IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF TEXAS MARSHALL DIVISION

Flectere LLC,	Case No.
Plaintiff,	Patent Case
V.	Jury Trial Demanded
FedEx Corporation,	
Defendant.	

COMPLAINT FOR PATENT INFRINGEMENT

Plaintiff Flectere LLC ("Flectere"), through its attorney, complains of FedEx Corporation ("FedEx"), and alleges the following:

PARTIES

- 1. Plaintiff Flectere LLC is a corporation organized and existing under the laws of Texas and maintains its principal place of business at 1400 Preston Road, Suite 400, Suite 300, Plano, TX 75093.
- Defendant FedEx Corporation is a corporation organized and existing under the laws of Delaware that maintains its principal place of business at 942 South Shady Grove Road, Memphis, TN 38120.

JURISDICTION

- 3. This is an action for patent infringement arising under the patent laws of the United States, Title 35 of the United States Code.
- 4. This Court has exclusive subject matter jurisdiction under 28 U.S.C. §§ 1331 and 1338(a).

5. This Court has personal jurisdiction over FedEx because it has engaged in systematic and continuous business activities in the Eastern District of Texas. Specifically, FedEx provides its full range of services to residents in this District. As described below, FedEx has committed acts of patent infringement giving rise to this action within this District.

VENUE

6. Venue is proper in this District under 28 U.S.C. § 1400(b) because FedEx has committed acts of patent infringement in this District and has a regular and established place of business in this District. Specifically, FedEx has retail stores in this location, including a store located at 1200 Capital Ave, Plano, TX 75074. In addition, Flectere has suffered harm in this district.

PATENTS-IN-SUIT

7. Flectere is the assignee of all right, title and interest in United States Patent Nos. 6,272,506 (the "'506 Patent"), and 6,401,094 (the "'094 Patent") (collectively, the "Patents-in-Suit"), including all rights to enforce and prosecute actions for infringement and to collect damages for all relevant times against infringers of the Patents-in-Suit. Accordingly, Flectere possesses the exclusive right and standing to prosecute the present action for infringement of the Patents-in-Suit by FedEx.

The '506 Patent

- 8. On August 7, 2001, the United States Patent and Trademark Office issued the '506 Patent. The '506 Patent is titled "Computerized Verification Form Processing System and Method." The application leading to the '506 Patent was filed on September 12, 1997. A true and correct copy of the '506 Patent is attached hereto as Exhibit A and incorporated herein by reference.
 - 9. The '506 Patent is valid and enforceable.

- 10. The inventors recognized that there was a need for improving computerized form processing systems that complied with current manufacturing procedures. Ex. A, 2:46-48.
- 11. The invention in the '506 Patent provides an improved computerized form processing system and method. Ex. A, 2:15-18.
- 12. To this end, the inventors recognized the importance of automatically keeping track of changes and complying with government regulations. Ex. A, 4:48-52. ("Thus, system 20, FIG. 2 provides an improved computerized form processing System and method which automatically keeps track of all changes made to data entries in a computerized form and therefore complies with FDA requirements concerning data changes.").

The '094 Patent

- 13. On June 4, 2002, the United States Patent and Trademark Office issued the '094 Patent. The '094 Patent is titled "System and Method for Presenting Information in Accordance with User Preference." The application leading to the '094 Patent was filed on May 27, 1999. A true and correct copy of the '094 Patent is attached hereto as Exhibit B and incorporated herein by reference.
 - 14. The '094 Patent is valid and enforceable.
- 15. The inventors recognized that there was a need for users to dynamically format web pages according to their preferences. Ex. B, 2:2–12.
- 16. To this end, the inventors created a system and method of web pages that allow users to customize based on preference. Ex. B, 2:13–20. ("To achieve the above and other objects, the present invention is directed to a system and method. . . for delivering information to a user in a format selected by the user. The information, instead of being stored in a static HTML document, is dynamically formatted for each user. . . .").

