Bcs062 Notes👍

E-commerce

Definition:
E-commerce means buying and selling products or services over the internet. It involves transactions through websites or mobile apps. People can shop online, make payments, and receive products at their doorstep. It includes various types like Business-to-Consumer (B2C), Business-to-Business (B2B), and Consumer-to-Consumer (C2C). Popular examples are Amazon, Flipkart, and eBay.

Points:

- Involves online transactions for goods and services.
- Allows shopping from anywhere, anytime.
- Uses secure payment methods like cards and wallets.
- Saves time and reduces the need for physical stores.
- Includes B2C, B2B, and C2C transactions.
- Helps businesses reach a global audience.
- Uses digital marketing for promotions.
- Customer reviews influence buying decisions.
- Secure payment gateways ensure safe transactions.
- Examples include Amazon, Flipkart, and Myntra.

Scope of E-commerce

Definition:
The scope of E-commerce refers to the various areas where e-commerce is used. It covers online shopping, digital payments, online services, and more. It allows businesses to reach a wider audience through the internet. The scope is constantly growing with advancements in technology, making it an essential part of modern business.

Points:

- Online shopping for clothes, electronics, etc.
- Digital payments and banking services.
- Online ticket booking for travel and events.
- Digital marketing and advertisements.
- Education through online courses and e-books.

- Entertainment like movies, music, and games.
- Online services like food delivery and ride-sharing.
- Selling digital products like software and apps.
- Global trade and cross-border shopping.
- Easy communication with customers through chat support.

M-commerce

Definition:
M-commerce (Mobile Commerce) is the buying and selling of products or services using mobile devices like smartphones and tablets. It allows users to shop, pay bills, book tickets, and access various services through mobile apps and websites. It provides convenience and flexibility as users can shop anytime, anywhere.

Points:

- Shopping through mobile apps and websites.
- Mobile payments using wallets like Google Pay.
- Location-based services and promotions.
- Easy access to products anytime, anywhere.
- Quick and secure transactions on mobile.
- Mobile banking for checking balances and transfers.
- Ticket booking for movies and travel using apps.
- Social media shopping through ads and links.
- Mobile-based customer support and chats.
- Personalized notifications and offers.

Scope of M-commerce

Definition:
The scope of M-commerce includes all the activities that can be done using mobile devices. It covers mobile shopping, payments, banking, entertainment, and more. It is growing rapidly with the increasing use of smartphones and mobile internet. It provides convenience and enhances the shopping experience for customers.

Points:

- Mobile shopping on apps like Amazon.

- Digital payments using mobile wallets.
- Location-based deals and promotions.
- Mobile banking and financial services.
- Entertainment apps for music and videos.
- Social media platforms for shopping.
- Mobile ticket booking for travel and events.
- Food delivery and ride-sharing services.
- Health apps for online consultations and medicine orders.
- Mobile marketing through push notifications.

E-commerce Trade Cycle

Definition:
E-commerce Trade Cycle is the process of buying and selling online. It includes finding products, comparing prices, making payments, and receiving products. It also involves order confirmation, shipping, delivery, and customer feedback. It ensures a smooth and secure transaction experience for customers.

Points:

- Starts with searching for products online.
- Comparing prices and reading reviews.
- Adding products to the cart.
- Making secure payments online.
- Order confirmation and receipt.
- Packaging and shipping the product.
- Tracking delivery status.
- Receiving the product and checking quality.
- Option for return or exchange if needed.
- Customer feedback and review after purchase.

Electronic Markets

Definition:
Electronic Markets are online platforms where buyers and sellers come together to trade products or services. They provide a virtual space for transactions and offer a wide range of products. Examples include Amazon, eBay, and Alibaba. They allow

businesses to reach a global audience and provide customers with convenience and choice.

Points:

- Connects buyers and sellers worldwide.
- Provides a wide range of products.
- Secure payment options for transactions.
- Customer reviews to help in buying decisions.
- Sellers can reach a larger audience.
- Competitive pricing due to multiple sellers.
- Easy comparison of products and prices.
- 24/7 availability for shopping.
- Promotions and discounts attract customers.
- Fast delivery and return options.

