FIG. 1

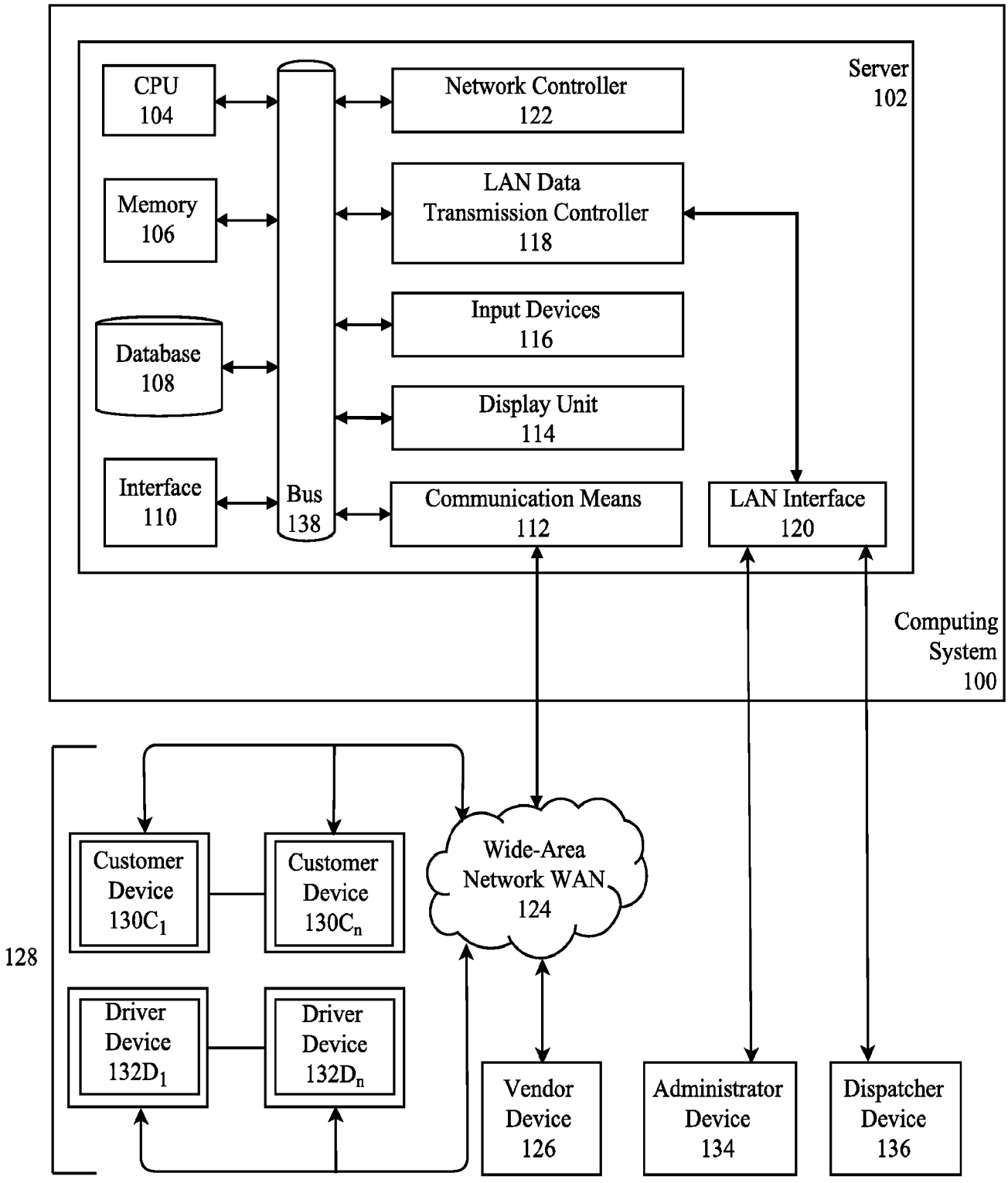

Server
102
CPU
104
Memory
106
Database
108
Interface
110
Bus
138
Network Controller
122
LAN Data
Transmission Controller
118
Input Devices
116
Display Unit
114
Communication Means
112
LAN Interface
120
Computing
System
100
128
Customer
Device
130C1
Customer
Device
130Cn
Driver
Device
132D1
Driver
Device
132Dn
Wide-Area
Network WAN
124
Vendor
Device
126
Administrator
Device
134
Dispatcher
Device
136