COUNT I: INFRINGEMENT OF THE '506 PATENT

- 17. Flectere incorporates the above paragraphs herein by reference.
- 18. **Direct Infringement.** FedEx has been and continues to directly infringe at least Claim 11 of the '506 Patent in this District and elsewhere in the United States by providing a "computerized form processing system," for example, FedEx's Ship Manager Lite portal, that is a computerized form processing system allowing users to fill in their contact information. *See* Figure 1, available at: https://www.fedex.com/lite/lite-ship.html?locale=en_us&cntry_code=us#address.

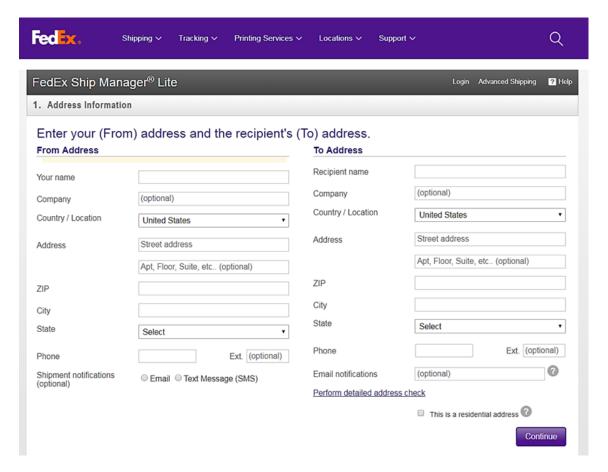


Figure 1. FedEx's Ship Manager Lite portal allows users to fill in their contact information.

19. FedEx's Ship Manager Lite portal has Claim element 11(a): "a database for storing at least one form including one or more fields." For example, FedEx's Ship Manager Lite

portal comprises a database for storing at least one form including one or more fields. See Figure

2, available at: https://www.fedex.com/lite/lite-ship.html?locale=en-us&cntry-code=us#address.

```
</div>
▼ <div id="fx-to-hideable-addr-section" class="fxlay-hideable-section fxis-hidden">
 ▼ <div class="fxlay-field-container">
     <label for="fx-to-name" class="fx-input-text">Recipient name</label>
     <input name="fx-to-name" id="fx-to-name" data-error-field="AddressInformationModel.toAddress.contact</pre>
     value aria-required="true" aria-label="Recipient's full name">
 ▼ <div class="fxlay-field-container">
     <label for="fx-to-co" class="fx-input-text">Company</label>
     <input name="fx-to-co" id="fx-to-co" data-error-field="AddressInformationModel.toAddress.company" t</pre>
     placeholder="(optional)" value aria-label="Recipient's Company">
 ▼ <div class="fxlay-field-container">
     <label for="fx-to-country" tagnotation-error-field="REQUESTEDSHIPMENT.RECIPIENTLIST.0.RECIPIENT.ADD</pre>
   ><select name="fx-to-country" id="fx-to-country" data-error-field="AddressInformationModel.toAddress</pre>
   </select>
   </div>
 ▶ <div class="fxlay-field-container" id="fx-to-address-search-section" style="display:none;">...</div>
 ▼ <div class="fxlay-field-container">
     <label for="fx-to-addr1" class="fx-input-text">Address</label>
     <input name="fx-to-addr1" id="fx-to-addr1" data-error-field="AddressInformationModel.toAddress.addr</pre>
     "REQUESTEDSHIPMENT.RECIPIENTLIST.0.RECIPIENT.ADDRESS.STREETLINELIST.0.STREETLINE RECIPIENT.STREETLI
     "true" aria-label="Recipient's Address Line number one">
   </div>
 ▼ <div class="fxlay-field-container">
   ▶ <label for="fx-to-addr2" class="fx-input-text">..</label>
     <input name="fx-to-addr2" id="fx-to-addr2" tagnotation-error-field="REQUESTEDSHIPMENT.RECIPIENTLIST</pre>
     (optional)" maxlength="35" class="fx-input-text" style="margin-top: 0.1em;" value aria-label="Recip
   </div>
 ▶ <div class="fxlay-field-container">...</div>
▶ <div class="fxlay-field-container">...</div> == $0
 > <div id="fx-to-state-section" class="fxlay-field-container" style="display:block;">_</div>
 ▼ <div class="fxlay-field-container fxlay-phone clearfix">
   ▶ <div class="fxlay-phone-container">...</div>
   ▶ <div class="fxlay-ext-container">_</div>
```

Figure 2. FedEx's Ship Manager Lite portal comprises a database for storing at least one form including one or more fields.

