



US006675151C1

(12) EX PARTE REEXAMINATION CERTIFICATE (7116th)

United States Patent
Thompson et al.

(10) Number: US 6,675,151 C1
(45) Certificate Issued: *Oct. 20, 2009

(54) SYSTEM AND METHOD FOR PERFORMING
SUBSTITUTE FULFILLMENT
INFORMATION COMPILATION AND
NOTIFICATION

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Reexamination Request:

No. 90/008,803, Aug. 9, 2007

Reexamination Certificate for:

Patent No.: 6,675,151
Issued: Jan. 6, 2004
Appl. No.: 09/419,266
Filed: Oct. 15, 1999

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(*) Notice: This patent is subject to a terminal disclaimer.

Primary Examiner—Fred Ferris

(57) ABSTRACT

A system and method for automating the performance of substitute fulfillment to assign a replacement worker to substitute for a worker during a temporary absence, performing placement of floating workers, tracking absences and entitlements of workers, notifying interested parties regarding unexpected events and daily announcements, and bidding for temporary workers. Substitute fulfillment, contact, absence, entitlement and notification data is stored centrally in a database on a server at a common site for multiple organizations employing the substitute fulfillment or notification system. When a worker absence is indicated, the system searches the database to obtain a list of potential replacements for the absent worker and tracks the worker's absences and entitlements. The system contacts potential replacements until one is found or until the list is exhausted. The system generates suitable reports and notifies organization personnel of any activity. The system also records announcements regarding unexpected or current events and contacts the interested parties of an organization with these announcements. The system stores and aggregates historical operation data, prepares reports and provides relevant services.

Related U.S. Application Data

(63) Continuation-in-part of application No. 09/217,116, filed on Dec. 21, 1998, now Pat. No. 6,334,133.

(51) Int. Cl. G06Q 10/00 (2006.01)

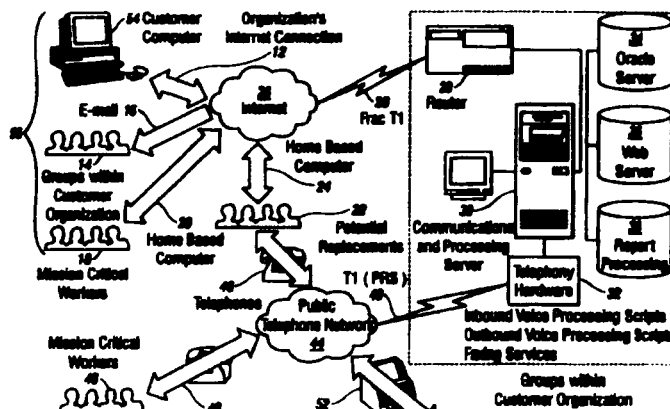
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(58) Field of Classification Search None
See application file for complete search history.

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**EX PARTE
REEXAMINATION CERTIFICATE
ISSUED UNDER 35 U.S.C. 307**

THE PATENT IS HEREBY AMENDED AS
INDICATED BELOW.

Matter enclosed in heavy brackets [] appeared in the patent, but has been deleted and is no longer a part of the patent; matter printed in italics indicates additions made to the patent.

AS A RESULT OF REEXAMINATION, IT HAS BEEN DETERMINED THAT:

Claims 3, 6 and 9 are determined to be patentable as amended.

Claims 4-5, 7, 8 and 10-13, dependent on an amended claim, are determined to be patentable.

New claims 14-55 are added and determined to be patentable.

Claims 1 and 2 were not reexamined.

3. A method for performing substitute fulfillment for a plurality of different organizations comprising:

receiving absentee information representing an absent worker that will be or is physically absent from an organization worksite via at least one communication link;

generating and posting by one or more computers a list of one or more positions of one or more absent workers that need to be filled by one or more substitute workers on a website and providing, for one or more of the positions, information indicating directly or indirectly an organization worksite location for the respective position;

receiving a response [by] comprising an acceptance, by the one or more computers, from a substitute worker selecting a posted position on the website via an Internet communication link; and

securing, in response to receiving the acceptance from the substitute worker, via the Internet communication link and the one or more computers, the posted position for the substitute worker who selected the posted position to fill in for the absent worker, the securing comprising halting, at the one or more computers, further processing to fulfill the posted position with any other substitute worker.

6. A substitute fulfillment system that secures one or more substitute workers for a plurality of organizations comprising:

a database comprising worker records, said worker records having information associated with workers for each of the organizations, and substitute records, said substitute records having information associated with at least one substitute worker; and

one or more computers comprising a server connected to the database, the server configured for:

receiving absentee information representing an absent worker that will be or is physically absent from an

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generating and posting a list of one or more positions of one or more absent workers that need to be filled by one or more substitute workers on a website and providing, for one or more of the positions, information indicating directly or indirectly an organization worksite location for the respective position;

receiving a response [by] comprising an acceptance from a substitute worker selecting a posted position on the website via an Internet communication link; and

securing, in response to receiving the acceptance from the substitute worker, via the Internet communication link and the one or more computers, the posted position for the substitute worker who selected the posted position to fill in for the absent worker, the securing comprising halting, at the one or more computers, further processing to fulfill the posted position with any other substitute worker.