FIG. 2

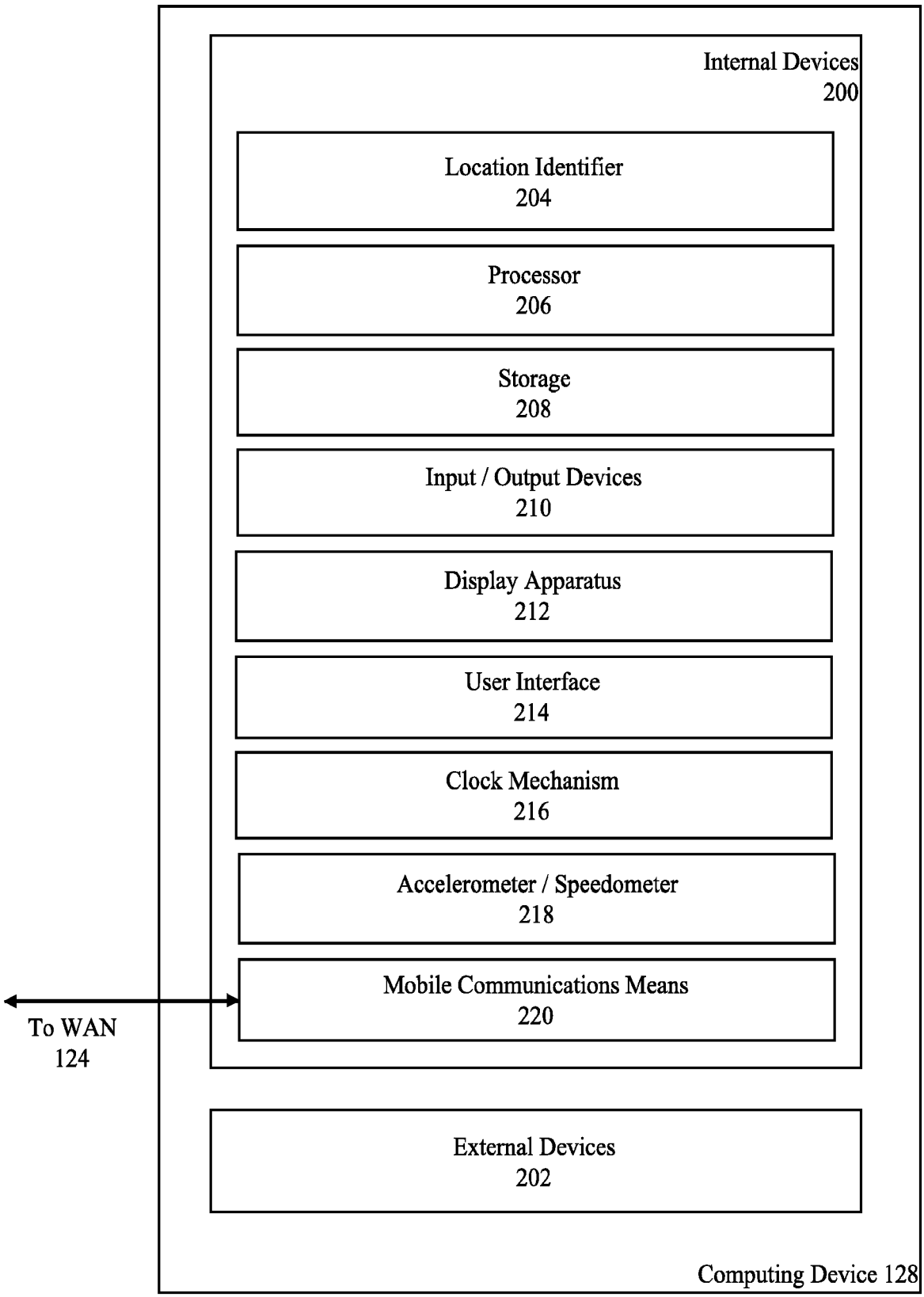

Internal Devices
200
Location Identifier
204
Processor
206
Storage
208
Input / Output Devices
210
Display Apparatus
212
User Interface
214
Clock Mechanism
216
Accelerometer / Speedometer
218
Mobile Communications Means
220
To WAN
124
External Devices
202
Computing Device 128

FIG. 3

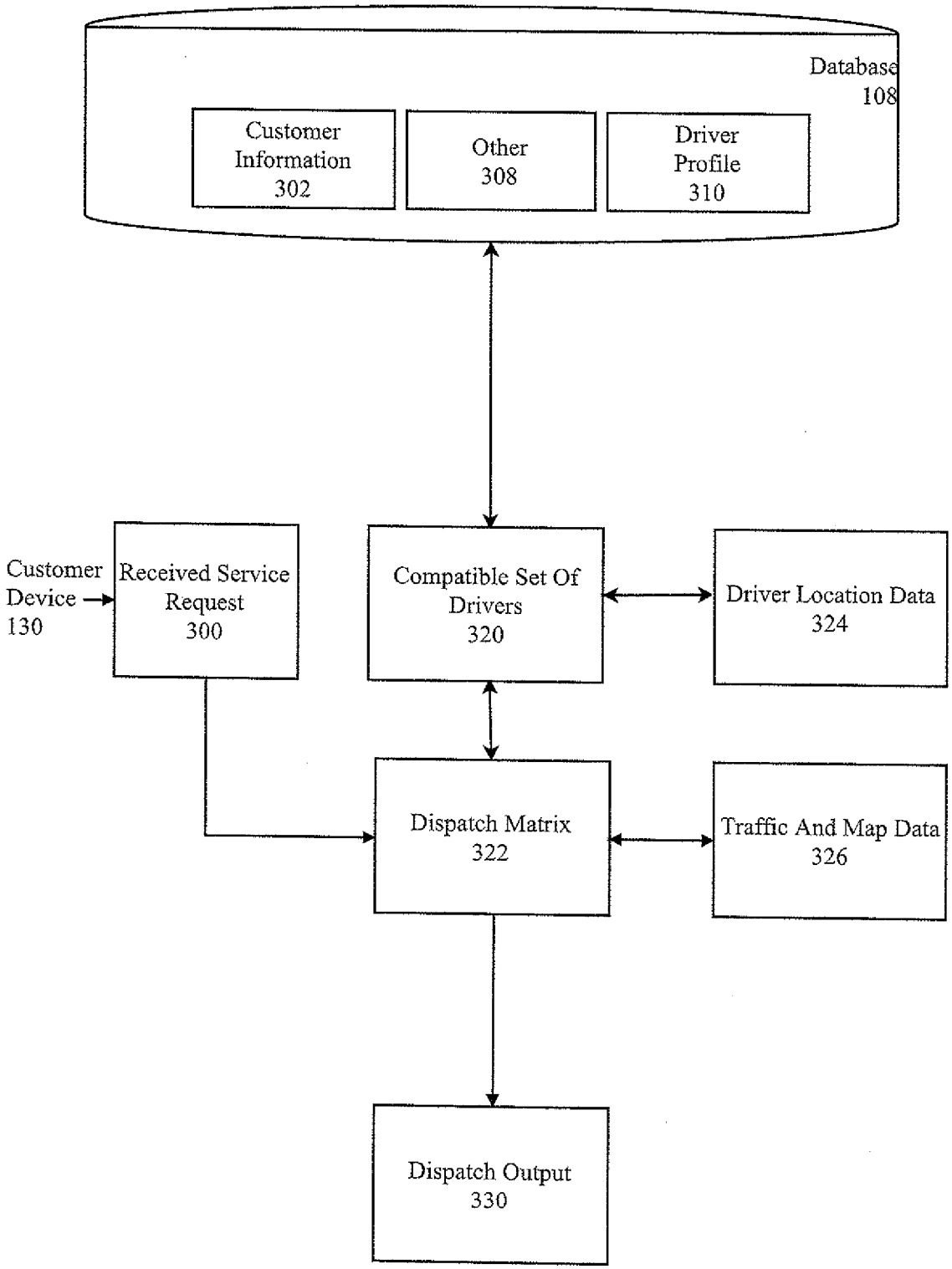

Database
108
Customer Information
302
Other
308
Driver Profile
310
Customer Device
130
Received Service Request
300
Compatible Set Of Drivers
320
Driver Location Data
324
Dispatch Matrix
322
Traffic And Map Data
326
Dispatch Output
330