20. FedEx's Ship Manager Lite portal has Claim element 11(b): "a viewer for viewing a stored form." For example, FedEx's Ship Manager Lite portal allows users to see the data they enter into the form. See Figure 3, available at: https://www.fedex.com/lite/lite-ship.html?locale=en_us&cntry_code=us#address.

10 Address	
Recipient name	
Company	(optional)
Country / Location	United States •
Address	Street address
	Apt, Floor, Suite, etc (optional)
ZIP	
City	
State	Select •
Phone	Ext. (optional)
Email notifications	(optional)

Figure 3. FedEx's Ship Manager Lite portal allows users to see the data they enter into the form.

21. FedEx's Ship Manager Lite portal has Claim element 11(c): "a data entry device for allowing a user to enter information into the fields of the form." For example, FedEx's Ship Manager Lite portal allows users to enter in data, such as street address, into the form. See Figure 4, available at: https://www.fedex.com/lite/lite-ship.html?locale=en_us&cntry_code=us#address.

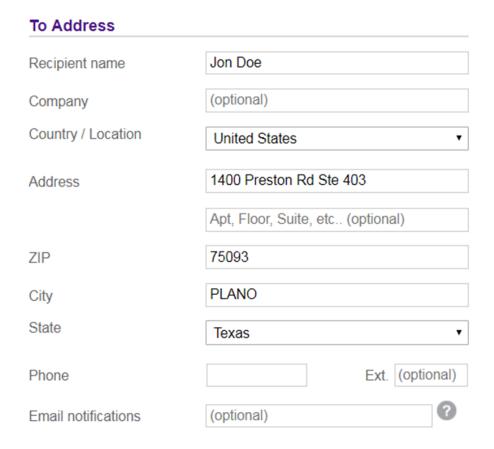


Figure 4. FedEx's Ship Manager Lite portal allows users to enter in data, such as street address, into the form.

22. FedEx's Ship Manager Lite portal has Claim element 11(d): "a monitoring routine configured to actively monitor whether previously entered information in a field of the form is being changed by the user." For example, FedEx's Ship Manager Lite portal monitors whether previously entered information is being changed by users. *See* Figure 4; *see also* Figure 5, available at: https://www.fedex.com/en-us/quick-help/saac/address_check.html.

How does FedEx Address Checker work?

- 1. Checks if the street exists in the city and state/province entered, or in the ZIP or postal code entered.
- 2. Checks if the street number is within a valid range for the street entered.
- 3. Provides an exact match (or possible alternatives) based upon the street number, street name, city, state/province and ZIP or postal code entered.

Figure 5. FedEx's Ship Manager Lite portal monitors whether previously entered information is being changed by users.

23. FedEx's Ship Manager Lite portal has Claim element 11(e): "a field modification verification routine configured to, on the viewer, prompt the user to sign off on any such change." For example, FedEx's Ship Manager Lite portal will ask users whether they want to use a verified shipping address instead of the address they manually entered and is configured to then prompt the user to sign off on a change to the address information. Figure 5; *See* Figure 6, available at:

https://www.fedex.com/us/developer/WebHelp/ws/2015/html/WebServicesHelp/WSDVG/8_Address_Validation_Service.htm; See also Figure 7, available at: https://www.fedex.com/lite/liteship.html?locale=en_us&cntry_code=us#.

8.6 Address Checking Process

Address Validation Service (AVS) is the new central database for address-related information across FedEx. Address Validation returns the "best" address in the response—one that has been validated against reference data.

Figure 6. FedEx's Ship Manager Lite portal will ask users whether they want to use a verified shipping address instead of the address they manually entered.

