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(54) **DISTINGUISHING SEARCH RESULTS
ASSOCIATED WITH AN ELECTRONIC
COMMERCE SYSTEM**

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- (22) Filed: **Sep. 19, 2007**

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- (51) **Int. Cl.**
G06Q 30/00 (2006.01)
- (52) **U.S. Cl.** **705/26.1**
- (58) **Field of Classification Search** **705/26,**
..... **705/27, 26.1**
- See application file for complete search history.

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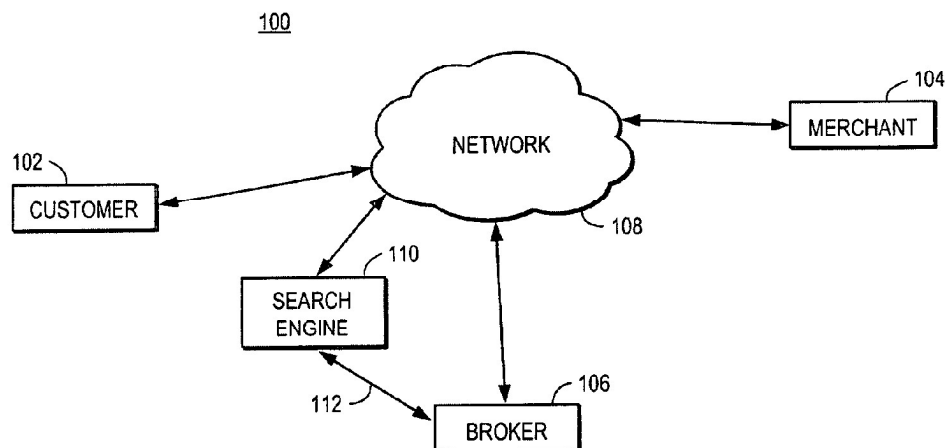
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(57) **ABSTRACT**

A search engine communicates with a broker to identify search result content associated with merchants that support purchases through an electronic commerce system provided by the broker. The results of a search can include some content associated with merchants that support purchases through the broker, some content associated with merchants that do not support purchases through the broker, and some content not associated with any merchant. The search engine visually distinguishes content in the search results associated with merchants that support purchases through the broker by displaying a badge, such as a graphical icon, with the content. The search engine can use different types of badges to indicate different characteristics of the merchants.

20 Claims, 9 Drawing Sheets



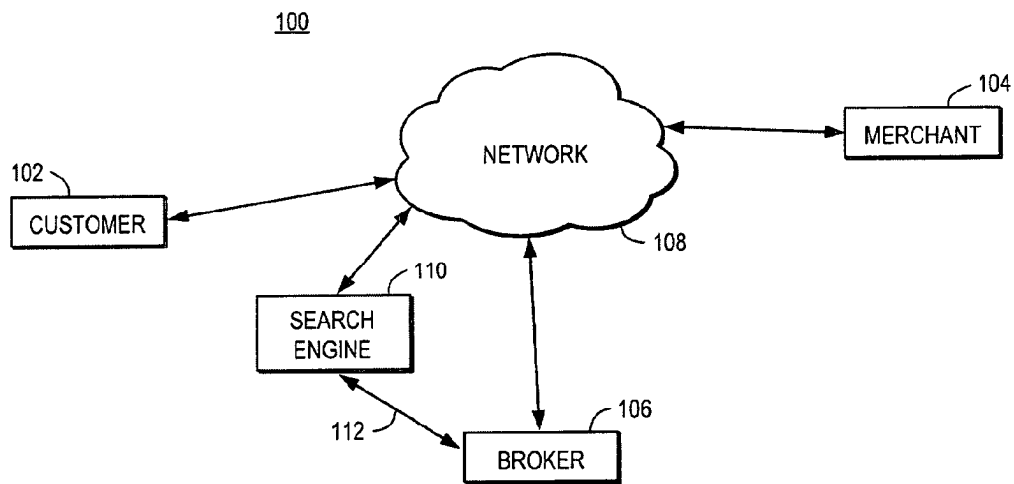


FIG. 1

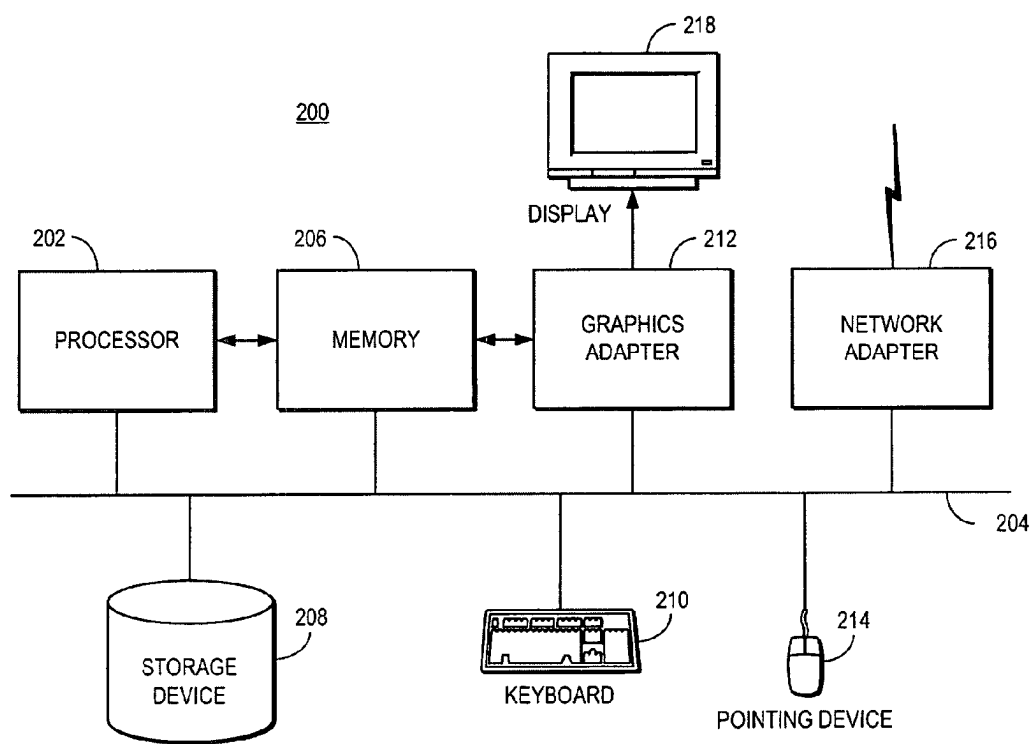
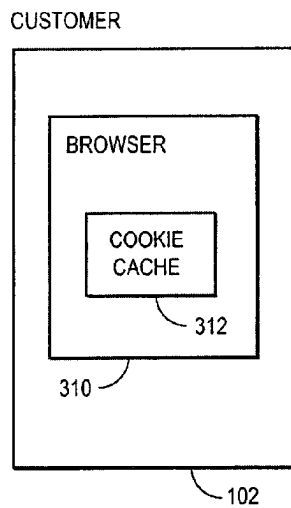
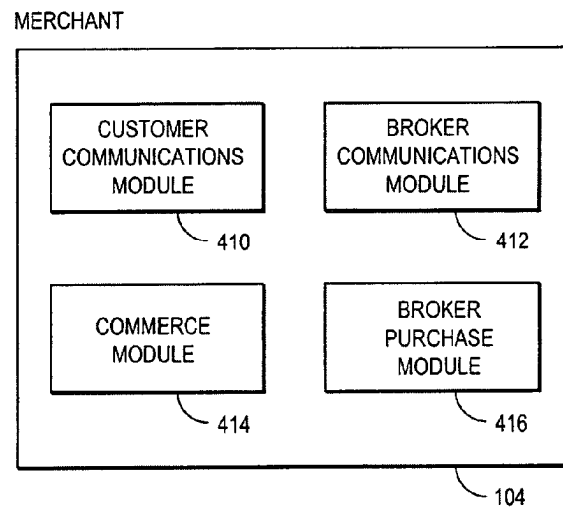


