. Other embodiments are possible as well. Additionally, in some embodiments, the offerings list **1144** includes user interface elements filter or search the offerings in the list.

[0197] The transaction offering panels **1170a** and **1170b** include title elements **1172a** and **1172b**, photo elements **1174a** and **1174b**, transaction terms elements **1176a** and **1176b**, hold elements **1178a** and **1178b**, make offer elements **1180a** and **1180b**, and adjust offer elements **1182a** and **1182b**. In at least some embodiments, the transaction offering panels **1170a** and **1170b** include more, fewer, or different elements. For example, the transaction offering panels **1170a** and **1170b** can also include a detailed description or a user interface element that can be used to access the detailed description and information about the user who listed the offering.

[0198] The title elements **1172a** and **1172b** display the title of the transaction offering that was entered by the user who listed it. The photo elements **1174a** and **1174b** display one or more photographs, if any have been uploaded, of the offering.

[0199] The transaction terms elements **1176a** and **1176b** show the transaction terms that the user entered. In at least some embodiments, the transaction terms elements **1176a** and **1176b** also include indicia (e.g., different fonts, colors, text styles, asterisks, etc.) of whether the user who posted the offering is willing to consider counter offers on the particular terms.

[0200] The hold elements **1178a** and **1178b** are user interface elements that can be activated to hold the offering. Holding an offering has been described in greater detail above. The make offer elements **1180a** and **1180b** are user interface elements that can be activated to make an offer on the offering. The adjust offer elements **1182a** and **1182b** are user interface elements that can be activated to adjust one or more of the proposed transaction terms for the offering before making an offer. Making and adjusting offers on an offering has been described in greater detail above.

[0201] The contact neighbors element **1146** operates to send a message to all neighbors of a particular user. Similar to the contact elements **1160a** and **1160b** described above, the contact neighbors element **1146** can be used to solicit neighbors as a group to buy or sell a particular transaction offering. Additionally, the contact neighbors element **1146** can be used to solicit neighbors to make a payment on behalf of a third party such as a charity, friend, or family member. In at least some embodiments, unsolicited communication is only permitted between neighbors. Further, in some embodiments, the neighborhood interface **1140** includes an element that the user can use to remove or hide a particular other user from the neighborhood and thus stop receiving unsolicited communication from that other user.

[0202] The add neighbors element **1184** operates to add a user as a neighbor. In some embodiments, the add neighbors element **1184** display a search form when it is activated that can be used to identify potential neighbors. Additionally, in some embodiments, when a potential neighbor is identified, a user can send a “Will you be my neighbor?” request to the potential neighbor. In some embodiments, the potential neighbor is not added to the neighborhood until the potential neighbor accepts the request. In at least some embodiments, neighbors can be added using other interfaces as well. For example, some embodiments include a user interface element to add a user to the neighborhood that is displayed on the profile page of a potential neighbor or another location. As described above, the user may receive an incentive when a non-user creates an account with the online marketplace **102**.

[0203] The various embodiments described above are provided by way of illustration only and should not be construed to limit the claims attached hereto. Those skilled in the art will readily recognize various modifications and changes that may be made without following the example

embodiments and applications illustrated and described herein, and without departing from the true spirit and scope of the following claims.

Claims

1-47. (canceled)

48. A method for facilitating transactions, the method comprising: receiving a transaction offering from an external computing system, the transaction offering being associated with a user offer for the transaction offering; automatically generating a user trust profile; generating a payment plan including payment terms including at least two payments to be made over a period of time; and transmitting the payment plan and the user trust profile to the external computing system, wherein the user trust profile is transmitted separately from the payment plan.

49. The method of claim 48, wherein the transaction offering includes user information, wherein the automatic generation of the user trust profile is based on the user information.

50. The method of claim 48, further comprising receive user information from a user input, wherein the automatic generation of the user trust profile is based on the user information.

51. The method of claim 48, wherein the user trust profile includes a rating of transactions involving a user.

52. The method of claim 48, wherein the user trust profile includes a single score that represents an overall trust score for a user.

53. The method of claim 48, wherein the user trust profile includes a verification level of a user.

54. The method of claim 48, further comprising in response to receiving a proposed adjusted payment plan, transmitting the adjusted payment plan to the external computing system, wherein the adjusted payment plan includes at least one counteroffer payment.

55. The method of claim 48, further comprising in response to receiving an acceptance of the payment plan, tracking the at least one payment.

56. The method of claim 55, further comprising generating a reminder that the at least one payment is due as a due date of the at least one payment approaches.

57. The method of claim 55, further comprising transmitting a notice of payment default to the external computing system.

58. The method of claim 55, further comprising updating the user trust profile following a payment default.

59. The method of claim 48, further comprising receiving automatically approval from the external computing system following a criteria of the user trust profile.

60. The method of claim 59, wherein the criteria includes a minimum trust score for a user or a number of completed transactions of a user.

61. The method of claim 48, wherein the user trust profile includes a reputation factor and a trust score data.

62. The method of claim 61, wherein the reputation factor includes a rating of transaction for a user and a verification level of a user, wherein the trust score data is a weighted average of the rating of transaction and the verification level.

63. The method of claim 62, wherein the rating of transaction is weighted more heavily than the verification level.

64. The method of claim 63, wherein the reputation factor includes information that is automatically generated based on whether the user has made payments consistent with a term of a transaction.

65. A system for facilitating transactions, the system comprising: a payment server comprising at least one processing device and at least one computer-readable storage device storing data instructions that when executed by the at least one processing device cause the system to: receive a transaction offering from an external computing system, the transaction offering being associated

with a user offer for the transaction offering; automatically generate a user trust profile; generate a payment plan including at least two payments to be made over a period of time; and transmit the payment plan and the user trust profile to the external computing system, wherein the user trust profile is transmitted separately from the payment plan.

66. A method for facilitating transactions, the method comprising: receiving a transaction offering from an external computing system; generating a user trust profile; determining whether the user trust profile satisfies a pre-approval criterion; transmitting the user trust profile to the external computing system; receiving operator approval from the external computing system after receipt of the user trust profile; generating a payment plan including at least two payments to be made over a period of time; and tracking conformance to the payment plan.

67. A system for facilitating transactions, the system comprising: a payment server comprising at least one processing device and at least one computer-readable storage device storing data instructions that when executed by the at least one processing device cause the system to: receive a transaction offering from an external computing system; generate a user trust profile; determine whether the user trust profile satisfies a pre-approval criterion; transmit the user trust profile to the external computing system; receive operator approval from the external computing system after receipt of the user trust profile; generate a payment plan including at least two payments to be made over a period of time; and track conformance to the payment plan.