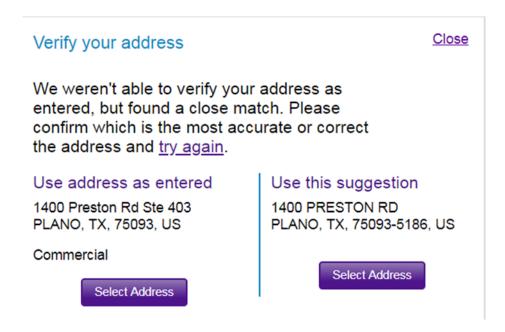


Figure 7. FedEx's Ship Manager Lite portal will ask users whether they want to use a verified shipping address instead of the address they manually entered.

- 24. **Induced Infringement.** FedEx has also actively induced, and continues to induce, the infringement of at least Claim 11 of the '506 Patent by actively inducing its customers, including merchants and end-users to use FedEx's website in an infringing manner as described above. Upon information and belief, FedEx has specifically intended that its customers use its website that infringe at least Claim 11 of the '506 Patent by, at a minimum, providing access to support for, training and instructions for, its website to its customers to enable them to infringe at least Claim 11 of the '506 Patent, as described above. Even where performance of the steps required to infringe at least Claim 11 of the '506 Patent is accomplished by FedEx and FedEx's customer jointly, FedEx's actions have solely caused all of the steps to be performed.
- 25. Flectere is entitled to recover damages adequate to compensate it for such infringement in an amount no less than a reasonable royalty under 35 U.S.C. § 284.
- 26. Flectere will continue to be injured, and thereby caused irreparable harm, unless and until this Court enters an injunction prohibiting further infringement.

COUNT II: INFRINGEMENT OF THE '094 PATENT

- 27. Flectere incorporates the above paragraphs herein by reference.
- 28. **Direct Infringement.** FedEx has been and continues to directly infringe at least Claim 13 of the '094 Patent in this District and elsewhere in the United States by providing a method for "presenting information to a user on a workstation operated by the user in accordance with a preference specified by the user through the workstation," for example, FedEx's InSight software provides a method for allowing a user to display shipment records according to preferences set by users. Figures 8, 9, available at: https://www.fedex.com/en-us/tracking/insight.html# faq; see also Figure 11, available at: https://www.fedex.com/insight/demo/start.html.



With FedEx InSight, you can proactively monitor all of your inbound and outbound shipments, as well as third-party shipments billed to your account, all without a tracking number. You can also receive automatic notifications of shipment status. The result? You can more effectively manage your supply chain. More efficiently plan staffing and inventory, and proactively manage customer expectations. The cost? Absolutely nothing.

Not a registered user? Sign up now.

Figure 8. FedEx's InSight software provides a method for allowing a user to display shipment records according to preferences set by users.

Features & Benefits

Custom views:

Create and save multiple ways to see just the info you want to see.

Preferences:

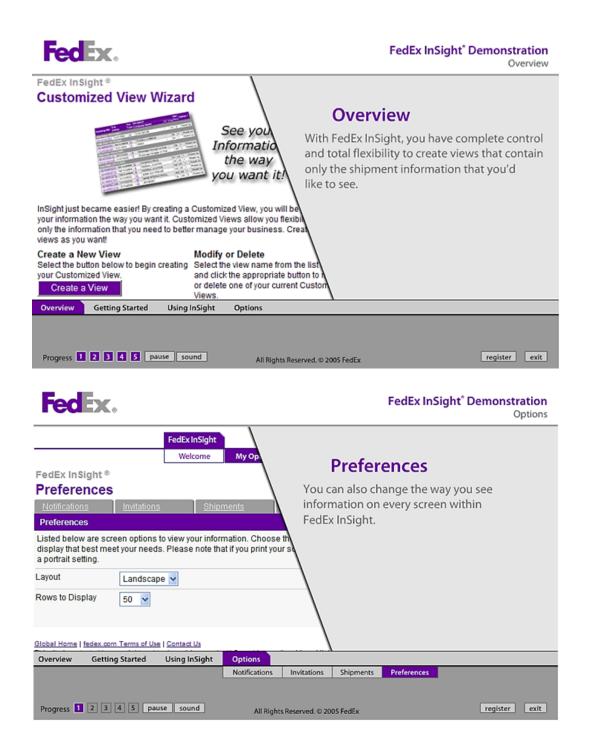
Change screen configuration, number of shipments shown and more.