FIG. 4A

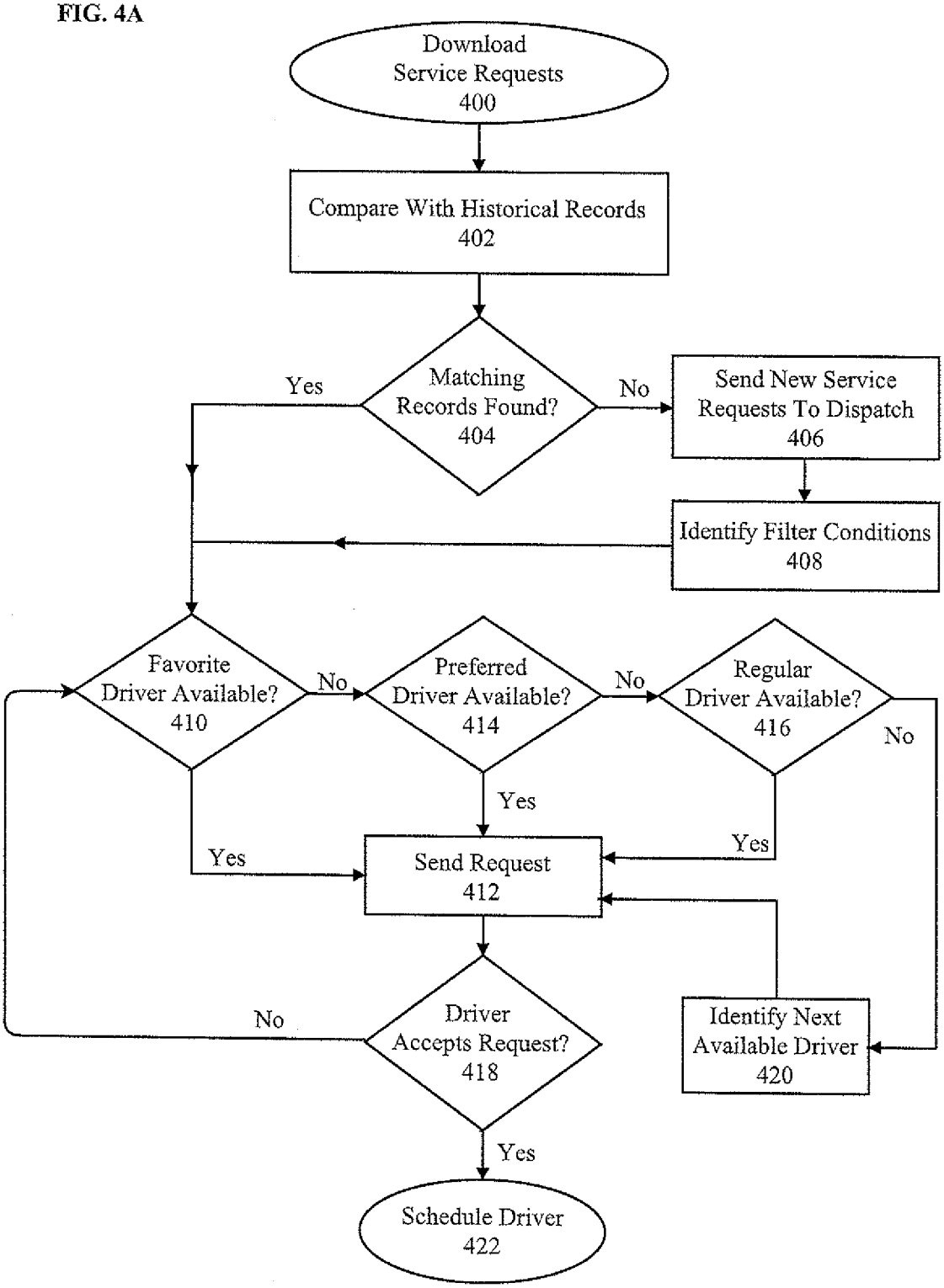
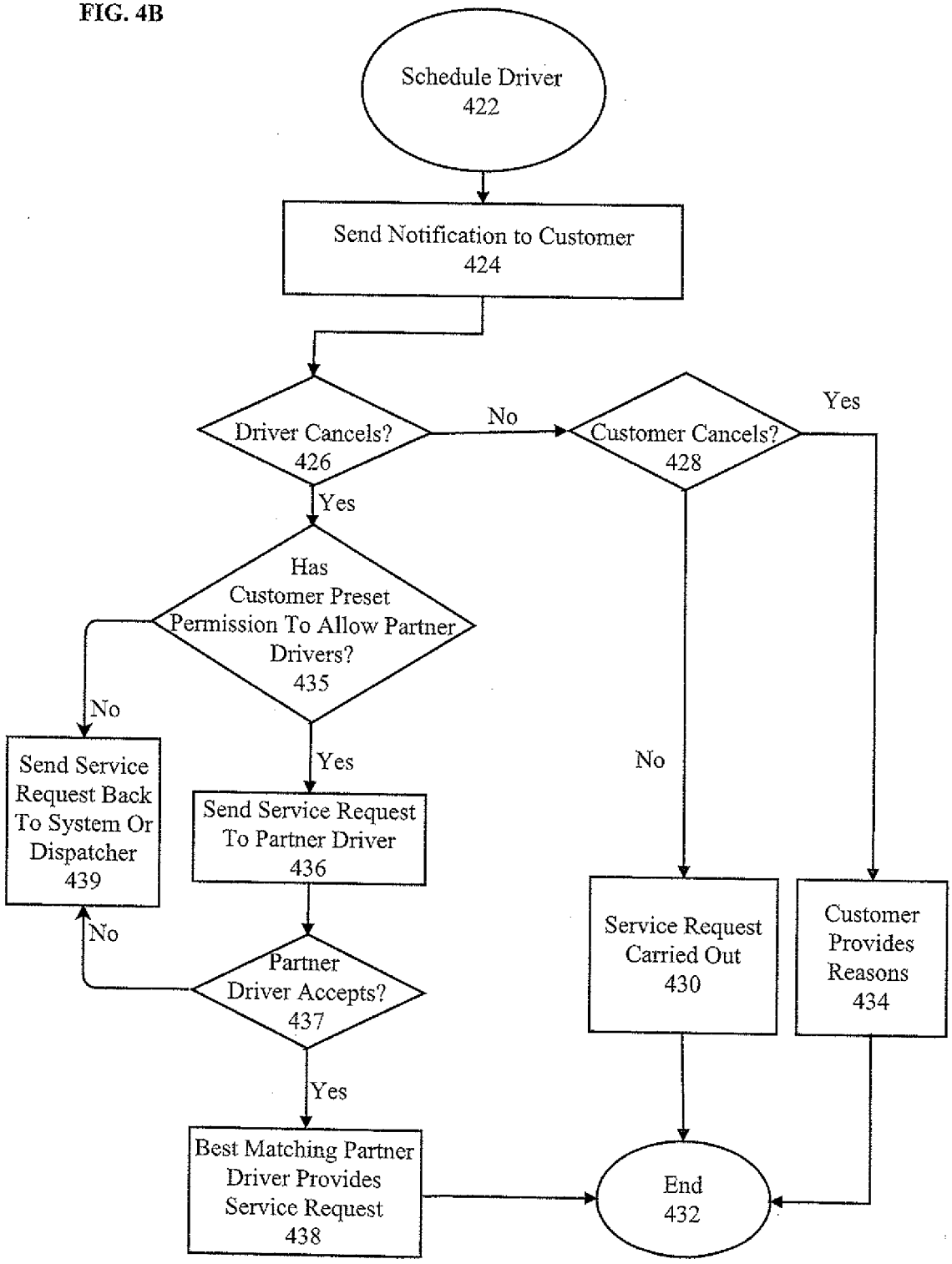