FIG. 2



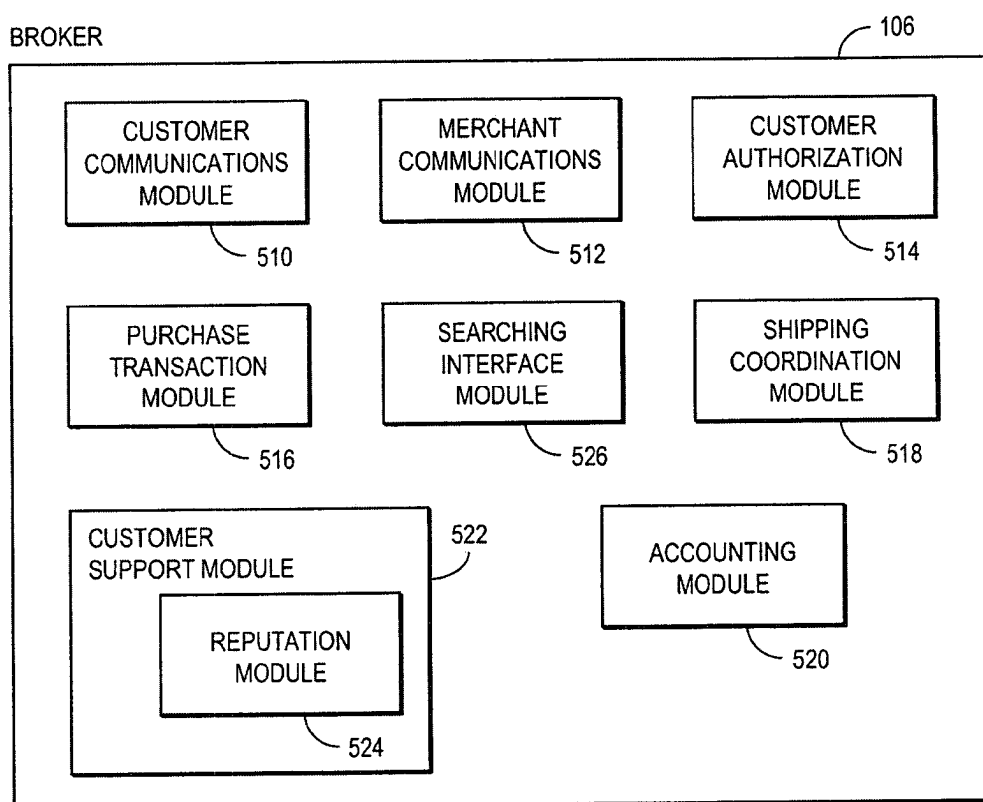


FIG. 5

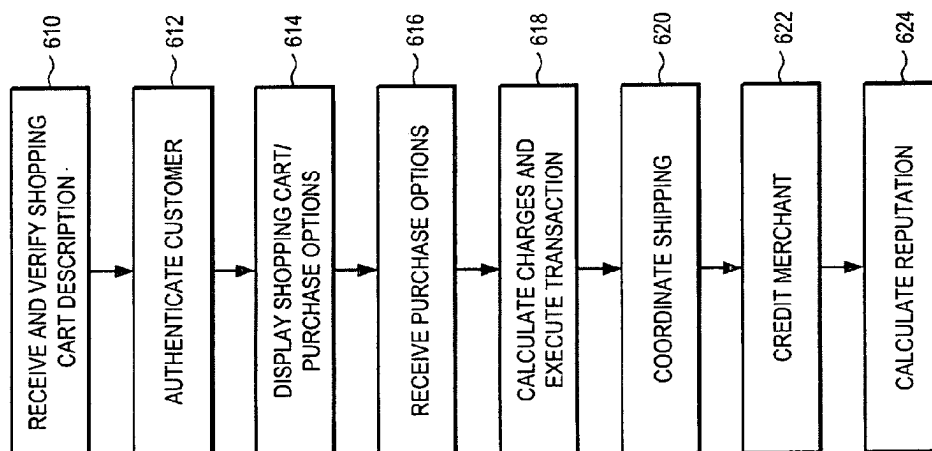


FIG. 6

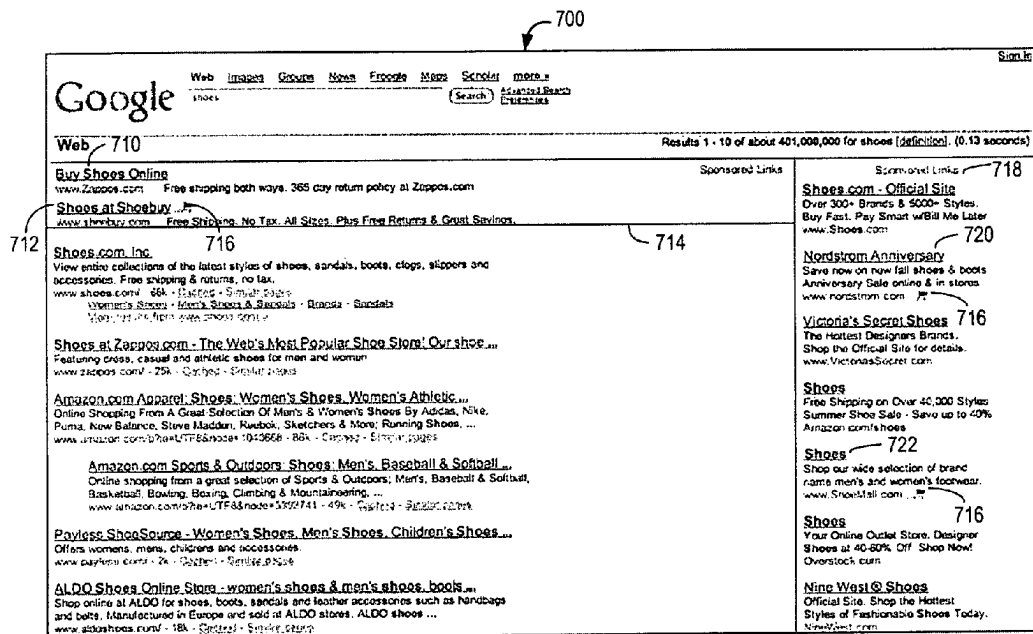


FIG. 7

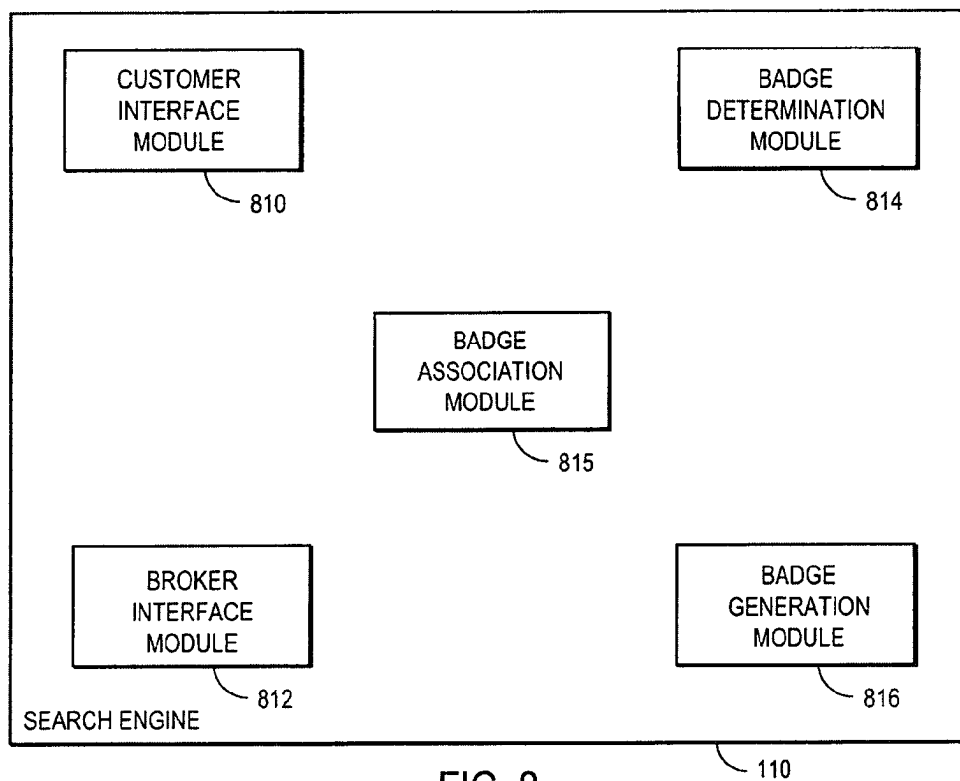


FIG. 8

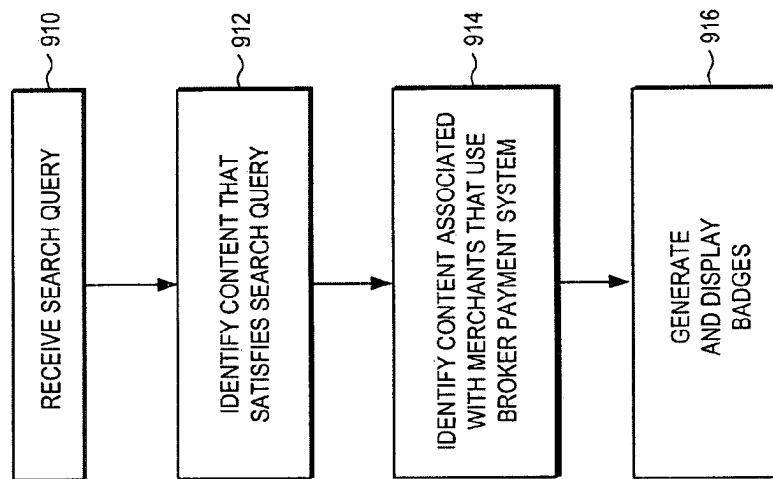


FIG. 9

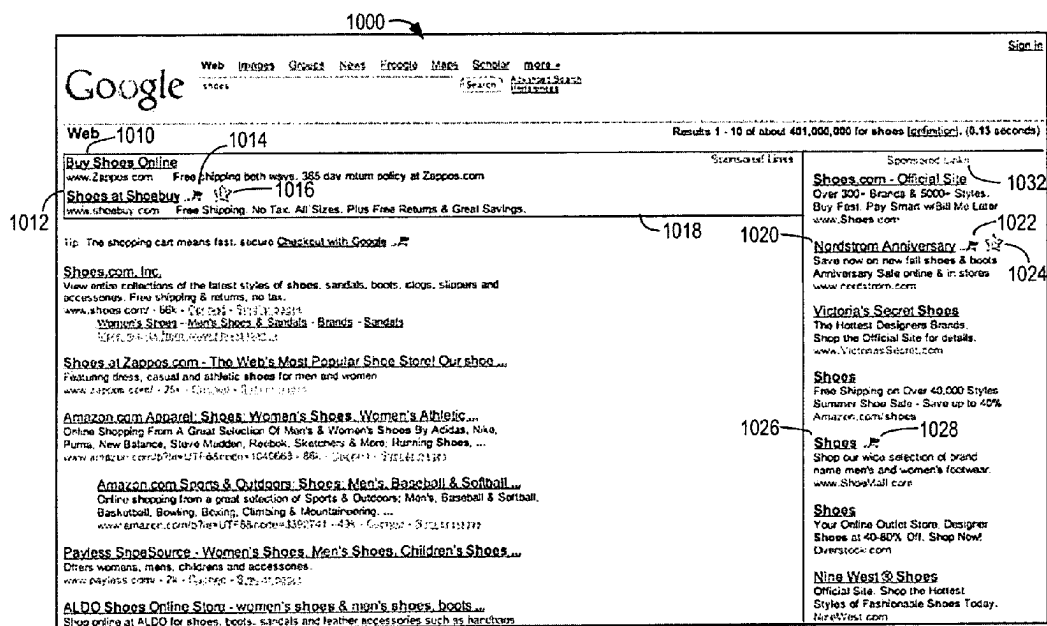


FIG. 10

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DISTINGUISHING SEARCH RESULTS ASSOCIATED WITH AN ELECTRONIC COMMERCE SYSTEM

CROSS-REFERENCE TO RELATED APPLICATION

This application claims the benefit of U.S. Provisional Application No. 60/826,520, filed Sep. 21, 2006, which is hereby incorporated herein by reference.

BACKGROUND OF THE INVENTION

1. Field of the Invention

This invention pertains in general to electronic commerce and in particular to identifying merchants participating in an electronic commerce system.

2. Description of the Related Art

Electronic commerce on the Internet has become commonplace. There are many merchants offering goods and services via web sites on the Internet, and there are an even greater number of customers who purchase the goods and services. In many cases, the electronic commerce transactions involve physical goods. For example, many customers purchase items such as books, compact disks (CDs) and DVDs via the Internet. Customers can also purchase electronic content such as downloadable text and/or music and access to web sites that provide news or entertainment stories.

Most electronic commerce sites on the Internet use ad hoc purchasing systems. For example, a web-based music merchant typically has a purchasing system that is valid for only that merchant's family of web sites. Therefore, a customer must establish an account and/or provide payment information to each merchant that the customer patronizes. These separate accounts are inconvenient to both parties. The merchant must maintain a dedicated account management and payment system. The customer must establish separate accounts with numerous merchants.

Due to these inconveniences, customers are often reluctant to purchase items from smaller or relatively unknown merchants. These merchants lack the brand recognition and trust associated with larger, better known merchants. Therefore, the customers hesitate to engage in risky behavior, such as providing a credit card number or shipping address, to the merchants. As a result, there is a need in the art for a way to alleviate these concerns.

BRIEF SUMMARY OF THE INVENTION

The above and other needs are met by a method, computer program product, and computer-implemented system that distinguish search results associated with an electronic commerce system. Embodiments of the method comprise identifying search result content generated responsive to a search query, identifying merchant content within the search result content, the merchant content associated with a merchant that uses the electronic commerce system, and generating a display of the search result content, the display visually distinguishing the merchant content associated with the merchant that uses the electronic commerce system from other search result content.