Figure 9. FedEx's InSight software provides a method for allowing a user to display shipment records according to preferences set by users.

How can I see shipments sorted the way I want to see them in a saved view?

You have complete flexibility to create a view that contains only the data you want and organize it so it is easiest for you to use. You can create, modify or delete a customized view via a simple wizard. The state of the view is shown at the bottom of the page as you build it, allowing you complete control over the results. After you've created and saved a customized view, click on Customized Views and select a name for a refreshed view of the shipments.

Figure 10. FedEx's InSight software provides a method for allowing a user to display shipment records according to preferences set by users.



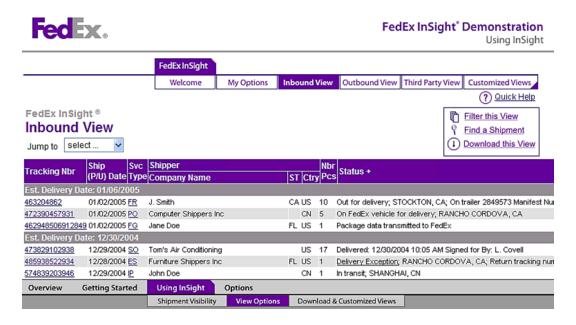


Figure 11. FedEx's InSight software provides a method for allowing a user to display shipment records according to preferences set by users.

29. FedEx's InSight software performs the step of Claim 13(a): "storing the information." For example, FedEx's InSight software provides shipment records and tracking information that are stored on FedEx's secure database servers. Figure 12, available at:

https://www.fedex.com/insight/demo/start.html; see Figure 13, available at:

https://image.slidesharecdn.com/fedexpptcrm-090401231602-phpapp01/95/fed-exppt-crm-30-728.jpg?cb=1238627813; see also Figure 14, available at:

https://www.fedex.com/us/developer/webhelp/ws/2018/Docs/FedEx_WebServices_TrackService_WSDLGuide_v2018.pdf.



Figure 12. FedEx's InSight software provides shipment records and tracking information that are stored on FedEx's secure database servers.

FedEx Web Services Solutions

- 1 Transactions flow from customer's computer over the Internet to FedEx.
- The data is decrypted and routed to the appropriate server within FedEx.
- The response is then encrypted and sent back.

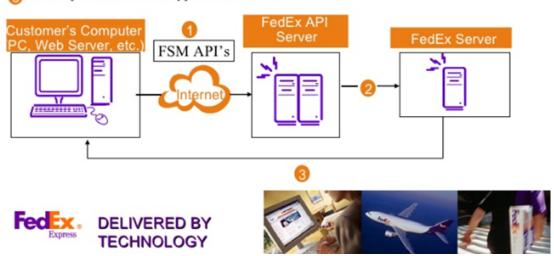


Figure 13. FedEx's InSight software provides shipment records and tracking information that are stored on FedEx's secure database servers.

2.5 Plain XML Web Services

FedEx offers a plain XML web services solution that you can use to send transactions without having to use tools that provide SOAP protocol support for web services. This may be convenient for developers using environments that do not provide support for SOAP. With this interface, XML documents are sent directly to the FedEx servers via the HTTP POST command. FedEx provides a set of specifications and examples to help with the development of this type of communications method.

Figure 14. FedEx's InSight software provides shipment records and tracking information that are stored on FedEx's secure database servers.

30. FedEx's InSight software performs the step of Claim 13(b): "permitting the user to specify the preference through the workstation and receiving from the workstation a request for the information and an indication of the preference which has been specified by the user through the workstation." For example, FedEx's InSight software allows users to set preferences according to their needs to get a specific view every time they request for information such as by selecting either portrait or landscape layouts to display shipment records, and preferences set by the user are saved each time a page containing shipment records is to be displayed on user's request. *See* Figure 15, available at: https://www.fedex.com/en-us/tracking/insight.html#faq; *see also* Figures 16-21, available at: https://www.fedex.com/insight/demo/start.html.

My Options: Preferences

How do I change the data to display in portrait or landscape?

Select "My Options" then "Preferences." You can select portrait or landscape layout for all your FedEx InSight views.