Download Service Requests 400
Compare With Historical Records 402
Matching Records Found? 404
Yes
No
Send New Service Requests To Dispatch 406
Identify Filter Conditions 408
Favorite Driver Available? 410
No
Preferred Driver Available? 414
No
Regular Driver Available? 416
No
Yes
Yes
Yes
Send Request 412
Driver Accepts Request? 418
No
Identify Next Available Driver 420
Yes
Schedule Driver 422

FIG. 4B


Schedule Driver
422
Send Notification to Customer
424
Driver Cancels?
426
No
Customer Cancels?
428
Yes
Yes
Has
Customer Preset
Permission To Allow Partner
Drivers?
435
No
Send Service
Request Back
To System Or
Dispatcher
439
Yes
Send Service Request
To Partner Driver
436
No
Partner
Driver Accepts?
437
No
Yes
Service Request
Carried Out
430
Customer
Provides
Reasons
434
Best Matching Partner
Driver Provides
Service Request
438
End
432

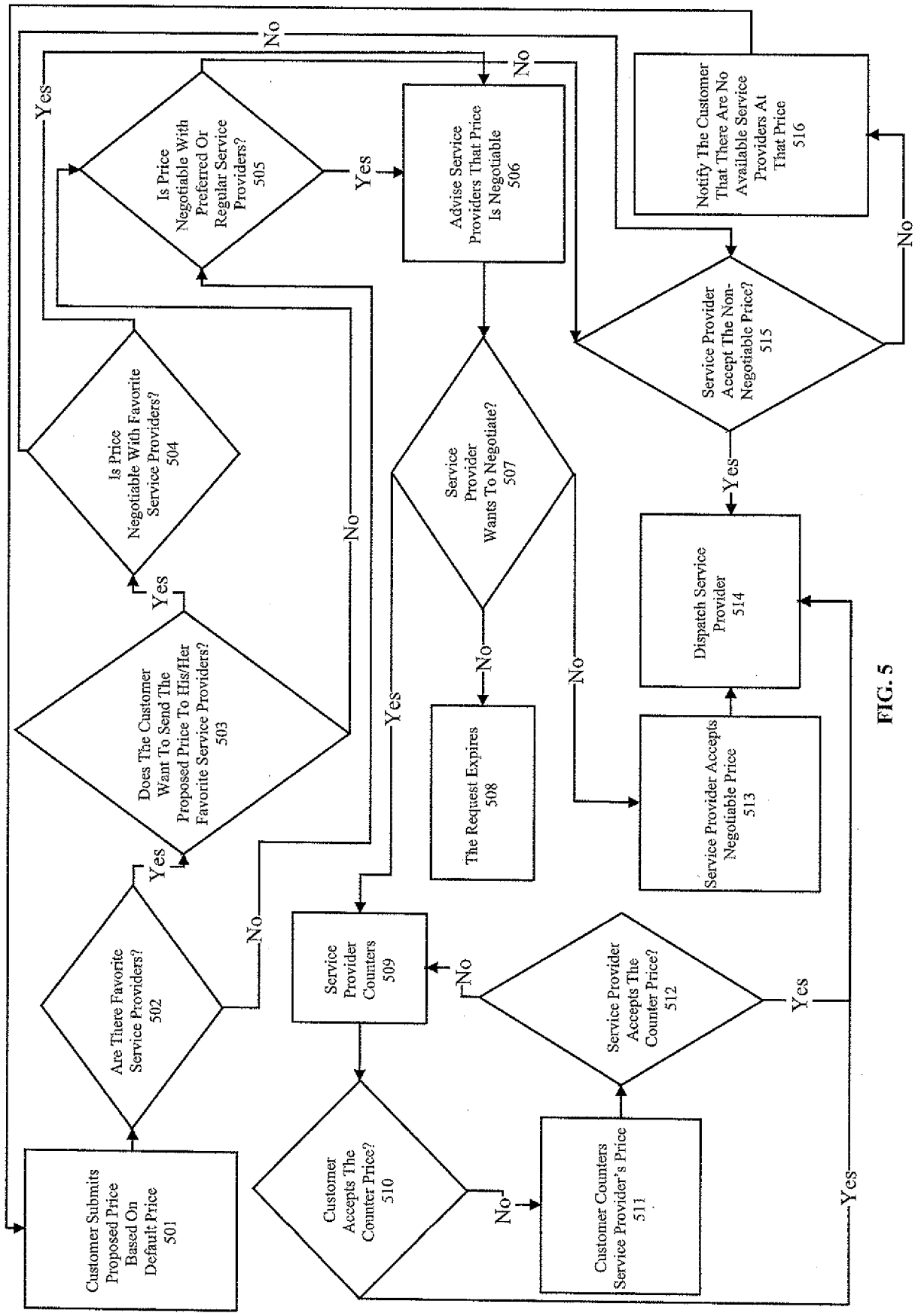

Customer Submits Proposed Price Based On Default Price 501
Are There Favorite Service Providers? 502
Does The Customer Want To Send The Proposed Price To His/Her Favorite Service Providers? 503
Is Price Negotiable With Favorite Service Providers? 504
Is Price Negotiable With Preferred Or Regular Service Providers? 505