Embodiments of the computer program product and computer-implemented system comprise a badge determination module configured to identify merchant content within search result content, the merchant content associated with a merchant that uses the electronic commerce system and a badge generation module configured to generate a display of the

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search result content, the display visually distinguishing the merchant content associated with the merchant that uses the electronic commerce system from other search result content.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. 1 is a high-level block diagram of a computing environment according to one embodiment.

FIG. 2 is a high-level block diagram illustrating a functional view of a typical computer system for use as one of the entities illustrated in the environment of FIG. 1 according to an embodiment.

FIG. 3 is a high-level block diagram illustrating modules within a customer according to one embodiment.

FIG. 4 is a high-level block diagram illustrating modules within a merchant according to one embodiment.

FIG. 5 is a high-level block diagram illustrating modules within the broker according to one embodiment.

FIG. 6 is a flow chart illustrating the operation of the broker according to one embodiment.

FIG. 7 is an example of a web page showing search results based on the query "shoes" according to one embodiment.

FIG. 8 is a high-level block diagram illustrating modules within the search engine according to one embodiment.

FIG. 9 is a flow chart illustrating the operation of the search engine according to one embodiment.

FIG. 10 is an example of a web page showing the multilevel badging associated with the search results of the query "shoes" according to one embodiment.

The figures depict an embodiment for purposes of illustration only. One skilled in the art will readily recognize from the following description that alternative embodiments of the structures and methods illustrated herein may be employed without departing from the principles described herein.

DETAILED DESCRIPTION

I. Overview

FIG. 1 is a high-level block diagram of a computing environment 100 according to one embodiment. FIG. 1 illustrates a customer 102, a merchant 104, a broker 106, and a search engine 110 connected by a network 108. In addition, the search engine 110 and the broker 106 are connected by a separate network link 112 that does not necessarily travel over the main network 108.

The customer 102 in this embodiment represents an entity that obtains items via the network 108 through purchases or other types of transactions. The customer 102 is sometimes referred to as the "buyer" and the transaction is sometimes referred to as a "sale" or "purchase." As used herein, these terms also refer to other types of transactions, regardless of whether the customer is technically a "buyer" or the transaction is technically a "sale."

In one embodiment, the customer 102 includes a computer system that is utilized by an end-user to communicate with other computers on the network 108 in order to effect a purchase. The computer system, for example, can be a personal computer executing a web browser such as MICROSOFT INTERNET EXPLORER that allows the end-user to retrieve and display content from web servers and other computer systems on the network 108. In other embodiments, the customer 102 includes a network-capable device other than a computer system, such as a personal digital assistant (PDA), a cellular telephone, a pager, a television "set-top box" etc. Although FIG. 1 illustrates only a single customer 102, embodiments can have thousands or millions

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of customers participating in the electronic commerce system described herein. The single customer **102** is illustrated in order to simplify and clarify the present description. As used herein, the reference number **102** refers to both a single customer and/or a set of customers, depending upon the context.

Similarly, the merchant **104** represents an entity that sells items on the network **108** or makes items available through types of transactions. The merchant **104** offering the item to the buyer is sometimes referred to as the “seller” and the transaction is sometimes referred to as a “sale” or “purchase.” As used herein, these terms also refer to other types of transactions, regardless of whether the merchant is technically a “seller” or the transaction is technically a “sale.”

In one embodiment, the merchant **104** includes a computer system acting as a web server that is utilized to offer the items to potential customers **102**. The items offered by the merchant **104** can include tangible items such as books, CDs, DVDs, digital cameras and other types of electronic goods, etc. The items offered by the merchant **104** can also include intangible items such as services and electronic content such as web pages, downloadable files, streaming media, etc. Although FIG. 1 illustrates only a single merchant **104**, embodiments can have many merchants participating in the electronic commerce system. The single merchant **104** is illustrated in order to simplify and clarify the present description. As used herein, the reference number **104** refers to both a single merchant and/or a set of merchants, depending upon the context.

The broker **106** represents an entity that serves as an intermediary for the transaction between the customer **102** and the merchant **104**. In one embodiment, the broker **106** operates an electronic commerce system that functions as a centralized place that the customers **102** can use to pay for items offered by the merchants. Thus, the customers **102** can patronize multiple merchants **104** while providing their payment information to only the broker **106**. Although FIG. 1 illustrates only a single broker **106**, embodiments can have multiple brokers participating in the electronic commerce system.

In one embodiment, the broker **106** is said to be “remote” from the customer **102** and/or merchant **104**. “Remote” in this context means that the broker is logically separate from the customer and/or merchant, and does not necessarily refer to a physical distance between the entities.

The search engine **110** represents an entity that allows the customer **102** to search for merchants **104**, items provided by the merchants, and/or other content on the network **108**. The search engine **110** is used, for example, by customers **102** seeking items that can be purchased from merchants **104** using the broker **106**. In one embodiment, the search engine **110** is provided by GOOGLE INC. of Mountain View, Calif.

In one embodiment, the search engine **110** receives a search query from the customer **102** and generates a set of search results in response. The search results describe content available on the network **108** that satisfy the query. The content can include paid advertisements and references to web pages, images, video, and other electronic data on the network **108** related to the query. Some of the content is associated with merchants. Ads that advertise a merchant or items sold by the merchant are examples of content associated with merchants. Likewise, a web page from a web site operated by a merchant is another example of content associated with a merchant.

In one embodiment, the search engine **110** communicates with the broker **106** via the network **108** and/or the separate communication link **112** to identify search result content associated with merchants that support purchases through the broker **106**. The results of a typical search can include some content associated with merchants **104** that support purchases

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through the broker **106**, some content associated with merchants that do not support purchases through the broker, and some content not associated with any merchant. An embodiment of the search engine **110** visually distinguishes content in the search results associated with merchants **104** that support purchases through the broker by displaying a badge, such as a graphical icon, adjacent to content. Other embodiments distinguish the content using different types of badges, and/or using different techniques, such as displaying the badge as a textual message adjacent to the content or displaying the content in a special region of the web page containing the search results. Further, one embodiment of the search engine **110** utilizes different types of badges to indicate different information about different merchants.

For example, if the customer **102** provides the search query “shoes” the search engine **110** identifies a set of content related to shoes and returns references to the content on a web page (and/or as another representation). FIG. 7 is an example of a web page **700** showing search results based on the query “shoes.” In this example, the first two items of returned content are ads **710** and **712** in a “Sponsored Links” box **714** from merchants **104** that sell shoes or related items. In this case, only the merchant of ad **712** in the Sponsored Links box **714** uses the broker payment system. Accordingly, the search engine **110** displays a badge **716** adjacent to ad **712**. In this example, the badge is a shopping cart icon. In addition, the search results include ads in a “Sponsored Links” box **718** on the right side of the web page **700** from merchants that sell shoes or related items. Two of the ads **720**, **722** in this box **718** support the broker payment system. Accordingly, the web page displays the badge **716** adjacent to ads **720** and **722**. Further, the web page displays content from web pages on the network **108** that satisfy the search query.