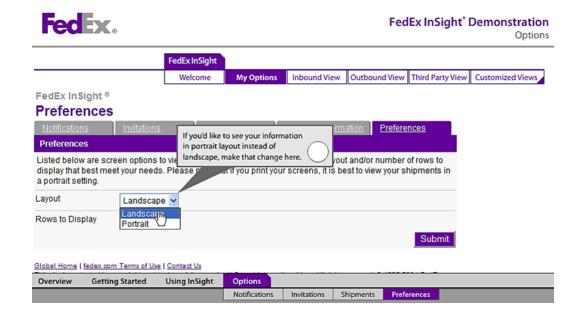
How do I set the number of rows to display?

Select "My Options" then "Preferences." You can select the number of rows to display for all your FedEx InSight views.

Figure 15. FedEx's InSight software allows users to set preferences according to their needs to get a specific view every time they request for information.



Figure 16. FedEx's InSight software allows users to set preferences according to their needs to get a specific view every time they request for information.



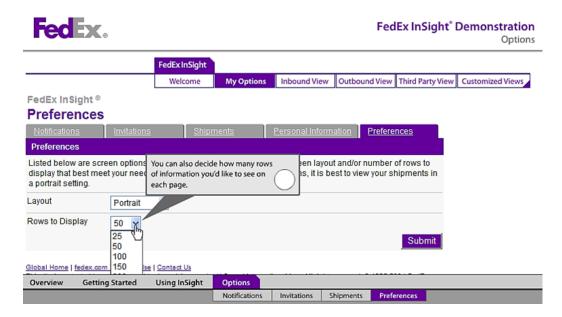


Figure 17. FedEx's InSight software allows users to set preferences according to their needs to get a specific view every time they request for information.

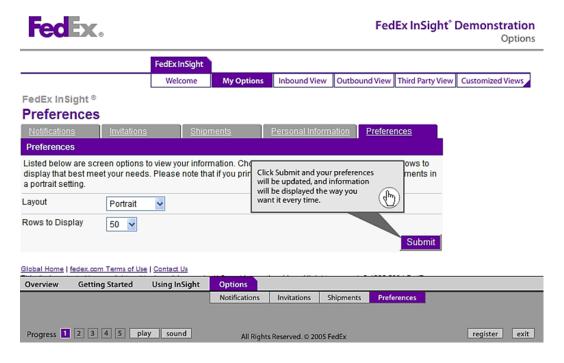


Figure 18. FedEx's InSight software allows users to set preferences according to their needs to get a specific view every time they request for information.

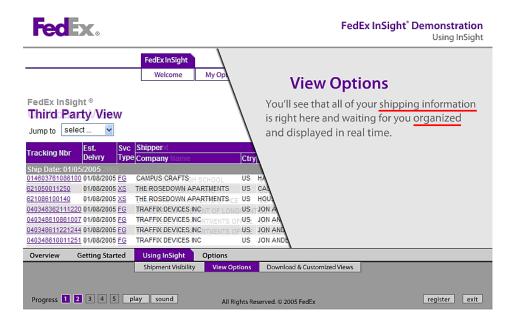


Figure 19. FedEx's InSight software allows users to set preferences according to their needs to get a specific view every time they request for information.

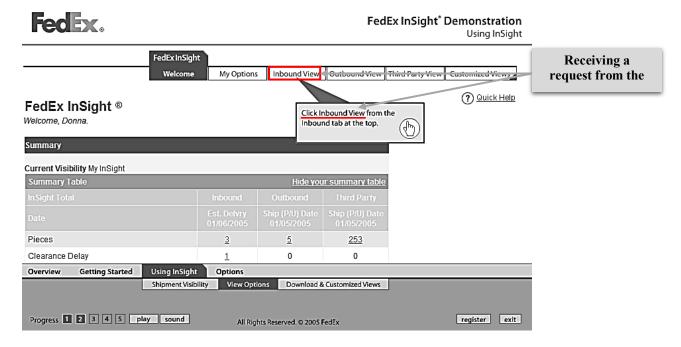


Figure 20. Preferences set by the user are saved each time a page containing shipment records is to be displayed on user's request.