Internet Commerce

Definition:
Internet Commerce refers to buying and selling products or services using the internet. It includes online shopping, digital payments, and marketing. It allows businesses to operate globally and provides customers with the convenience of shopping from home. It also includes digital products like e-books and software.

Points:

- Uses websites and apps for shopping.
- Secure online payment methods.
- Digital marketing and social media promotions.
- Reaches global customers easily.
- 24/7 shopping convenience.
- Low operating costs for businesses.
- Customer data for personalized marketing.
- Easy product comparison and reviews.
- Faster order processing and delivery.
- Digital products like e-books and software.

Benefits and Impact of E-commerce

Definition:
E-commerce has many benefits, including convenience, cost savings, and global reach. It impacts businesses by increasing sales and reducing costs. It also influences customer behavior by providing easy access to products, reviews, and personalized offers. E-commerce has changed the way people shop and do business worldwide.

Points:

- Easy shopping from home or on the go.
- Saves time and travel costs.
- Wide variety of products to choose from.
- Global reach for sellers and buyers.
- Lower costs for maintaining physical stores.
- Personalized offers using customer data.
- Secure online payments and refunds.
- Reviews and ratings help in buying decisions.
- Faster delivery and tracking options.
- Promotes digital economy and growth.

E-Visibility

Definition:
E-Visibility means how easily a business or product can be found online. It includes appearing in search engine results, social media, and online ads. High e-visibility helps attract more customers and increases sales. It involves SEO (Search Engine Optimization), social media marketing, and online advertising.

Points:

- Increases online presence and brand awareness.
- Helps attract potential customers.
- Involves SEO to rank higher on search engines.
- Uses social media platforms for promotion.
- Online ads target specific audiences.
- Builds credibility and trust among customers.
- Improves customer engagement and interaction.
- Increases website traffic and sales.
- Uses analytics to measure visibility and impact.
- Competitors are also focused on improving visibility.

E-Shops

Definition:
E-Shops are online stores where products or services are sold over the internet. They allow customers to browse, select, and purchase items using a website or app. E-shops provide convenience, a wide range of products, and secure payment options. Examples include Amazon, Flipkart, and Myntra.

Points:

- Online stores selling products or services.
- Customers can shop from anywhere, anytime.
- Secure online payment options are available.
- Wide variety of products to choose from.
- Easy product comparison and customer reviews.
- Discounts and offers attract customers.
- Order tracking and fast delivery services.
- Return and exchange policies for customer satisfaction.
- Lower operational costs compared to physical stores.
- Examples include Amazon, Flipkart, and eBay.

Delivery of Goods and Services

Definition:
Delivery of Goods and Services refers to the process of transporting purchased items from the seller to the customer. It includes packaging, shipping, and tracking of orders. It ensures that products reach customers safely and on time, enhancing the overall shopping experience.

Points:

1. Involves packaging and shipping of products.
2. Ensures safe and timely delivery to customers.
3. Order tracking allows customers to monitor delivery.
4. Different shipping options like standard and express.
5. Returns and exchanges for defective products.
6. Digital delivery for services like software and e-books.
7. Logistics partners help in efficient delivery.

8. Reduces delivery time with local warehouses.
9. Enhances customer satisfaction and loyalty.
10. Challenges include delivery delays and damaged products.

Online Payments

Definition:
Online Payments are digital transactions made over the internet to purchase goods or services. They include various methods like credit cards, debit cards, digital wallets, and net banking. Online payments are secure, fast, and convenient for customers.

Points:

- Digital transactions for buying goods or services.
- Secure and fast payment methods.
- Includes credit cards, debit cards, and wallets.
- Net banking and UPI payments are also popular.
- Reduces the need for cash handling.
- Increases convenience for customers.
- Secure gateways ensure safe transactions.
- Refunds and cancellations are easier.
- Helps businesses reach global customers.
- Examples include PayPal, Google Pay, and Stripe.

Credit Cards

Definition:
Credit Cards allow customers to buy products on credit and pay later. They provide a secure and convenient way to make online purchases. Credit cards also offer rewards, cashback, and installment payment options.

