UNITED STATES PATENT AND TRADEMARK OFFICE

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EXAMINER
THIAW, CATHERINE B

ART UNIT	PAPER NUMBER
2458	

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

	Application No.	Applicant(s)
Office Action Summary	11/512,782	DIETRICH, BRENDA
	Examiner	Art Unit
	CATHERINE THIAW	2458

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *3* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *30 August 2006*.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-21* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-21* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *30 August 2006* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All   b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4) ☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1.   Claims 1-21 are pending.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

2.   <u>Claims 1-21</u> are rejected under 35 U.S.C. 103 (a) as being unpatentable over

Clark et al., U.S Patent No. 6,725,228, hereinafter Clark, in view Gilberto et al., U.S.

20030158791, hereinafter, Gilberto.

3.   As to <u>claim 1</u>, Clark disclose a method for tracking emails (col. 4, lines 26-32)

each having a service activity date (Fig. 6, 62A) from a sender (col. 8, line 14: "user of

computer 16") to a recipient (col. 8, lines 15-16: "user of computer 18) with an email

application operating via a communications network (col. 8, lines 14-16, and Fig. 1A),

the method comprising:

generating at said sender an email (col. 8, lines 13-18) having a first portion including a

first data (Fig. 6, label 66 and col. 12, line 63) and a second portion including a second

data (Fig. 6, label 67 and col. 12, line 64); creating an inbox at said recipient for the

receipt of said email (col. 8, lines 22-23);

creating at least one subfolder at said recipient (col. 4, lines 27-31, and Fig. 6, label 61)

identified by a conversion date associated with a particular set of first data (Fig. 6,

Folders 61 A: "Today", "Yesterday") said at least one subfolder in communication with

said inbox (Fig. 6, label 61, col. 8, lines 45-50 and col. 12, lines 10-13);

sending said email to said recipient over said communications network (col. 8, lines 14-

21);

receiving said email at said inbox (col. 8, lines 21-23 and col. 9, lines 11-17);

searching, responsive to said receipt of said email in said inbox, said first data and said

second data of said email (Fig. 7; col. 31, lines 5-15 : Search criteria field in table 56

shows that messages can be sorted according to the date or keywords, which could be

performed respectively in the header 66 or the body 67 of the message); and

moving said email (col. 8, lines 23-26) to a corresponding one of said at least one

subfolders identified by said first data (col. 31, lines 37-42).

4.   However, Clark does not explicitly teach that the emails sent from user of

computer 16 to user of computer 18 are about services orders of services activities; that

the emails include a first data and second data from a service order, and that at least

one subfolder is identified by first data of the service order.

5.   Gilberto, in the related field of placing and tracking commercial orders via emails,
teaches a mechanism for a customer to send orders to a supplier by emails (paragraph
[0040, lines 1-7); order form in Fig. 14 allows to input information relative to sender's
email, date of order, date the order is requested, and more information can be inputted
in order form in Fig. 17, such as the description of the items.

6.   It would have been obvious to a person with ordinary skills in the art at the time
of the invention to combine the teachings of Clark with the teachings of Gilberto in order
to implement a method for tracking services orders of services activities by inputting in
the email sent from computer 16 to computer 18, as taught by Clark a requested date or
description of item in a first portion (header, in subject for instance) or in the second
portion of the message (body of the message). Such combination would have allowed
the order recipient to immediately get all information related to the orders, such as
description, when the order is requested. By combining Gilberto's service orders with
Clark's techniques of email organizing, it would allow technicians of the services orders
to be able to organize the emails effectively.

7.   As to claim 2, the combination of Clark and Gilberto discloses the method of
claim 1 wherein said first data of said service order are alphanumerical characters
corresponding to said service activity date (col. 26, lines 30-33, from Clark and Fig. 14
from Gilberto allows to input information relative to sender's email, date of order, date
the order is requested).

8.   As to <u>claim 3</u>, the combination of Clark and Gilberto discloses the method of

claim 1 wherein said second data of said service order are alphanumerical characters

corresponding to a descriptor of said service activity (col. 26, lines 16-19, from Clark, or

Fig. 17, under "Description": widget, widget holder, from Gilberto).

9.   As to <u>claim 4</u>, the combination of Clark and Gilberto discloses the method of

claim 1 wherein said receiving said email at said inbox further comprises:

receiving said email from a selected sender (col. 8, lines 13-18, from Clark).

10.   As to <u>claim 5</u>, the combination of Clark and Gilberto discloses the method of

claim 1 wherein first portion comprises a subject line of said email (Fig. 6, label 66:

"subject", and col. 12, line 63, from Clark).

11.   As to <u>claim 6</u>, the combination of Clark and Gilberto discloses the method of

claim 1 wherein said second portion comprises a body of said email (Fig. 6, label 67

and col. 12, line 64, from Clark).

12.   As to <u>claim 7</u>, the combination of Clark and Gilberto discloses the method of

claim 1 wherein said particular set of first data comprises:

a select set of service activity dates associated with said conversion date (col. 14,

bottom of table 56: "ftDate- which indicates that the folder includes messages selected

according to a criterion relative to dates": those dates can correspond to the date the

message is sent, shown in the header, or a requested date of service, as taught by

Gilberto, that could be entered in the subject line, and would be then in the first portion

of the email).

