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Cupps et al.

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[54] **INTERNET ONLINE ORDER METHOD AND APPARATUS**

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[52] **U.S. Cl.** **705/26**; 705/26; 705/37; 705/27

[58] **Field of Search** 705/26; 340/994; 379/201

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[57] **ABSTRACT**

A system and method for providing an online ordering machine that manages the distribution of home delivered products over a distributed computer system is herein disclosed. The distributed computer system includes a group of customers connected to client computers and at least one server computer system that executes the online ordering machine. The online ordering machine provides the customers with product information from various vendors whose delivery range is within the customer's location or with product information from vendors having take out service within a specified range from the customer's location. The vendor's and customer's location is associated with a geocode representing the latitude and longitude coordinates of the location. The search for the vendors servicing the customer's location is done using the geocodes. The online ordering machine accepts orders from the customer for a particular product from a selected vendor. The order is converted into voice instructions which are transmitted to the vendor through a telephone call. The vendor receives the telephonic order and responds to voice-prompted instructions used to confirm the order.
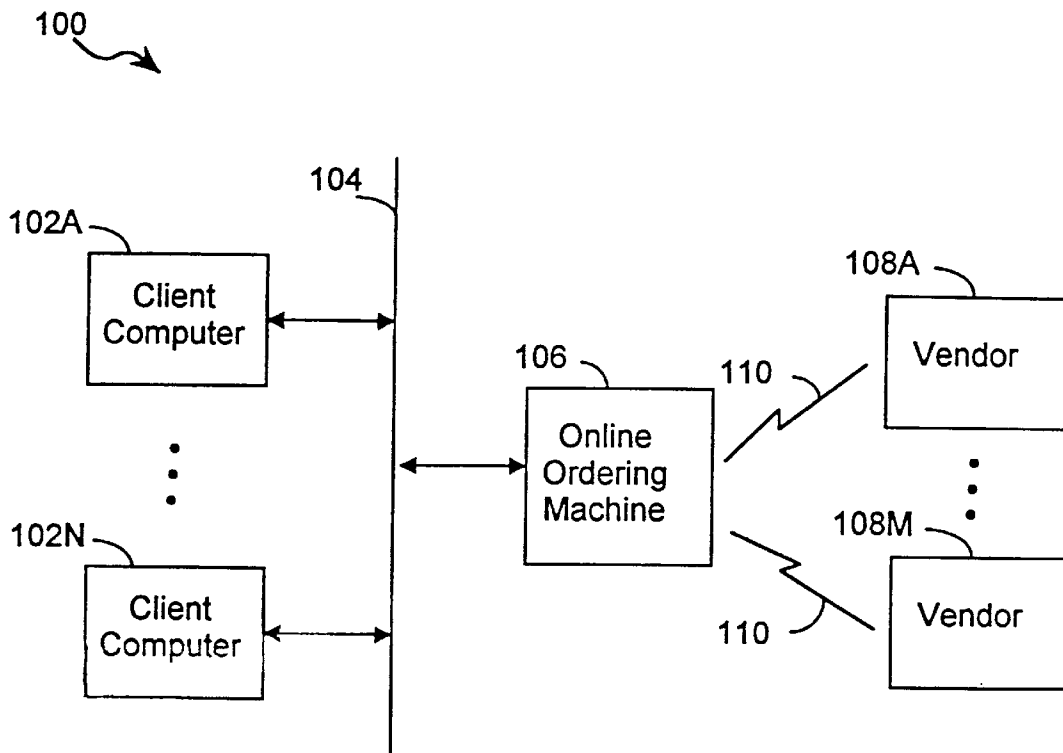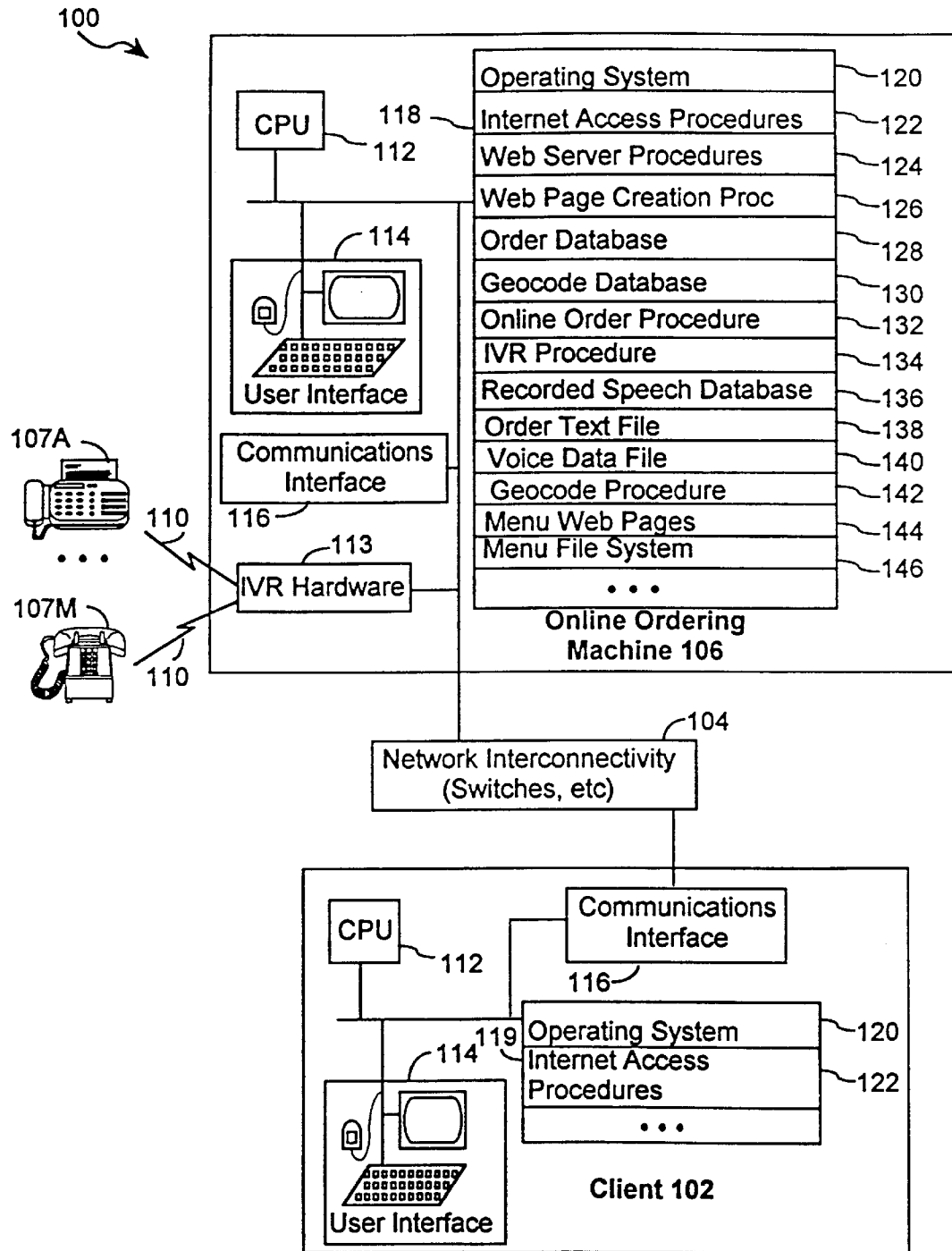
40 Claims, 20 Drawing Sheets