The network **108** represents the communication pathways between the customer **102**, merchant **104**, and broker **106**. In one embodiment, the network **108** is the Internet. The network **108** can also utilize dedicated or private communications links that are not necessarily part of the Internet. In one embodiment, the network **108** uses standard communications technologies and/or protocols. Thus, the network **108** can include links using technologies such as Ethernet, 802.11, integrated services digital network (ISDN), digital subscriber line (DSL), asynchronous transfer mode (ATM), etc. Similarly, the networking protocols used on the network **108** can include the transmission control protocol/Internet protocol (TCP/IP), the hypertext transport protocol (HTTP), the simple mail transfer protocol (SMTP), the file transfer protocol (FTP), etc. The data exchanged over the network **108** can be represented using technologies and/or formats including the hypertext markup language (HTML), the extensible markup language (XML), etc. In addition, all or some of links can be encrypted using conventional encryption technologies such as the secure sockets layer (SSL), Secure HTTP and/or virtual private networks (VPNs). In another embodiment, the entities can use custom and/or dedicated data communications technologies instead of, or in addition to, the ones described above.

II. System Architecture

FIG. 2 is a high-level block diagram illustrating a functional view of a typical computer system **200** for use as one of the entities illustrated in the environment **100** of FIG. 1 according to an embodiment. Illustrated are at least one processor **202** coupled to a bus **204**. Also coupled to the bus **204** are a memory **206**, a storage device **208**, a keyboard **210**, a

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graphics adapter **212**, a pointing device **214**, and a network adapter **216**. A display **218** is coupled to the graphics adapter **212**.

The processor **202** may be any general-purpose processor such as an INTEL x86, SUN MICROSYSTEMS SPARC, or POWERPC compatible-CPU. The storage device **208** is, in one embodiment, a hard disk drive but can also be any other device capable of storing data, such as a writeable compact disk (CD) or DVD, or a solid-state memory device. The memory **206** may be, for example, firmware, read-only memory (ROM), non-volatile random access memory (NVRAM), and/or RAM, and holds instructions and data used by the processor **202**. The pointing device **214** may be a mouse, track ball, or other type of pointing device, and is used in combination with the keyboard **210** to input data into the computer system **200**. The graphics adapter **212** displays images and other information on the display **218**. The network adapter **216** couples the computer system **200** to the network **108**.

As is known in the art, the computer system **200** is adapted to execute computer program modules. As used herein, the term "module" refers to computer program logic and/or data for providing the specified functionality. A module can be implemented in hardware, firmware, and/or software. In one embodiment, the modules are stored on the storage device **208**, loaded into the memory **206**, and executed by the processor **202**.

The types of computer systems **200** utilized by the entities of FIG. **1** can vary depending upon the embodiment and the processing power utilized by the entity. For example, the customer **102** typically requires less processing power than the merchant **104** and broker **106**. Thus, the customer computer system can be a standard personal computer system. The merchant and broker computer systems, in contrast, may comprise more powerful computers and/or multiple computers working together to provide the functionality described herein.

FIG. **3** is a high-level block diagram illustrating modules within a customer **102** according to one embodiment. Those of skill in the art will recognize that other embodiments can have different and/or other modules than the ones described here, and that the functionalities can be distributed among the modules in a different manner.

As shown in FIG. **3**, the customer **102** includes a browser module **310** that allows the customer to view web pages provided by the merchant **104**, broker **106**, and/or other entities on the network **108**. In one embodiment, the browser module **310** is a conventional web browser, such as MICROSOFT INTERNET EXPLORER or MOZILLA FIREFOX. In one embodiment, the browser module **310** maintains a cookie cache **312** that stores cookies associated with web sites on the network **108**. The merchant **104** and broker **106** can communicate with the browser module **310** and instruct it to create a cookie in the cookie cache **312** holding certain information. The browser module **310** provides the cookie to the merchant **104** and/or broker **106** when the browser connects to the site that created it.

FIG. **4** is a high-level block diagram illustrating modules within a merchant **104** according to one embodiment. Those of skill in the art will recognize that other embodiments can have different and/or other modules than the ones described here, and that the functionalities can be distributed among the modules in a different manner.

A customer communications module **410** communicates with the customer **102** via the network **108**. In one embodiment, the customer communications module **410** includes a web server that provides web pages to the customer **102** and

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receives end-user input sent over the network **108** by the customer's browser module **310**. The customer communications module **410** thus allows a customer to navigate the merchant's web site.

In one embodiment, a broker communications module **412** communicates with the broker **106** via the network **108**. In one embodiment, merchant-broker communications are conducted using the web services description language (WSDL). In one embodiment, the broker communications module **412** uses WSDL to describe the services it provides and ascertain the services provided by the broker **106**. The broker communications module **412** uses XML-based remote procedure calls (RPCs) to provide information to the broker **106** and receive information in return. In other embodiments, the broker communications module **412** communicates with the broker **106** using other techniques and/or protocols, such as via email messages, HTML web pages intended for review by human users, proprietary communications protocols, etc.

In one embodiment, the merchant **104** uses the broker communications module **412** to send the broker **106** one or more business URLs utilized by the merchant. The business URL references the domain name of the web site utilized by the merchant **104** to conduct business on the network **108**. For example, the business URL can be "www.mystore.com." The business URL is utilized by the broker **106** and/or search engine **110** to evaluate whether to display a badge in association with search results that reference the merchant **104**.

A commerce module **414** operates in tandem with the customer communications module **410** and allows the customer **102** to engage in electronic commerce transactions with the merchant **104**. In general, the commerce module **414** allows the merchant **104** to create and manage a catalog of items available for sale. The customer **102** can browse the catalog and indicate items that the customer **102** desires to purchase. In one embodiment, the commerce module **414** utilizes a shopping cart metaphor where items selected by the customer **102** are placed in a virtual shopping cart. The customer can "checkout" and purchase the items in the shopping cart. In one embodiment, the commerce module **414** includes functionality from the open source osCommerce package.

The commerce module **414** provides the customer **102** with one or more payment options at the time of checkout. For example, one payment option can allow the customer **102** to provide payment information directly to the merchant **104**. Another payment option can reference an alternative payment system, such as the payment system provided by the broker **106**. This latter option may be more desirable to the customer **102** when, for example, the merchant **104** is not well known and the customer is reluctant to provide the payment information to the merchant. The broker **106**, on the other hand, may be well known to the customer **102** and an entity to which the customer **102** is comfortable providing payment information. In one embodiment, the commerce module **414** provides a graphic, slogan, and/or other indicia that represents the broker **106** and is designed to convey a sense of trustworthiness to the customer **102**.

A broker purchase module **416** interacts with the broker communications module **412** to effect a customer purchase. The broker purchase module **416** is activated if a customer **102** selects the broker payment system for a purchase. In one embodiment, the broker purchase module **416** generates a description of the customer's shopping cart.

In one embodiment, the description is encoded in XML, although other techniques can also be used. The description describes the items in the cart, including the type and number of items purchased, and the prices of the items. In one embodiment, the shopping cart description also includes

shipping rules describing shipping options and/or rates for the items in the cart, taxation rules applicable to the items, a merchant ID that uniquely identifies the merchant **104**, and/or a transaction ID that uniquely identifies the specific purchase transaction. The shopping cart description can also include anticipated shipping dates and/or order processing times. The broker purchase module **416** digitally signs the shopping cart description to prevent third parties from making modifications to it.

In one embodiment, the broker purchase module **416** utilizes the broker communications module **412** to send the shopping cart description to the broker **106**. In another embodiment, the broker purchase module **416** uses the customer communications module **410** to provide the shopping cart description to the customer **102** and direct the customer's browser module **310** to send it to the broker **106**. The broker purchase module **416** can perform this latter task by, for example, by using a HTTP GET method that codes the shopping cart description into a uniform resource locator (URL) that references the broker **106**, and redirecting the customer's browser **310** to the coded URL.