13.   As to <u>claim 8</u>, Clark discloses a system for tracking emails (col. 4, lines 26-32)

each having a service activity date (Fig. 6, 62A) from a sender (col. 8, line 14: "user of

computer 16") to a recipient (col. 8, lines 15-16: "user of computer 18) with an email

application operating via a communications network (col. 8, lines 14-16, and Fig. 1A),

the system comprising:

means for generating at said sender an email (col. 8, lines 13-18) having a first portion

including a first data (Fig. 6, label 66 and col. 12, line 63) and a second portion including

a second data (Fig. 6, label 67 and col. 12, line 64);

means for creating an inbox at said recipient for the receipt of said email (col. 8, lines

22-23);

means for creating at least one subfolder at said recipient (col. 4, lines 27-31, and Fig.

6, label 61) identified by a conversion date associated with a particular set of first data

(Fig. 6, Folders 61 A: "Today", "Yesterday"), said at least one subfolder in

communication with said inbox (Fig. 6, label 61, col. 8, lines 45-50 and col. 12, lines 10-

13);

means for sending said email to said recipient over said communications network (col.

4, lines 14-21);

means for receiving said email at said inbox (col. 8, lines 21-23 and col. 9, lines 11-17);

means for searching, responsive to said receipt of said email in said inbox, said first

data and said second data of said email (Fig. 7; col. 31, lines 5-15 : Search criteria field

in table 56 shows that messages can be sorted according to the date or keywords,

which could be performed respectively in the header 66 or the body 67 of the message);

and means for moving said email (col. 8, lines 23-26) to a corresponding one of said at

least one subfolders identified by said first data (col. 31, lines 37-42).

14.   However, Clark does not explicitly teach that the emails sent from user of

computer 16 to user of computer 18 are about services orders of services activities; that

the emails include a first data and second data from a service order, and that at least

one subfolder is identified by first data of the service order.

15.   Gilberto, in the related field of placing and tracking commercial orders via emails,

teaches a mechanism for a customer to send orders to a supplier by emails (paragraph

[0040, lines 1-7); order form in Fig. 14 allows to input information relative to sender's

email, date of order, date the order is requested, and more information can be inputted

in order form in Fig. 17, such as the description of the items.

16.   It would have been obvious to a person with ordinary skills in the art at the time

of the invention to combine the teachings of Clark with the teachings of Gilberto in order

to implement a system for tracking services orders of services activities by inputting in

the email sent from computer 16 to computer 18, as taught by Clark a requested date or

description of item in a first portion (header, in subject for instance) or in the second

portion of the message (body of the message). Such combination would have allowed

the order recipient to immediately get all information related to the orders, such as

description, when the order is requested. By combining Gilberto's service orders with

Clark's techniques of email organizing, it would allow technicians of the services orders

to be able to organize the emails effectively.

17.   As to <u>claim 9</u>, the combination of Clark and Gilberto discloses the system of

claim 8 wherein said first data of said service order are alphanumerical characters

corresponding to said service activity date (col. 26, lines 30-33, from Clark and Fig. 14

from Gilberto allows to input information relative to sender's email, date of order, date

the order is requested).

18.   As to <u>claim 10</u>, the combination of Clark and Gilberto discloses the system of

claim 8 wherein said second data of said service order are alphanumerical characters

corresponding to a descriptor of said service activity (col. 26, lines 16-19, from Clark, or

Fig. 17, under "Description": widget, widget holder, from Gilberto).

19.   As to <u>claim 11</u>, the combination of Clark and Gilberto discloses the system of

claim 8 wherein said means for receiving said email at said inbox further comprises:

means for receiving said email from a selected sender (col. 8, lines 13-18, from Clark).

20.   As to <u>claim 12</u>, the combination of Clark and Gilberto discloses the system of

claim 8 wherein first portion comprises a subject line of said email (Fig. 6, label 66:

"subject", and col. 12, line 63, from Clark).

21.   As to <u>claim 13</u>, the combination of Clark and Gilberto discloses the system of

claim 8 wherein said second portion comprises a body of said email (Fig. 6, label 67

and col. 12, line 64, from Clark).

22.   As to <u>claim 14</u>, the combination of Clark and Gilberto discloses the system of

claim 8 wherein said particular set of first data comprises:

a select set of service activity dates associated with said conversion date (col. 14,

bottom of table 56: "ftDate- which indicates that the folder includes messages selected

according to a criterion relative to dates": those dates can correspond to the date the

message is sent, shown in the header, or a requested date of service, as taught by

Gilberto, that could be entered in the subject line, and would be then in the first portion

of the email).