FIG. 1

100

CPU — 118
112

114

User Interface

107A

110   116
113

107M

IVR Hardware

110

Operating System — 120
Internet Access Procedures — 122
Web Server Procedures — 124
Web Page Creation Proc — 126
Order Database — 128
Geocode Database — 130
Online Order Procedure — 132
IVR Procedure — 134
Recorded Speech Database — 136
Order Text File — 138
Voice Data File — 140
Geocode Procedure — 142
Menu Web Pages — 144
Menu File System — 146

• • •

Online Ordering
Machine 106

Communications
Interface

104

Network Interconnectivity
(Switches, etc)

CPU
112

Communications
Interface

116

114 119 Operating System — 120
Internet Access
Procedures — 122

• • •

Client 102

User Interface

FIG. 2

FIG. 3A	FIG. 3B
FIG. 3C	FIG. 3D
FIG. 3E	FIG. 3F

KEY TO FIG. 3

220

CategoryTheme
oid	•
oidCategor	
oidTheme	
toCategory	>
toCategory	>>
toTheme	>

222

CategoryThemeZi
oid	•
oidCategor	
zipcode	

128

218

RDSDeliveryChar
deliveryCh	
deliveryMa	
deliveryMi	
endTime	
isLunch	
oid	•
oidDayOfW	
oidRDS	
startTime	
toDayOfWe	>
toRDS	>