Points:

- Buy now and pay later option.
- Secure online transactions.
- Cashback and reward points on purchases.
- EMI (Equated Monthly Installment) option available.

- Widely accepted in e-commerce platforms.
- Interest charged on delayed payments.
- Requires credit card verification for security.
- Offers fraud protection and chargeback options.
- Linked to the customer's credit limit.
- Examples include Visa, MasterCard, and American Express.

Debit Cards

Definition:
Debit Cards allow customers to pay for purchases directly from their bank account. They provide a secure and quick payment option without borrowing credit. Debit cards are widely accepted in online stores and ATMs.

Points:

- Direct payment from the bank account.
- No credit or borrowing involved.
- Secure and fast transactions.
- Widely accepted for online shopping.
- Linked to the bank account balance.
- No interest charges on payments.
- Requires PIN or OTP verification.
- Cashback offers on certain purchases.
- Limited to available account balance.
- Examples include Visa Debit, MasterCard Debit, and RuPay.

Smart Cards

Definition:
Smart Cards are electronic cards with a chip that stores data securely. They are used for online payments, identification, and authentication. Smart cards provide enhanced security and can be used for multiple purposes like banking and access control.

Points:

- Contains a chip for secure data storage.

- Used for payments and identification.
- Provides enhanced security against fraud.
- Requires PIN or biometric verification.
- Can store multiple applications and data.
- Used in banking, transport, and access control.
- Contact and contactless payment options.
- Multi-functional and portable.
- Examples include SIM cards and EMV cards.
- Widely used in smart payment systems.

EFT (Electronic Fund Transfer)

Definition:
EFT is the electronic transfer of money from one bank account to another. It is used for online payments, bill payments, and fund transfers. EFT is fast, secure, and convenient for both businesses and customers.

Points:

- Electronic transfer of money between accounts.
- Fast and secure online transactions.
- Used for bill payments and fund transfers.
- Reduces the need for cash transactions.
- Secure with encryption and authentication.
- Low transaction fees compared to checks.
- Available 24/7 for convenience.
- Widely used in banking and e-commerce.
- Requires account details for transfer.
- Examples include NEFT, RTGS, and IMPS.

PayPal

Definition:
PayPal is an online payment system that allows users to send and receive money securely. It is widely used for e-commerce transactions, international payments, and online services. PayPal is known for its ease of use and buyer protection policies.

Points:

- Secure online payment system.
- Used for e-commerce and international payments.
- Fast and easy transactions.
- Buyer protection against fraud.
- Linked to bank accounts and cards.
- Supports multiple currencies.
- No need to share card details with merchants.
- Widely accepted in online stores.
- Easy refunds and dispute resolution.
- Examples include PayPal, Payoneer, and Skrill.

After Sales Service

Definition:
After Sales Service is the support provided to customers after they purchase a product. It includes installation, maintenance, returns, and customer support. Good after-sales service increases customer satisfaction and loyalty.

Points:

- Support after product purchase.
- Includes installation and maintenance.
- Customer support for queries and issues.
- Return and exchange policies.
- Warranty and repair services.
- Increases customer satisfaction.
- Builds brand loyalty and trust.
- Helps in getting customer feedback.
- Reduces product returns and complaints.
- Competitive advantage for businesses.

E-commerce Security

Definition:
E-commerce Security protects online transactions from fraud and cyber threats. It ensures safe payment processing, data privacy, and secure communication between

customers and businesses. Security measures include encryption, authentication, and secure payment gateways.

Points:

- Protects online transactions from fraud and hacking.
- Ensures customer data privacy and security.
- Uses encryption to secure sensitive information.
- Authentication verifies user identity.
- Secure payment gateways for safe transactions.
- Prevents unauthorized access to data.
- Digital certificates and SSL ensure secure communication.
- Builds customer trust and confidence.
- Regular security updates and monitoring.
- Reduces the risk of financial loss and data breaches.

Digital Certificate

Definition:
A Digital Certificate is an electronic document that verifies the identity of a website or user. It ensures secure communication by encrypting data between the user's browser and the website. It is issued by a trusted authority like SSL or CA (Certificate Authority).