23.   As to <u>claim 15</u>, Clark discloses a system for tracking emails (col. 4, lines 26-32)

each having a service activity date (Fig. 6, 62A) from a sender (col. 8, line 14: "user of

computer 16") to a receiver (col. 8, lines 15-16: "user of computer 18) with an email

application operating via a communications network (col. 8, lines 14-16, and Fig. 1A),

the system comprising:

a first computer sender for operating an email application to generate an email (col. 8,

lines 14-18) having a first portion including a first data (Fig. 6, label 66 and col. 12, line

63) and a second portion including a second data (Fig. 6, label 67 and col. 12, line 64);

a second computer located at said receiver to create an inbox for the receipt of said

email (col. 8, lines 21-23);

at least one subfolder on said second computer (col. 4, lines 27-31, and Fig. 6, label 61)

identified by a conversion date associated with a particular set of first data (Fig. 6,

Folders 61 A: "Today", "Yesterday"), said at least one subfolder in communication with

said inbox (Fig. 6, label 61, col. 8, lines 45-50 and col. 12, lines 10-13);

means for sending said email to said recipient over said communications network (col.

8, lines 14-21);

means for receiving said email at said inbox (col. 8, lines 21-23 and col. 9, lines 11-17);

alphanumerical search means, responsive to said receipt of said email in said

inbox, for searching said first data and said second data of said email (Fig. 7; col. 31,

lines 5-15 : Search criteria field in table 56 shows that messages can be sorted

according to the date or keywords, which could be performed respectively in the header

66 or the body 67 of the message); and

means for moving said email (col. 8, lines 23-26) to a corresponding one of said at least

one subfolders identified by said first data (col. 31, lines 37-42).

24.   However, Clark does not explicitly teach that the emails sent from user of

computer 16 to user of computer 18 are about services orders of services activities; that

the emails include a first data and second data from a service order, and that at least

one subfolder is identified by first data of the service order.

25.   Gilberto, in the related field of placing and tracking commercial orders via emails,

teaches a mechanism for a customer to send orders to a supplier by emails (paragraph

[0040, lines 1-7); order form in Fig. 14 allows to input information relative to sender's

email, date of order, date the order is requested, and more information can be inputted

in order form in Fig. 17, such as the description of the items.

26.   It would have been obvious to a person with ordinary skills in the art at the time

of the invention to combine the teachings of Clark with the teachings of Gilberto in order

to implement a method for tracking services orders of services activities by inputting in

the email sent from computer 16 to computer 18, as taught by Clark a requested date or

description of item in a first portion (header, in subject for instance) or in the second

portion of the message (body of the message). Such combination would have allowed

the order recipient to immediately get all information related to the orders, such as

description, when the order is requested. By combining Gilberto's service orders with

Clark's techniques of email organizing, it would allow technicians of the services orders

to be able to organize the emails effectively.

27.   As to claim 16, the combination of Clark and Gilberto discloses the system of

claim 15 wherein said first data of said service order are alphanumerical characters

corresponding to said service activity date (col. 26, lines 30-33, from Clark and Fig. 14

from Gilberto allows to input information relative to sender's email, date of order, date

the order is requested).

28.   As to claim 17, the combination of Clark and Gilberto discloses the system of

claim 15 wherein said second data of said service order are alphanumerical characters

corresponding to a descriptor of said service activity (col. 26, lines 16-19, from Clark, or

Fig. 17, under "Description": widget, widget holder, from Gilberto).

29.   As to claim 18, the combination of Clark and Gilberto discloses the system of

claim 15 wherein said means for receiving said email at said inbox further comprises:

means for receiving said email from a selected sender (col. 8, lines 13-18, from Clark).

30.   As to claim 19, the combination of Clark and Gilberto discloses the system of

claim 15 wherein first portion comprises a subject line of said email (Fig. 6, label 66:

"subject", and col. 12, line 63, from Clark).

31.   As to claim 20, the combination of Clark and Gilberto discloses the system of

claim 15 wherein said second portion comprises a body of said email (Fig. 6, label 67

and col. 12, line 64, from Clark).

32.   As to claim 21, the combination of Clark and Gilberto discloses the system of

claim 15 wherein said particular set of first data comprises:

a select set of service activity dates associated with said conversion date (col. 14,

bottom of table 56: "ftDate- which indicates that the folder includes messages selected

according to a criterion relative to dates": those dates can correspond to the date the

message is sent, shown in the header, or a requested date of service, as taught by

Gilberto, that could be entered in the subject line, and would be then in the first portion

of the email).

Conclusion

33.   The prior art made of record and not relied upon is considered pertinent to

applicant's disclosure:

34.   Thankachan, U.S. 20020184317 discloses a method for searching emails based

on a user-input search parameter;

35.   Rouse et al., U.S. 20020087627 disclose a method for sending, receiving, sorting

and searching emails;

36.   Janacek et al., U.S. Patent No. 6,684,248 disclose a method for creating an

inbox at a recipient of an email message.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to CATHERINE THIAW whose telephone number is (571)270-1138. The examiner can normally be reached on 8:30--6.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Glenton Burgess can be reached on 571-272-3949. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/C. T./   01/27/2009
Examiner, Art Unit 2458

/Joseph E. Avellino/
Primary Examiner, Art Unit 2446