Advise Service Providers That Price Is Negotiable 506
Service Provider Wants To Negotiate? 507
The Request Expires 508
Service Provider Counters 509
Customer Accepts The Counter Price? 510
Customer Counters Service Provider's Price 511
Service Provider Accepts The Counter Price? 512
Service Provider Accepts Negotiable Price 513
Dispatch Service Provider 514
Service Provider Accept The Non-Negotiable Price? 515
Notify The Customer That There Are No Available Service Providers At That Price 516
Yes
No

FIG. 5

FIG. 6

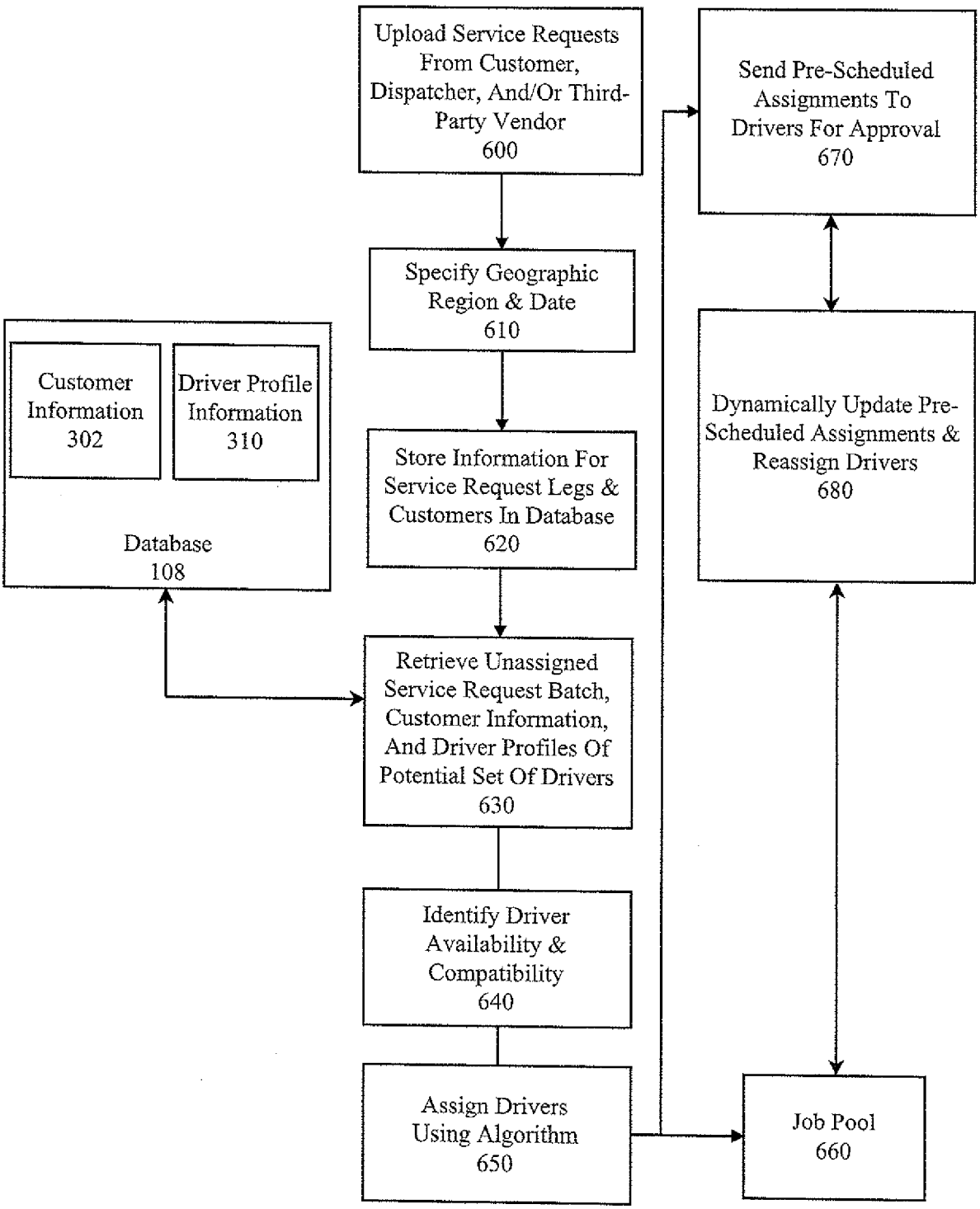

Upload Service Requests From Customer, Dispatcher, And/Or Third-Party Vendor 600
Specify Geographic Region & Date 610
Store Information For Service Request Legs & Customers In Database 620
Retrieve Unassigned Service Request Batch, Customer Information, And Driver Profiles Of Potential Set Of Drivers 630
Identify Driver Availability & Compatibility 640
Assign Drivers Using Algorithm 650
Customer Information 302
Driver Profile Information 310
Database 108
Send Pre-Scheduled Assignments To Drivers For Approval 670
Dynamically Update Pre-Scheduled Assignments & Reassign Drivers 680
Job Pool 660