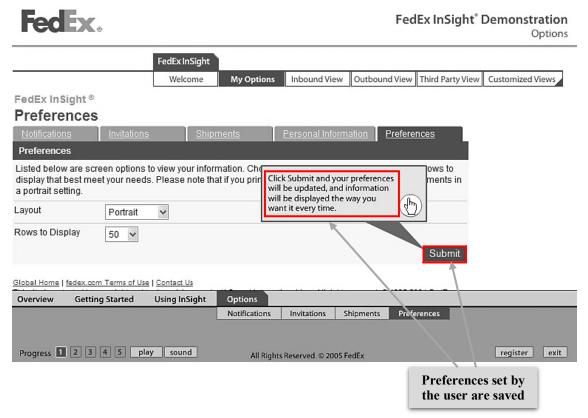


Figure 21. Preferences set by the user are saved each time a page containing shipment records is to be displayed on user's request.

- 31. FedEx's InSight software performs the step of Claim 13(c): "retrieving the information from a database server." For example, FedEx's InSight software provides shipment information by retrieving it from FedEx's database servers when a user requests for import shipment details by clicking on the 'imports tab.' *See* Figures 11, 12.
- 32. FedEx's InSight software performs the step of Claim 13(d): "dynamically formatting the information in accordance with the preference to form custom-formatted information." For example, FedEx's InSight software allows users to dynamically format how the information is presented such as by saving user preferences on how the information is to be displayed. *See* Figures 15, 21.
- 33. FedEx's InSight software performs the step of Claim 13(e): "sending the custom-formatted information to the workstation." For example, FedEx's InSight software displays the

saved format of the shipping information based on the user's saved preference settings. *See* Figure 11.

- 34. **Induced Infringement.** FedEx has also actively induced, and continues to induce, the infringement of at least Claim 13 of the '094 Patent by actively inducing its customers, including merchants and end-users to use FedEx's website in an infringing manner as described above. Upon information and belief, FedEx has specifically intended that its customers use its website that infringe at least Claim 13 of the '094 Patent by, at a minimum, providing access to support for, training and instructions for, its website to its customers to enable them to infringe at least Claim 13 of the '094 Patent, as described above. Even where performance of the steps required to infringe at least Claim 13 of the '094 Patent is accomplished by FedEx and FedEx's customer jointly, FedEx's actions have solely caused all of the steps to be performed.
- 35. Flectere is entitled to recover damages adequate to compensate it for such infringement in an amount no less than a reasonable royalty under 35 U.S.C. § 284.
- 36. Flectere will continue to be injured, and thereby caused irreparable harm, unless and until this Court enters an injunction prohibiting further infringement.

JURY DEMAND

37. Under Rule 38(b) of the Federal Rules of Civil Procedure, Flectere respectfully requests a trial by jury on all issues so triable.

PRAYER FOR RELIEF

WHEREFORE, Flectere asks this Court to enter judgment against FedEx, granting the following relief:

- A. A declaration that FEDEX has infringed the Patent-in-Suit;
- B. An award of damages to compensate Flectere for FedEx's direct infringement of the Patent-in-Suit;

- C. An order that FedEx and its officers, directors, agents, servants, employees, successors, assigns, and all persons in active concert or participation with them, be preliminarily and permanently enjoined from infringing the Patent-in-Suit under 35 U.S.C. § 283;
- D. An award of damages, including trebling of all damages, sufficient to remedy FedEx's willful infringement of the Patent-in-Suit under 35 U.S.C. § 284;
- E. A declaration that this case is exceptional, and an award to Flectere of reasonable attorneys' fees, expenses and costs under 35 U.S.C. § 285;
- F. An award of prejudgment and post-judgment interest; and
- G. Such other relief as this Court or jury may deem proper and just.

Dated: January 18, 2019 Respectfully submitted,

/s/ Kenneth Matuszewski Kenneth Matuszewski (708) 870-5803 kenneth@rabilaw.com

Isaac P. Rabicoff
Rabicoff Law LLC
73 West Monroe Street
Chicago, IL 60603
(773) 669-4590
isaac@rabilaw.com

Counsel for Plaintiff