Points:

- Verifies the identity of websites and users.
- Ensures secure communication and data encryption.
- Issued by trusted Certificate Authorities (CAs).
- Prevents data tampering and eavesdropping.
- Used in SSL/TLS for secure browsing.
- Builds trust and credibility for online stores.
- Required for secure online transactions.
- Digital signatures confirm authenticity.
- Protects sensitive information from hackers.
- Examples include SSL certificates and Code Signing certificates.

SSL (Secure Sockets Layer)

Definition:
SSL is a security protocol that encrypts data transmitted between a user's browser and a website. It ensures that sensitive information like credit card details and passwords are securely transferred, protecting them from hackers.

Points:

- Encrypts data during online transactions.
- Protects sensitive information from hackers.
- Ensures secure communication between browser and server.
- Identified by HTTPS and a padlock symbol.
- Builds customer trust and confidence.
- Prevents data interception and tampering.
- Mandatory for secure online payments.
- Requires an SSL certificate from a trusted CA.
- Enhances website ranking on search engines.
- Widely used in e-commerce and online banking.

Electronic Data Interchange (EDI)

Definition:
EDI is the electronic exchange of business documents between companies in a standard format. It replaces paper-based transactions like purchase orders and invoices, making communication faster and more accurate. EDI improves efficiency, reduces errors, and lowers operational costs.

Points:

- Electronic exchange of business documents.
- Replaces paper-based transactions.
- Increases speed and accuracy of communication.
- Reduces errors and manual data entry.
- Lowers operational costs and paperwork.
- Improves business efficiency and productivity.
- Standard formats ensure consistency.
- Used in supply chain, finance, and healthcare.
- Enhances data security and tracking.
- Integrates with ERP and accounting systems.

Architecture of EDI

Definition:
The Architecture of EDI consists of systems and components that enable the secure and efficient exchange of electronic documents between businesses. It includes EDI software, communication networks, and data translation tools for converting documents into standard formats.

Points:

- Includes EDI software and communication networks.
- Data translation tools convert documents to standard formats.
- Secure transmission of electronic documents.
- Integration with internal business systems.
- Communication through VANs or the internet.
- Ensures compatibility between different systems.
- Error checking and data validation features.
- Real-time tracking of document status.
- Reduces manual intervention and delays.
- Scalable architecture for business growth.

EDI Technology and Standards

Definition:
EDI Technology and Standards define the rules and formats for electronic data exchange. They ensure compatibility and consistency between different systems. Popular standards include ANSIX12 and EDIFACT, which are widely used in global trade and communication.

Points:

- Defines rules and formats for data exchange.
- Ensures compatibility between different systems.
- Maintains consistency in document formats.
- Supports global trade and communication.
- Reduces data interpretation errors.
- Standardizes business transactions.
- Used in supply chain, finance, and healthcare.

- Increases efficiency and automation.
- Secure and reliable data exchange.
- Popular standards include ANSIX12 and EDIFACT.

ANSIX12

Definition:
ANSIX12 is an EDI standard used in North America for electronic business transactions. It specifies the format and structure of documents like purchase orders and invoices. ANSIX12 ensures consistent communication between trading partners.

Points:

- EDI standard used in North America.
- Specifies format and structure of documents.
- Ensures consistent communication between businesses.
- Used for purchase orders, invoices, and shipping notices.
- Reduces manual data entry and errors.
- Compatible with different software systems.
- Widely used in retail, healthcare, and logistics.
- Secure data exchange and tracking.
- Follows ANSI (American National Standards Institute) guidelines.
- Enhances supply chain efficiency.

EDIFACT

Definition:
EDIFACT (Electronic Data Interchange for Administration, Commerce, and Transport) is an international EDI standard. It is widely used for global trade and communication. EDIFACT standardizes business documents like invoices, shipping notices, and purchase orders.

Points:

- International EDI standard for global trade.
- Standardizes business documents and transactions.
- Widely used in Europe and other regions.
- Compatible with different business systems.

- Ensures consistency and accuracy in communication.
- Reduces errors and manual processing.
- Supports various industries like logistics and finance.
- Secure and reliable data transmission.
- Follows UN/EDIFACT guidelines.
- Promotes seamless cross-border communication.