FIG. 7A

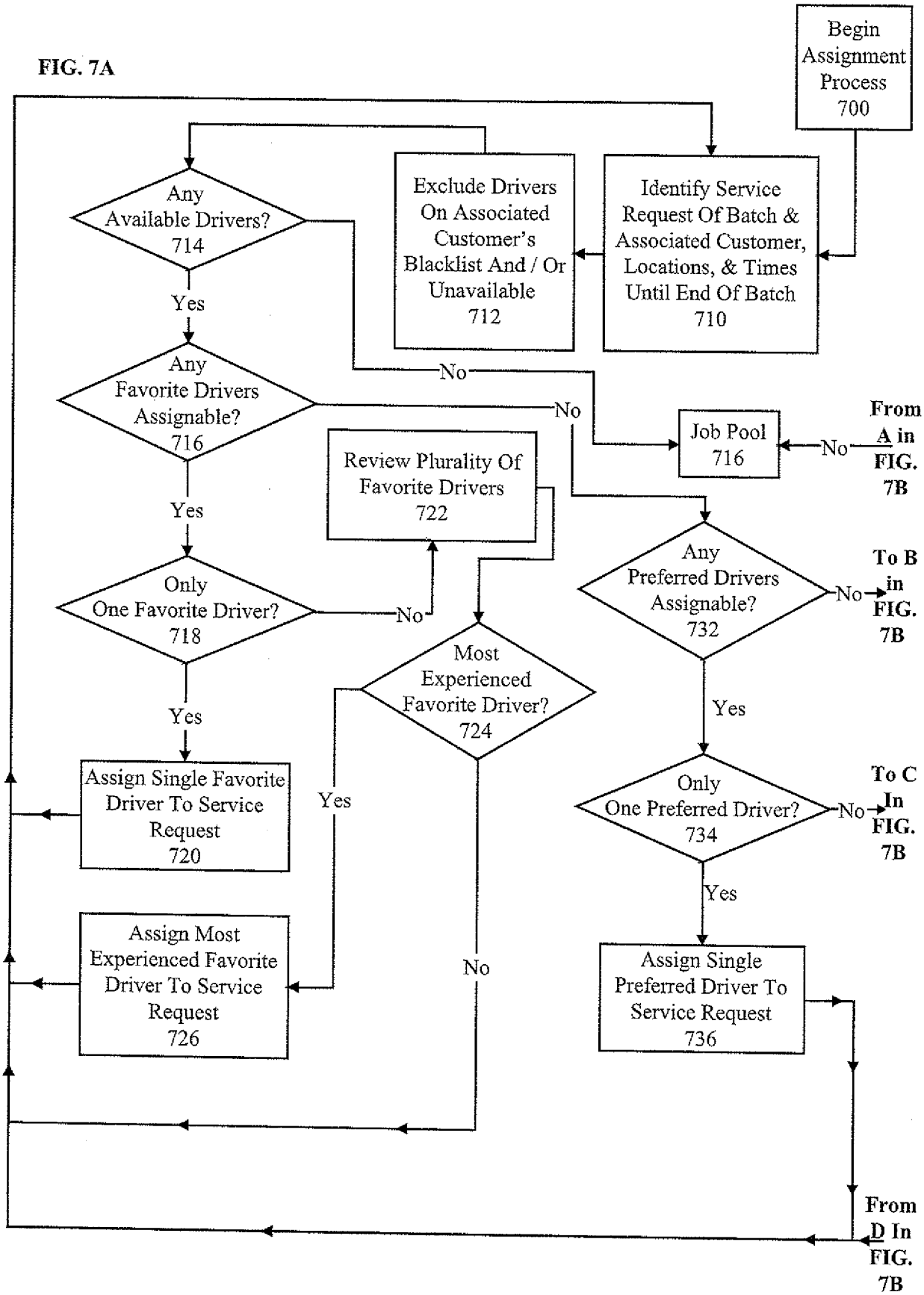

Begin Assignment Process 700
Identify Service Request Of Batch & Associated Customer, Locations, & Times Until End Of Batch 710
Exclude Drivers On Associated Customer's Blacklist And / Or Unavailable 712
Any Available Drivers? 714
Yes
No
Any Favorite Drivers Assignable? 716
Yes
No
Job Pool 716
No
From A in FIG. 7B
Review Plurality Of Favorite Drivers 722
Only One Favorite Driver? 718
Yes
No
Most Experienced Favorite Driver? 724
Yes
No
Assign Single Favorite Driver To Service Request 720
Assign Most Experienced Favorite Driver To Service Request 726
Any Preferred Drivers Assignable? 732
Yes
No
To B in FIG. 7B
Only One Preferred Driver? 734
Yes
No
To C In FIG. 7B
Assign Single Preferred Driver To Service Request 736
From D In FIG. 7B