206

Disposition
isBillable	
name	
oid	•
toIVRFaxDi	>>

210

DayOfWeek
| name | |
| oid | • |

204

Theme
name	
oid	•
toCategory	>>

208

Hour
isDelivery	
isTakeout	
oid	•
oidDayOfW	
oidRestaur	
timeClosed	
timeOpen	
toDayOfWe	>
toRestaura	>

212

Catergory
name	
oid	•
oidFoodGr	
toCategory	>>
toFoodGro	>
toRestaura	>>
toRestaura	>>

FIG. 3A

FIG. 3B

DOCKET ALARM
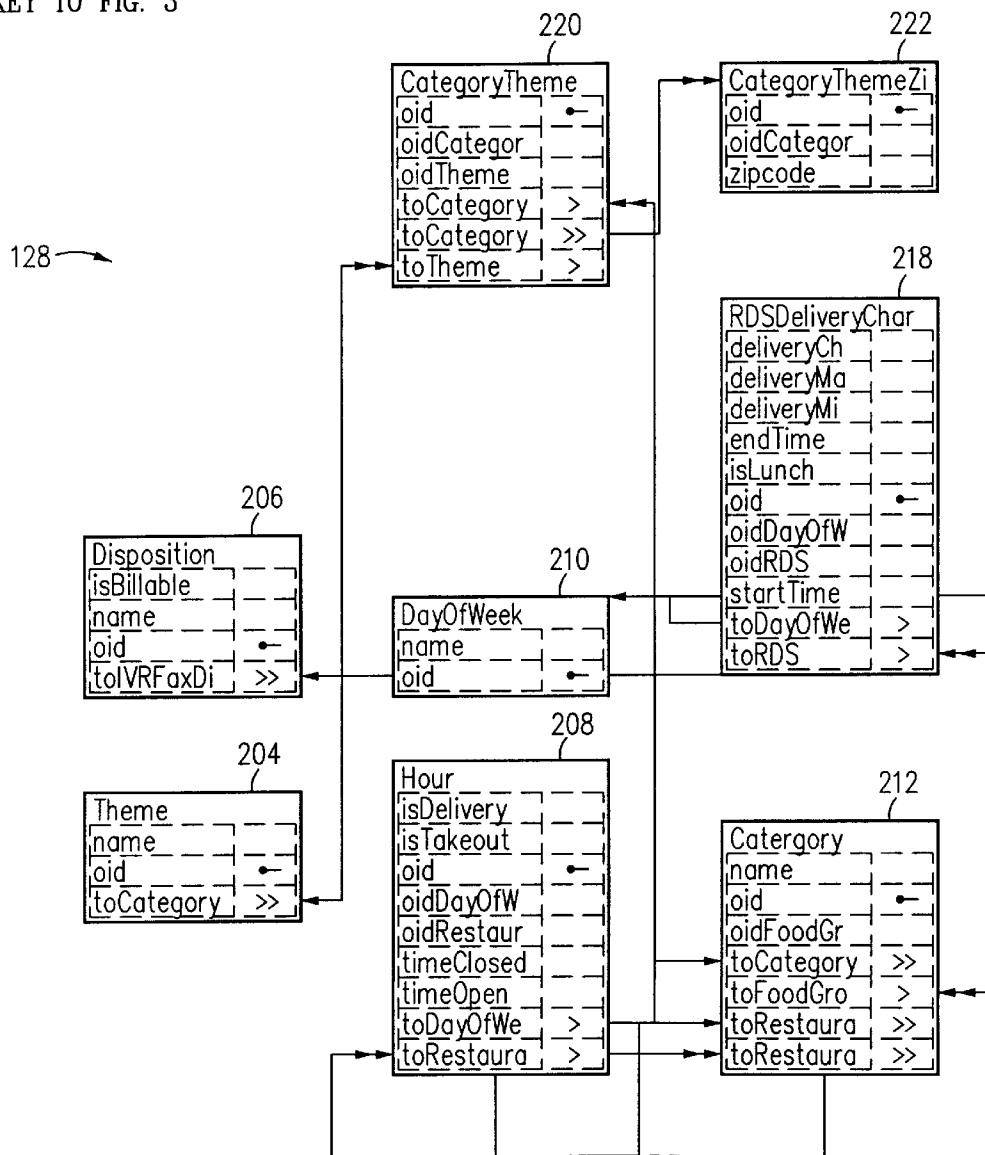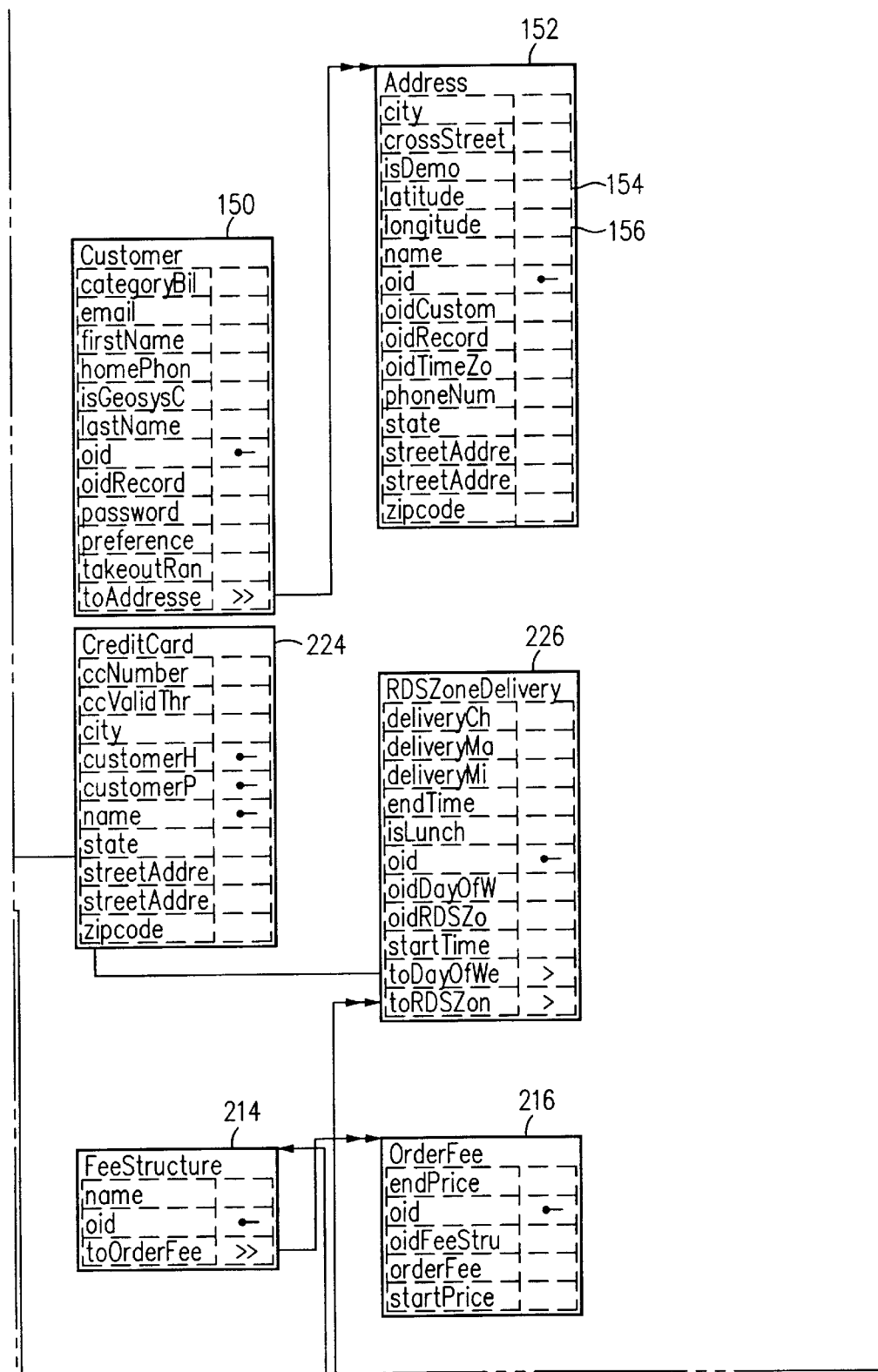
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