In another example, the broker purchase module **416** can use a HTTP POST method that codes the shopping cart description into the body of a request made from the customer's browser **110** to the broker **106**.

FIG. **5** is a high-level block diagram illustrating modules within the broker **106** according to one embodiment. Those of skill in the art will recognize that other embodiments can have different and/or other modules than the ones described here, and that the functionalities can be distributed among the modules in a different manner.

The broker includes a customer communications module **510** and a merchant communications module **512** for respectively communicating with the customer **102** and the merchant **104**. In one embodiment, these modules are functionally equivalent to the customer and broker communications modules in the merchant **104**.

A customer authorization module **514** authenticates and authorizes customers **102** seeking to use the broker **106** for purchases. In one embodiment, the customer authorization module **514** maintains an ID, password, and/or other information for each customer **102**. The customer **102** supplies the correct information in order to identify and authenticate itself. In general, when a customer **102** contacts the broker **106** to make a purchase, the customer's relationship with the broker fits into one of three categories: new customer, existing customer that has not been active recently, or existing active customer. In one embodiment, the customer authorization module **514** determines the category of the customer **102** and responds accordingly.

If the customer **102** is new, an embodiment of the customer authorization module **514** presents the customer with one or more web pages that allow the customer to create an account and select an ID, password and/or other identifying information. In one embodiment, the customer **102** also supplies payment information specifying a charge account and/or creating a stored value. The payment information can include, for example, a credit card number or a gift certificate identifier. The customer can also supply information including mailing/shipping addresses and settings for miscellaneous preferences.

If the customer **102** already has an account but has not been active recently (e.g., within the previous 10 minutes), in one embodiment the customer authorization module **514** provides the customer with the standard login prompt and thereby allows the customer to log into the broker **106**. If the customer **102** has been active recently, one embodiment of the customer

authorization module **514** allows the customer to directly access the broker **106** without additional authentication procedures. After each successful login, one embodiment of the customer authorization module **514** places a cookie in the customer's browser module **310** that identifies the customer and indicates the time of the customer's last login. In another embodiment, the cookie identifies the expiration date/time after which the customer's activity is no longer considered "recent." The cookie thus allows the customer authorization module **514** to determine the customer's status with respect to the broker **106** and respond appropriately.

A purchase transaction module **516** receives the shopping cart description and allows the customer **102** to complete the purchase transaction for the items in the cart. In one embodiment, the purchase transaction module **516** presents the customer **102** with web pages that describe the items in the cart and allow the customer to specify the methods of payment and shipping, along with any other details that are necessary and/or desired for the transaction. The purchase transaction module **516** uses the shipping address specified by the customer **102** and the shipping rules received from the merchant to calculate the rates for the shipping options. Similarly, the purchase transaction module **516** uses the shipping address and taxation rules from the merchant **104** to calculate any taxes on the purchase. The purchase transaction module **516** determines the total cost of the purchase, charges the customer **102**, and provides the customer with a receipt.

A shipping coordination module **518** interacts with the merchant **104** to inform the merchant of the purchase and coordinate shipping of the purchased items to the customer **102**. In one embodiment, the shipping coordination module **518** provides the customer-indicated shipping address and shipping options to the merchant **102**. In another embodiment, the shipping coordination module **518** instructs the merchant to ship the items to a placeholder or third-party address. In this latter embodiment, the broker **106** electronically notifies the carrier (e.g., Federal Express or United Parcel Service) to redirect the package to the customer's true shipping address. This embodiment thus keeps the customer **102** completely anonymous to the merchant **104**.

An accounting module **520** monitors the transactions that occur using the broker **106**, invoices the customers **102**, and credits the merchants **104**. In a typical case, the accounting module **520** charges the customer's credit card or other method of payment and credits the merchant's account for the amount of the purchase. In another embodiment, the accounting module **520** aggregates purchases made by the customers and then periodically credits each merchant for the value of the purchases made within the time period. In yet another embodiment, the accounting module **520** aggregates a customer's purchases within a given time period and then charges the customer's account once for aggregate total of the purchases. This latter embodiment might be desirable where, for example, the customer **102** makes many small purchases.

A customer support module **522** allows customers **102** to request refunds and/or perform other customer-support related tasks. In one embodiment, the broker **106** provides a satisfaction guarantee and allows customers to obtain refunds on purchases with relative ease. This refund policy provides the customers **102** with added security and may make the customers more willing to purchase items from relatively unknown and/or untrustworthy merchants **104**.

In one embodiment, the customer support module **522** includes a reputation module **524** that monitors transactions performed by the broker and calculates reputation scores for the customers **102** and/or merchants **104**. In one embodiment, the reputation module **524** calculates a volume rating that

indicates the percentage of transactions for which a customer has requested a refund or otherwise disputed. Similarly, in one embodiment the reputation module **524** calculates an amount rating that indicates the cash value of a customer's disputed transactions as a percentage of the customer's total transactions. In another embodiment, the reputation module **524** calculates the percentages of merchants' sales that are disputed by the customers **102**. In one embodiment the reputation scores are used to detect potential fraud.

A searching interface module **526** interfaces with the search engine **110**. In one embodiment, the searching interface module **526** interacts with the search engine **110** to allow the search engine to identify content from merchants **104** that support transactions using the broker **106**. In one embodiment, the searching interface module **526** provides the search engine **110** with the business URLs of merchants **104** that use the broker. In another embodiment, the searching interface module **526** receives a list of merchants **104** from the search engine **110** and compares the list to the business URLs to identify merchants that use the broker **106**.

FIG. 8 is a high-level block diagram illustrating modules within the search engine **110** according to one embodiment. Those of skill in the art will recognize that other embodiments can have different and/or other modules than the ones described here, and that the functionalities can be distributed among the modules in a different manner.

A customer interface module **810** interacts with a customer **102** and/or other entity that executes a search query. The customer interface module **810** receives a search query and provides search results that satisfy the query in response. In one embodiment, the customer **102** provides the search engine **110** with an explicit search query that specifies search parameters such as keywords, meta-data describing desired results, and/or other information.

In another embodiment, the search query received by the customer interface module **810** is generated implicitly based on actions performed by the customer **102** and/or other criteria. For example, the customer **102** can request a web page from a web site participating in an advertising program such as ADSENSE from GOOGLE INC. of Mountain View, Calif. The web page includes ads and/or other content that are selected dynamically based on the content of the web page, the geographic location of the customer **102**, and/or other criteria. In one embodiment, the web page includes code that causes the customer's web browser **310** to generate a query for the ads. In another embodiment, the web site that serves the page generates the query for the ads. The customer interface module **810** receives the query for the ads.

The search engine **110** returns search results in response to the query received by the customer interface module **810**. The search results can include references to web pages containing content that at least partially satisfies the query. Likewise, the search results can include ads selected based on the query, on the content of a web page referenced by the query, and/or based on other criteria as mentioned above. In addition, the search results can include a mix of web pages references, ads, and/or other content. In one embodiment, the customer interface module **810** uses browser cookies and/or other techniques to track the queries entered by the specific customers and the actions taken by the customers upon viewing the search results.

A broker interface module **812** interacts with the broker **106**. In one embodiment, the broker interface module **812** receives from the broker **106** the business URLs of merchants that use the broker payment system. In one embodiment, the broker interface module **812** sends a list of merchants with which search result content is associated to the broker **106**. In

response, the broker **106** sends the broker interface module **812** data identifying the merchants that use the broker payment system. Further, in one embodiment, the broker interface module **812** receives from the broker **106** signals describing characteristics of the merchants. These characteristics for a merchant can include, for example, one or more of: merchant reputation scores; the merchant's conversion rate (i.e., how many customer selections of a merchant ad result in a sale); locations of customers that tend to patronize the merchant; dates and times during which merchants tend to have greater sales; the average number of orders processed by the merchant per day; and/or the number of canceled orders, returns, and/or chargebacks by the merchant.