FIG. 7B

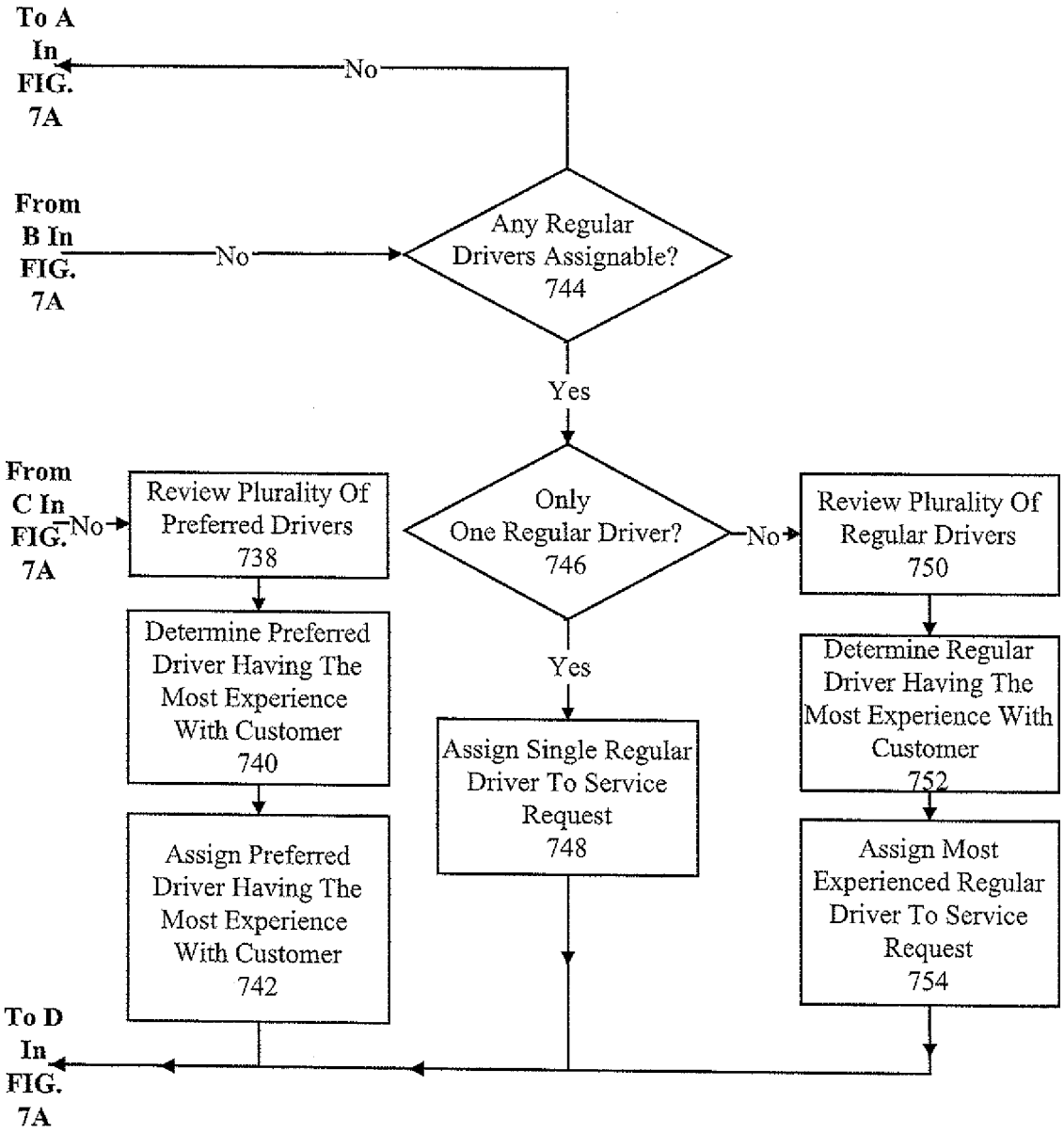

To A In FIG. 7A
No
From B In FIG. 7A
No
Any Regular Drivers Assignable? 744
Yes
From C In FIG. 7A
No
Review Plurality Of Preferred Drivers 738
Determine Preferred Driver Having The Most Experience With Customer 740
Assign Preferred Driver Having The Most Experience With Customer 742
Only One Regular Driver? 746
Yes
Assign Single Regular Driver To Service Request 748
No
Review Plurality Of Regular Drivers 750
Determine Regular Driver Having The Most Experience With Customer 752
Assign Most Experienced Regular Driver To Service Request 754
To D In FIG. 7A