Benefits and Applications of EDI

Definition:
EDI offers benefits like faster communication, reduced errors, and lower costs. It is widely used in supply chain management, finance, and healthcare. EDI improves efficiency, accuracy, and data security in business transactions.

Points:

- Faster and more accurate communication.
- Reduces errors and manual data entry.
- Lowers operational costs and paperwork.
- Increases business efficiency and productivity.
- Enhances data security and tracking.
- Used in supply chain, finance, and healthcare.
- Standardizes business transactions.
- Integrates with ERP and accounting systems.
- Real-time status updates and tracking.
- Promotes better supplier and customer relationships.

Electronic Payment Systems

Definition:
Electronic Payment Systems enable online transactions for buying goods and services. They include methods like credit cards, e-credit accounts, and e-money. These systems are fast, secure, and convenient for both customers and businesses.

Points:

- Digital transactions for online purchases.
- Fast, secure, and convenient payment methods.

- Includes credit cards, e-credit accounts, and e-money.
- Reduces the need for cash handling.
- Secure gateways ensure safe transactions.
- Increases customer convenience and satisfaction.
- Widely used in e-commerce and online banking.
- Supports multiple currencies and global payments.
- Offers refunds and dispute resolution.
- Examples include PayPal, Google Pay, and Stripe.

Credit/Debit/Smart Cards

Definition:
Credit, Debit, and Smart Cards are widely used for electronic payments. Credit cards allow buying on credit, debit cards use bank account balance, and smart cards store data securely. They provide safe and convenient online transactions.

Points:

- Credit cards allow buying on credit, paying later.
- Debit cards use the bank account balance directly.
- Smart cards have a chip for secure data storage.
- Secure online transactions with PIN/OTP verification.
- Widely accepted in e-commerce platforms.
- Cashback and rewards on credit card purchases.
- No interest on debit card payments.
- Smart cards offer multi-functional use.
- Secure against fraud with encryption.
- Examples include Visa, MasterCard, and RuPay.

E-credit Accounts

Definition:
E-credit Accounts are online accounts that allow users to purchase goods on credit. Payments can be made later or in installments. They provide flexibility in payments and are widely used in e-commerce.

Points:

- Online accounts for purchasing on credit.
- Flexible payment options like installments.
- Increases purchasing power for customers.
- Secure and fast online transactions.
- Requires user verification for credit approval.
- Widely used in e-commerce platforms.
- Interest charged on delayed payments.
- Cashback and reward points on purchases.
- Builds credit history for users.
- Examples include Amazon Pay Later and Paytm Postpaid.

E-money

Definition:
E-money is digital currency stored electronically for online transactions. It includes digital wallets, prepaid cards, and cryptocurrencies. E-money is secure, fast, and widely accepted for e-commerce and online payments.

Points:

- Digital currency for online transactions.
- Stored in digital wallets and prepaid cards.
- Secure and fast payment method.
- Widely accepted in e-commerce and online services.
- No need for physical cash handling.
- Cryptocurrencies like Bitcoin are also e-money.
- Secure with encryption and authentication.
- Easy refunds and transfers.
- Multi-currency support for global payments.
- Examples include Paytm, Google Pay, and Bitcoin.

Inter-organization and Intra-organization E-commerce

Definition:

- **Inter-organization E-commerce:** It involves electronic transactions between different organizations, like suppliers and retailers.

- **Intra-organization E-commerce:** It involves electronic communication within the same organization, like employee portals and internal supply chains.

Points:

- Inter-organization connects different companies.
- Intra-organization connects departments within a company.
- Inter-organization improves supply chain efficiency.
- Intra-organization enhances internal communication.
- Inter-organization involves B2B transactions.
- Intra-organization uses internal networks (Intranet).
- Both increase productivity and reduce costs.
- Secure data exchange in both types.
- Inter-organization supports global trade.
- Intra-organization improves workflow management.

Models of E-commerce

Definition:
E-commerce models define the type of transactions between businesses, consumers, and governments. Different models include B2B, B2C, C2C, C2B, B2G, G2B, and G2C. Each model has unique features and purposes.