9. The substitute fulfillment system of claim 6 wherein each of a plurality of worker [record] records comprises worker identification, contact, position, qualification, and [substitute selection information] an identification of one or more preferred substitute workers to fill the position.

14. The method of claim 3,

wherein the list generated and posted comprises a plurality of positions that need to be filled, and further comprising:

generating or obtaining, for each respective one of a plurality of the positions that need to be filled, a respective electronic list of one or more preferred substitutes, before the posting step, and using the one or more lists of preferred substitutes to offer the one or more positions on the website.

15. The method of claim 14, further comprising:

creating, for each respective one of one or more of the positions that need to be filled, a respective electronic backup list of one or more substitute workers, and using the one or more backup lists to offer the one or more positions on the website.

16. The method of claim 3,

wherein the receiving an acceptance by a substitute worker comprises receiving electronically the acceptance by the substitute worker from the website on which the list of one or more positions was posted; and

wherein the securing step comprises generating by the one or more computers information that the position was secured to the substitute worker and sending or posting this information via the Internet communication link to the substitute worker.

17. The method of claim 3, wherein the securing step comprises generating by the one or more computers information that the position was secured to the substitute worker and sending or posting this information via the Internet communication link to the substitute worker and to an organization associated with the position.

18. The method of claim 3, further comprising:

facilitating provision of a worker web page that a worker may access with a respective personal identifier and capable of receiving details of a future absence of the respective worker for a position of an organization.

19. The method of claim 3, further comprising:

obtaining for each of a plurality of positions of an organization, one or more criteria for selecting a substitute worker to fill in at the respective position;

tifier and capable of receiving details era future absence of the respective worker from one of the positions;

receiving electronically, on the worker web page, details of a future absence of one of the respective workers from one of the plurality of positions; and

selecting, by one or more computers, based at least in part on the one or more criteria for the respective position, one or more one substitute workers to which to communicate electronically an offer to fill in at the one position.

20. The method of claim 19, wherein one or more details of a respective future absence is received electronically for each of a plurality of respective positions of a plurality of organizations.

21. The method of claim 19, further comprising:

generating or obtaining a list of one or more preferred substitutes for the posted position;

calling via a telephone communication link automatically by the one or more computers one or more of the substitute workers on the list of one or more preferred substitutes;

communicating, by the one or more computers, with a called one of the substitute workers on the list by the telephone communication link to fulfill the posted position; and

wherein the securing step, by the one or more computers, comprises halting further processing to fulfill the posted position with the called one of the substitute workers.

22. The method of claim 21, further comprising:

storing in an electronic database information about telephone calls to the one or more computers of a substitute fulfillment system from workers and substitute workers and website accesses to the substitute fulfillment system from workers and substitute workers.

23. The method of claim 3, further comprising:

generating or obtaining a list of one or more preferred substitutes for the posted position;

calling via a telephone communication link automatically by the one or more computers one or more of the substitute workers on the list of one or more preferred substitutes;

communicating, by the one or more computers, with a called one of the substitute workers on the list by the telephone communication link to fulfill the posted position; and

wherein the securing step, by the one or more computers, comprises halting further processing to fulfill the posted position with the called one of the substitute workers.

24. The method of claim 3, wherein the information provided comprises information on a start time for an absence of the absent worker.

25. The method of claim 24, wherein the location information comprises classroom location information.

26. The method of claim 3, wherein the information provided further comprises shift and start time information.

27. The method of claim 3, further comprising identifying by one or more computers organization worksites where substitute workers with particular qualifications are in demand.

28. The method of claim 3, further comprising:

wherein the receiving absentee information step com-

triggering by one or more computers the generating and posting step in direct response to receiving from the absent worker the future absence information.

29. The method of claim 3, further comprising:

maintaining by one or more computers an electronic main database comprising worker records, said worker records having information associated with workers for each of the organizations, and substitute records, said substitute records having information associated with a plurality of substitute workers, and information indicating directly or indirectly an organization worksite location for each of the workers;

receiving by one or more computers new information about a worker absence from an organization database of an organization associated with the position;

updating automatically by one or more computers the main database with the new information about the worker absence; and

triggering by one or more computers the generating and posting step in direct response to receiving the new information from the organization database.

30. The method of claim 23, further comprising:

generating update information relating to a position and causing transmission of the update information to an organization database of an organization associated with the position.

31. The method of claim 23, further comprising:

sending, by the one or more computer, information derived from the future absence information via one or more communication links to notify one or more selected personnel of an organization associated with the position of the worker.

32. The method of claim 3,

wherein the receiving step, by computer, comprises receiving an acceptance from one of the substitute workers by a telephone communication link.