FIG. 8

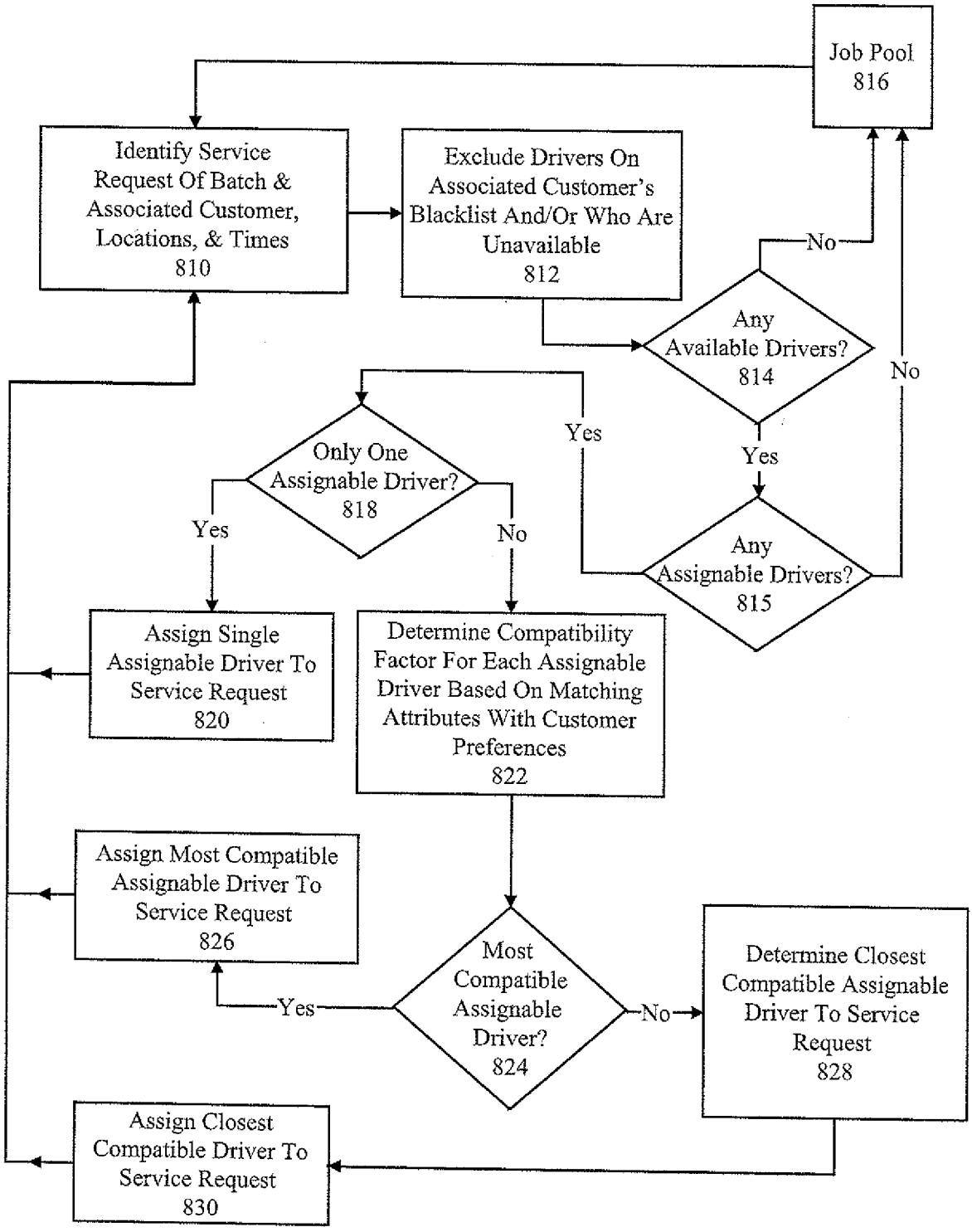

Job Pool
816
Identify Service Request Of Batch & Associated Customer, Locations, & Times
810
Exclude Drivers On Associated Customer's Blacklist And/Or Who Are Unavailable
812
Any Available Drivers?
814
No
No
Yes
Yes
Only One Assignable Driver?
818
Yes
No
Any Assignable Drivers?
815
Assign Single Assignable Driver To Service Request
820
Determine Compatibility Factor For Each Assignable Driver Based On Matching Attributes With Customer Preferences
822
Assign Most Compatible Assignable Driver To Service Request
826
Most Compatible Assignable Driver?
824
Yes
No
Determine Closest Compatible Assignable Driver To Service Request
828
Assign Closest Compatible Driver To Service Request
830

FIG. 9

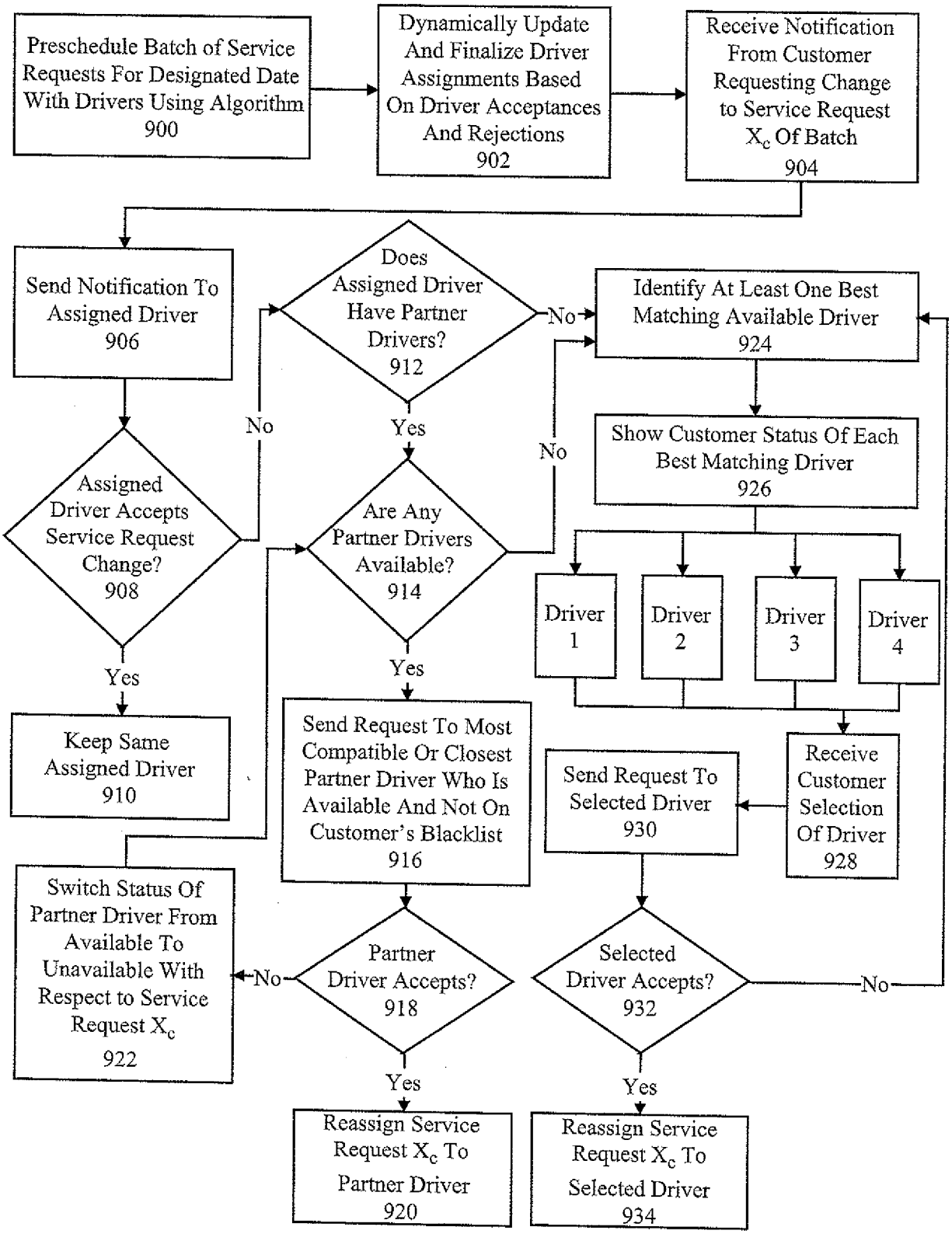

Preschedule Batch of Service Requests For Designated Date With Drivers Using Algorithm 900
Dynamically Update And Finalize Driver Assignments Based On Driver Acceptances And Rejections 902
Receive Notification From Customer Requesting Change to Service Request X_c Of Batch 904
Send Notification To Assigned Driver 906
Does Assigned Driver Have Partner Drivers? 912
No
Identify At Least One Best Matching Available Driver 924
Assigned Driver Accepts Service Request Change? 908
No
Yes
Are Any Partner Drivers Available? 914
No
Show Customer Status Of Each Best Matching Driver 926
Driver 1
Driver 2
Driver 3
Driver 4
Yes
Keep Same Assigned Driver 910
Yes
Send Request To Most Compatible Or Closest Partner Driver Who Is Available And Not On Customer's Blacklist 916
Send Request To Selected Driver 930
Receive Customer Selection Of Driver 928
Switch Status Of Partner Driver From Available To Unavailable With Respect to Service Request X_c 922
No
Partner Driver Accepts? 918
Selected Driver Accepts? 932
No
Yes
Yes
Reassign Service Request X_c To Partner Driver 920
Reassign Service Request X_c To Selected Driver 934

FIG. 10