Points:

- Different types of online transactions.
- Involves businesses, consumers, and governments.
- Each model has specific functions.
- Widely used in global trade and commerce.
- Supports online shopping and services.
- Secure payment gateways for transactions.
- Enhances business reach and customer base.
- Reduces operational costs.
- Increases efficiency and productivity.
- Examples include Amazon (B2C), Alibaba (B2B).

B2B (Business to Business)

Definition:
B2B E-commerce involves transactions between businesses, like wholesalers and retailers. It focuses on bulk purchases, supply chain management, and long-term business relationships.

Points:

- Transactions between two businesses.
- Bulk purchases and wholesale trade.
- Long-term business relationships.
- Involves suppliers, manufacturers, and retailers.
- Reduces procurement costs and time.
- Enhances supply chain efficiency.
- Secure platforms for large transactions.
- Examples: Alibaba, Indiamart.
- Automated inventory and order management.
- Increases business productivity and growth.

B2C (Business to Consumer)

Definition:
B2C E-commerce involves transactions between businesses and individual consumers. It focuses on online shopping, direct product sales, and personalized customer experiences.

Points:

- Business sells directly to consumers.
- Online shopping and product sales.
- Personalized marketing and user experience.
- Secure payment gateways for transactions.
- Fast delivery and customer support.
- Increases business reach and sales.
- Examples: Amazon, Flipkart, Myntra.
- Offers discounts, cashback, and promotions.
- User reviews and ratings for products.
- Convenient and flexible shopping experience.

C2C (Consumer to Consumer)

Definition:
C2C E-commerce involves transactions between individual consumers, like buying and selling second-hand products. It is usually done through online marketplaces or auction sites.

Points:

- Transactions between consumers.
- Buying and selling used products.
- Online marketplaces and auction sites.
- Direct communication between buyers and sellers.
- Secure payment methods and delivery options.
- Lower prices and negotiation flexibility.
- Examples: OLX, eBay, Facebook Marketplace.
- User reviews and ratings for trust.
- Minimal involvement of third parties.
- Promotes recycling and sustainable consumption.

C2B (Consumer to Business)

Definition:
C2B E-commerce involves consumers selling products or services to businesses, like influencers promoting brands. It also includes freelancers offering services to companies.

Points:

- Consumers sell to businesses.
- Influencer marketing and brand promotions.
- Freelancers offering digital services.
- Direct communication and negotiation.
- Secure payment for services.
- Flexible working opportunities for individuals.
- Examples: Fiverr, Upwork, YouTube sponsorships.
- Businesses benefit from unique customer insights.
- Increases brand awareness and sales.
- Cost-effective marketing and services.

B2G (Business to Government)

Definition:
B2G E-commerce involves transactions between businesses and government agencies, like providing products, services, or solutions to the public sector.

Points:

- Business transactions with government agencies.
- Public procurement and contract bidding.
- Supply of goods and services to the public sector.
- Transparent and competitive bidding process.
- Secure payment systems and documentation.
- Enhances public service efficiency.
- Examples: Government tenders, IT solutions.
- Involves compliance with government regulations.
- Long-term contracts and partnerships.
- Promotes economic growth and public welfare.

G2B (Government to Business)

Definition:
G2B E-commerce involves government services and information provided to businesses, like tax filing, licensing, and regulatory compliance.

Points:

- Government services for businesses.
- Online tax filing and licensing.
- Easy access to regulatory information.
- Secure portals for transactions and documentation.
- Saves time and operational costs.
- Promotes transparency and compliance.
- Increases efficiency in public administration.
- Examples: GST portal, e-procurement platforms.
- Enhances ease of doing business.
- Supports digital transformation in governance.

G2C (Government to Consumer)

Definition:
G2C E-commerce involves government services and information provided to individual citizens, like online bill payments, tax returns, and public services.

Points:

- Government services for citizens.
- Online bill payments and tax returns.
- Easy access to public information.
- Secure and transparent service portals.
- Saves time and reduces paperwork.
- Promotes digital governance and inclusion.
- Examples: DigiLocker, Passport Seva, UMANG app.
- Efficient public service delivery.
- Enhances citizen engagement and trust.
- Supports smart city and digital India initiatives.