33. The method of claim 3,

wherein the receiving step, by computer, comprises receiving an acceptance from one of the substitute workers by a web communication link.

34. The system of claim 6,

wherein the list generated and posted comprises a plurality of positions that need to be filled, and further comprising:

the one or more computers configured for generating or obtaining, for each respective one of a plurality of the positions that need to be filled, a respective electronic list of one or more preferred substitutes before the posting operation, and using the one or more lists of preferred substitutes to offer the one or more positions on the website.

35. The system of claim 34, further comprising:

the one or more computers configured for creating, for each respective one of one or more of the positions that need to be filled, a respective electronic backup list of one or more substitute workers, and using the one or more backup lists to Offer the one or more positions on the website.

36. The system of claim 6, further comprising:

the one or more computers configured for receiving an acceptance by a substitute worker from the website on which the list of one or more positions was posted; and the one or more computers configured for generating information that the position was secured to the substitute worker and sending or posting this information via

37. The system of claim 6, further comprising:
the one or more computers configured for generating information that the position was secured to the substitute worker and sending or posting this information via the Internet communication link to the substitute worker and to an organization associated with the position.

38. The system of claim 6, further comprising:
the one or more computers configured for facilitating provision of a worker web page that a worker may access with a respective personal identifier and capable of receiving details of a future absence of the respective worker for a position of an organization.

39. The system of claim 6, further comprising:
the one or more computers configured for obtaining for each of a plurality of positions of an organization, one or more criteria for selecting a substitute worker to fill in at the respective position;
the one or more computers configured for facilitating provision of a worker web page that a respective worker may access with a respective personal identifier and capable of receiving details of a future absence of the respective worker from one of the positions;
the one or more computers configured for receiving electronically, on the worker web page, details of a future absence of one of the respective workers from one of the plurality of positions; and
the one or more computers configured for selecting, based at least in part on the one or more criteria for the respective position, one or more substitute workers to which to communicate electronically an offer to fill in at the one position.

40. The system of claim 39, wherein one or more details of a respective future absence is received electronically for each of a plurality of respective positions of a plurality of organizations.

41. The system of claim 39, further comprising:
the one or more computers configured for generating or obtaining a list of one or more preferred substitutes for the posted position;
the one or more computers configured for calling via a telephone communication link automatically one or more of the substitute workers on the list of one or more preferred substitutes;
the one or more computers configured for communicating with a called one of the substitute workers on the list by the telephone communication link to fulfill the posted position; and
the one or more computers configured for securing by halting further processing to fulfill the posted position with the called one of the substitute workers.

42. The system of claim 41, further comprising:
the one or more computers configured for storing in an electronic database information about telephone calls to the one or more computers of the substitute fulfillment system from workers and substitute workers and website accesses to the substitute fulfillment system from workers and substitute workers.

43. The system of claim 6, further comprising:
the one or more computers configured for generating or obtaining a list of one or more preferred substitutes for the posted position;
the one or more computers configured for calling via a telephone communication link automatically one or more of the substitute workers on the list of one or more preferred substitutes;
the one or more computers configured for communicating, with a called one of the substitute workers by the telephone communication link to fulfill the posted position.

the one or more computers configured for securing by halting further processing to fulfill the posted position with the called one of the substitute workers.

44. The system of claim 6, wherein the information provided comprises information on a start time for an absence of the absent worker.

45. The system of claim 44, wherein the location information comprises classroom location information.

46. The system of claim 6, wherein the information provided further comprises shift and start time information.

47. The system of claim 6, further comprising the one or more computers configured for identifying organization worksites where substitute workers with particular qualifications are in demand.

48. The system of claim 6, further comprising:
the one or more computers configured for receiving from a worker information about a future absence; and
the one or more computers configured for triggering the generating and posting operation in direct response to receiving from the absent worker the future absence information.

49. The system of claim 6, wherein the database for the substitute fulfillment system comprises a main database, and further comprising:
the one or more computers configured for receiving new information about a worker absence from an organization database of an organization associated with the position;
the one or more computers configured for updating automatically the main database with the new information about the worker absence; and
the one or more computers configured for triggering the generating and posting operation in direct response to receiving the new information from the organization database.

50. The system of claim 43, further comprising:
the one or more computers configured for generating update information relating to a position and causing transmission of the update information to an organization database of an organization associated with the position.

51. The system of claim 43, further comprising:
the one or more computers configured for sending information derived from the future absence information via one or more electronic communication links to notify one or more selected personnel of an organization associated with the position of the worker.

52. The system of claim 6,
wherein the one or more computers are configured for receiving an acceptance from one of the substitute workers by a telephone communication link.

53. The system of claim 6,
wherein the one or more computers are configured for receiving an acceptance from one of the substitute workers by a web communication link.

54. The system of claim 43, further comprising:
the one or more computers configured for playing a confirmation number over the telephone communication link to the substitute worker that has accepted the position.

55. The method of claim 23,
playing a confirmation number by the one or more computers over the telephone communication link to the substitute worker that has accepted the position.