A badge determination module **814** determines whether a badge should be displayed in association with content in the search results. In one embodiment, the badge determination module **814** compares a URL associated with content with the business URLs of merchants that use the broker payment system. If the URL associated with the content contains a business URL, a badge is displayed with the content in the search results.

In one embodiment, an advertiser that provides an ad to display as a search result specifies a visible URL and a destination URL. The visible URL is what shows in the ad, but the destination URL is a network location to which the customer **102** is taken when he clicks on the ad. The visible and destination URLs are often different. For example, the ad may be for a specific product, rather than the merchant's whole site. The merchant **104** placing the ad may want the merchant's site URL to show in the ad, but want to take the customer **102** to a page for a specific product when he clicks on the ad. For example, the visible URL may be "www.mystore.com," but the destination URL may be "products.mystore.com/store/products?item=57294322" or something similar.

Another reason the visible and destination URLs might be different is that the ad might be purchased by an affiliate of the merchant **104**. The affiliate may ultimately be delivering the customer **102** to the merchant's site, and thus specify the merchant's URL as visible. However, the affiliate might first take the customer **102** to the affiliate's site before referring the customer to the merchant's site. Therefore, the destination URL might be something like: clicks.affiliate.com/click?source=adwords?dest=www.mystore.com.

In one embodiment, the badge determination module **814** determines whether to badge an ad returned as a search result based on the visible URL. If the visible URL of an ad and/or other content includes a business address provided by a merchant using the broker payment system, the badge determination module **814** determines that a badge should be displayed with the content in the search results.

A badge association module **815** decides the type of badge that will be associated with the content in the search results once the badge determination module **814** has determined a badge should be displayed. In one embodiment, the type of badge that is associated with the content is based on characteristics provided to the badge association module **815** by the customer interface module **810** and/or the broker **106**.

In one embodiment, the badge association module **815** associates different types of badges with content from different merchants (as identified by the visible URL) based on the characteristics of the customers **102**, merchants **104** and/or other criteria. There are multiple levels of badges, with the first level indicating that the merchant **104** uses the broker payment system and subsequent levels indicating the likelihood that the customer **102** will have a successful buying experience. In one embodiment the particular level selected

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for a merchant can depend on the signals received from the broker **106** that describe characteristics of the merchants. In other embodiments, the badge association module **815** uses customer-based criteria (received from the customer **102** and/or broker) to select the badge or badges to show. For example, the customer's purchase history can be analyzed in order to select badges based on the likelihood that the customer **102** will purchase an item from the merchant **104**.

In one embodiment, whether to associate a badge at all, and/or the level of badge selected by the badge association module **815** is query dependent. In one embodiment, the badge association module **815** decides the level of badge to associate with content from a merchant based on knowledge that a certain query results in a high conversion rate with that particular merchant. The badge association module **815** shows a higher-level badge only when the query is the one that produces the higher conversion rate, and shows a lower-level badge for other queries. For example, for the merchant Sport Jackets, if there is a high conversion rate for the query "sport jacket," then the merchant would get a high-level badge. On the other hand, if there is a low conversion rate for the query "jacket," the same merchant, Sport Jackets, would receive a low-level badge. In certain circumstances, such as when a query produces very low conversion rates for a merchant, the badge association module **815** may omit the badge from the content associated with the merchant. Further, in one embodiment, the level of badge associated with content from a merchant by the badge association module **815** is based on combinations of merchant, customer, and/or query criteria.

In sum, the badge association module **815** can utilize a variety of different criteria to select the badge to display, or even whether to display a badge at all. The badge association module **815** can analyze the criteria dynamically, at the time the search results are being provided to the customer **102**. Therefore, the badges provide the customer **102** with accurate information as to whether the customer is likely to have a successful purchasing experience.

A badge generation module **816** generates badges for content in the search results. In one embodiment, badge association module **815** provides the badge generation module **816** with the information on the type of badge or badges to generate for the content in the search results. In one embodiment, the first-level badge created by the badge generation module **816** is an icon such as a shopping cart that is displayed adjacent to the content in the search results. The second-level badge created by the badge generation module **816** is an icon such as a star. Other embodiments use other icons and/or indicators.

FIG. **10** is an example of a web page showing the multilevel badging associated with search results for the query "shoes" according to one embodiment. In this example, the first two items of returned content are ads **1010**, **1012** in a "Sponsored Links" box **1018** from merchants **104** that sell shoes or related items. In this case, only the merchant with ad **1012** in the Sponsored Links box **1018** uses the broker payment system. Accordingly, the search engine **110** displays a first level badge **1014** adjacent to ad **1012**. In this example, the first level badge **1014** is a shopping cart icon. In addition, since the merchant accepts the broker payment system and because the badge association module **815** predicts that the customer **102** will be satisfied with the buying experience provided by the merchant, a second level badge **1016** is displayed next to ad **1012**. In this example, a star is used as the second badge **1016**. Additionally, the search results include ads in a "Sponsored Links" box **1032** on the right side of the web page **1000** from merchants that sell shoes or related items. The ads **1020** and **1026** in box **1032** support the broker payment system, which

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is why the shopping cart badges **1022** and **1028** are displayed next to the ads. Badge **1024** shows the second badge for ad **1020**, but there is no second badge for ad **1026**. The reason there is not a second badge even though the merchant of ad **1026** accepts the broker payment system is because the customer will more than likely not have a successful shopping experience with that merchant. Further, the web page displays content from web pages on the network **108** that satisfy the search query. The badges used in FIG. **10** are just one embodiment of the type of indicators that can be used; other embodiments may use other icons and/or indicators.

III. Process/Example

FIG. **6** is a flow chart illustrating the operation of the broker **106** according to one embodiment. Those of skill in the art will recognize that other embodiments can perform the steps of FIG. **6** in different orders. Moreover, other embodiments can include different and/or additional steps than the ones described here.

FIG. **6** illustrates steps performed by the broker **106** in an exemplary transaction where a customer **102** is purchasing an item from a merchant **104**. Assume for purposes of this example that the customer **102** uses a web browser to browse the merchant's web site, and selects one or more items to purchase. The merchant **104** places the items in a virtual shopping cart, and offers the customer **102** the option to checkout using the broker **106**. The customer **102** selects this option and is directed by the merchant **104** to a broker web site.

The broker **106** receives and verifies **610** the shopping cart description. In one embodiment the broker **106** receives the shopping cart description from the customer **102** as part of a URL or request. In another embodiment, the broker **106** receives the shopping cart description directly from the merchant **104**. The broker **106** verifies the shopping cart description by, for example, verifying a digital signature of the merchant **104**.

The broker **106** authenticates **612** the customer **102**. This step can occur, for example, by asking the customer for an ID, password and/or other identifying information, reading a cookie provided by the customer's browser **310**, and/or through another technique. The broker **106** displays **614** a representation of the shopping cart to the customer **102**. The broker **106** also displays **614** web page buttons or another interface that the customer **102** uses to select purchase options, such as a shipping method and address. These purchase options are derived in part from data included in the shopping cart description. The customer **102** selects the desired options, and the broker receives **616** the selections from the customer's browser **310**.

The broker **106** uses the purchase options selected by the customer **102** to calculate **618** the total charge for the transaction. These calculations typically take into account the cost of the items in the cart, shipping method selected by the customer **102**, applicable taxes, and/or any other charges described by the merchant **104** in the shopping cart description. The broker **106** executes **618** the transaction by charging the customer's credit card, subtracting a value from a stored value account, and/or performing an equivalent action.

The broker **106** coordinates **620** shipping with the merchant **104**. In one embodiment, the broker **106** supplies the customer-indicated shipping address and method to the merchant **104** and instructs the merchant to ship the purchased items directly to the customer **102**. In another embodiment, the broker **106** instructs the merchant to ship the items to a

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placeholder address. The broker **106** then communicates with the shipper to direct the package containing the items to the customer's shipping address.

The broker **106** credits **622** the merchant **104** for the transaction. In one embodiment, the broker **106** keeps a percentage of the transaction and/or charges the merchant **104** a fee for conducting the transaction. In addition, the broker **106** calculates **624** the reputation of the customer **102** and/or merchant **104** in response to the transaction. The reputation may change based on subsequent events, such as the customer **102** requesting a refund for the transaction.

FIG. 9 is a flow chart illustrating the operation of the search engine **110** according to one embodiment. Those of skill in the art will recognize that other embodiments can perform the steps of FIG. 9 in different orders. Moreover, other embodiments can include different and/or additional steps than the ones described here.

Initially, the search engine **110** receives **910** a search query from a customer **102**. The search engine **110** identifies **912** content that satisfies the search query. The content can include, for example, ads from merchants and web pages on the network **108**. The search engine **110** determines **914** which content in the search results is associated with merchants that use the broker payment system. In addition, the search engine **110** generates **916** badges for content associated with merchants that use the broker payment system. The particular badge generated for particular content can depend, for example, on the likelihood that the customer **102** will have a successful buying experience with the merchant. The search engine **110** displays **916** the badges on the search results returned to the customer **102**.

The above description is included to illustrate the operation of the preferred embodiments and is not meant to limit the scope of the invention. The scope of the invention is to be limited only by the following claims. From the above discussion, many variations will be apparent to one skilled in the relevant art that would yet be encompassed by the spirit and scope of the invention.

The invention claimed is:

1. A method of distinguishing search results associated with an electronic commerce system, the method comprising:
 - identifying, by a computer, search result content generated responsive to a search query;
 - identifying, by the computer, merchant content within the search result content, the merchant content associated with a merchant that uses the electronic commerce system; and
 - transmitting, by the computer, instructions to generate a display of the search result content, the display including a badge in association with the merchant content, the badge visually indicating that the merchant associated with the merchant content uses the electronic commerce system.
2. The method of claim 1, wherein identifying merchant content within the search result content comprises:
 - identifying advertisement content advertising an item sold by the merchant that uses the electronic commerce system.
3. The method of claim 1, wherein identifying merchant content within the search result content comprises:
 - identifying a visible uniform resource locator (URL) associated with the search result content, the visible URL displayed in association with the search result content;
 - determining whether the visible URL references the merchant that uses the electronic commerce system; and
 - responsive to a positive determination that the visible URL references the merchant that uses the electronic com-

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merce system, identifying the search result content associated with the visible URL as the merchant content.

4. The method of claim 3, further comprising:

identifying a destination URL associated with the search result content, the destination URL referencing a network location to which a customer is directed when a link associated with the search result content is selected, the destination URL different from the visible URL.

5. The method of claim 1, wherein the badge visually describes characteristics of the merchant.

6. The method of claim 5, wherein the characteristics of the merchant described by the badge comprise one or more characteristics from the set consisting of: a conversion rate; locations of customers; sales volume at specified dates and/or times; number of orders processed by the merchant within a time period; and number of canceled orders, returns, and/or chargebacks by the merchant within a time period.

7. The method of claim 1, wherein the badge is selected from among a plurality of badges based on data received describing characteristics of the merchant, a first badge available for selection indicating that the merchant uses the electronic commerce system and a second badge available for selection indicating a likelihood that a customer will have a successful buying experience with the merchant using the electronic commerce system.

8. A computer program product having a non-transitory computer-readable storage medium having computer-executable code for distinguishing search results associated with an electronic commerce system, the computer-executable code comprising:

a badge determination module configured to identify merchant content within search result content, the merchant content associated with a merchant that uses the electronic commerce system; and

a badge generation module configured to transmit instructions to generate a display of the search result content, the display including a badge in association with the merchant content, the badge visually indicating that the merchant associated with the merchant content uses the electronic commerce system.

9. The computer program product of claim 8, wherein the badge determination module is further configured to identify advertisement content advertising an item sold by the merchant that uses the electronic commerce system.

10. The computer program product of claim 8, wherein the badge determination module is further configured to:

identify a visible uniform resource locator (URL) associated with the search result content, the visible URL displayed in association with the search result content;

determine whether the visible URL references the merchant that uses the electronic commerce system; and

responsive to a positive determination that the visible URL references the merchant that uses the electronic commerce system, identify the search result content associated with the visible URL as the merchant content.

11. The computer program product of claim 10, wherein the badge determination module is further configured to identify a destination URL associated with the search result content, the destination URL referencing a network location to which a customer is directed when a link associated with the search result content is selected, the destination URL different from the visible URL.

12. The computer program product of claim 8, further comprising:

an interface module configured to receive data describing the merchant that uses the electronic commerce system; and

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a badge association module configured to select the badge from among a plurality of badges responsive to the received data.

13. The computer program product of claim **12**, wherein the badge association module is further configured to select an additional badge to include in the display that indicates a likelihood that a customer will have a successful buying experience with the merchant.

14. The computer program product of claim **12**, wherein the badge association module is further configured to select the badge based at least in part on a search query responsive to which the search result content was generated.

15. A computer-implemented system for distinguishing search results associated with an electronic commerce system, the system comprising:

a computer processor; and

a non-transitory computer-readable storage medium storing computer program modules adapted to execute on the computer processor, the computer program modules comprising:

a badge determination module configured to identify merchant content within search result content, the merchant content associated with a merchant that uses the electronic commerce system; and

a badge generation module configured to transmit instructions to generate a display of the search result content, the display including a badge in association with the merchant content, the badge visually indicating that the merchant associated with the merchant content uses the electronic commerce system.

16. The system of claim **15**, wherein the badge determination module is further configured to identify advertisement content advertising an item sold by the merchant that uses the electronic commerce system.

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17. The system of claim **15**, wherein the badge determination module is further configured to:

identify a visible uniform resource locator (URL) associated with the search result content, the visible URL displayed in association with the search result content; determine whether the visible URL references the merchant that uses the electronic commerce system; and responsive to a positive determination that the visible URL references the merchant that uses the electronic commerce system, identify the search result content associated with the visible URL as the merchant content.

18. The system of claim **17**, wherein the badge determination module is further configured to identify a destination URL associated with the search result content, the destination URL referencing a network location to which a customer is directed when a link associated with the search result content is selected, the destination URL different from the visible URL.

19. The system of claim **15**, further comprising:

an interface module configured to receive data describing the merchant that uses the electronic commerce system; and

a badge association module configured to select the badge from among a plurality of badges responsive to the received data.

20. The system of claim **19**, wherein the badge association module is further configured to select an additional badge to include in the display that indicates a likelihood that a customer will have a successful buying experience with the merchant.

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