3.6 E-commerce
A:

8	You usually have to allow at least two working days for [1] delivery.
3	Choose an item, and [2] add it to your [3] shopping basket.
6	Click [4] "confirm". Now it's too late to change your mind!
4	When you have finished shopping, click "proceed to [5] checkout".
7	Usually, you will receive an [6] invoice by email.
5	Enter your name, address and card [7] details.
1	Before you can start shopping, you usually have to [8] sign in to the site. (If you don't already have an [9] account, you have to create one.)
2	[10] Browse the website, and decide what you want to buy.

B: 1 secure server / encrypted, 2 bid / outbid, 3 padlock, 4 online / system / down

C: 1 over, 2 to, 3 in, 4 of, 5 by, 6 into, 7 on, 8 out

D:
Name
  Title: Ms
  Forename(s): Anne Mary
  Surname: Jones
Billing address
  Line 1: Apartment 17
  Line 2: Bellevue Apartments
  Line 3: 213 Wood Street
  Town / City: Chicago
  State[1] / Province / County[2]: Illinois
  Zip Code[1] / Postcode[2]: IL 60611
  Country: USA
Date of birth: 27/03/1965
Card type: Visa debit
Card number: 4044 5055 6066 7077
Daytime telephone number (inc. country code) +1 888 999 0000
email address: amj999@hotmail.com
confirm email address: amj999@hotmail.com

E: When you pay by debit card, the money is taken almost immediately from your bank account. When you pay by credit card, you don't have to pay anything until you receive a bill from the credit card company.

3.7 Internet security
A: 1 c, 2 b, 3 c, 4 b, 5 a, 6 c, 7 c, 8 a, 9 c, 10 a

B: 1 d, 2 a, 3 c, 4 e, 5 b

3.8 Email

A: 1 false (the recipient is Bernard), 2 true, 3 true, 4 false, 5 true, 6 true, 7 false, 8 false, 9 true, 10, true

B: 1 browse, 2 open, 3 field, 4 attach, 5 send, 6 inboxes, 7 size

3.9 Email comprehension 1

A: 1 false, 2 true, 3 false, 4 true, 5 false, 6 false, 7 false, 8 false – some business emails are very informal, other are very formal. It depends on the situation.

B: 1 a/w, 2 glitch (informal word), 3 file format, 4 queries on this, 5 resend, 6 cc, 7 get in touch with, 8 fingers crossed

3.10 Email comprehension 2

A: 1 true, 2 false, 3 true, 4 true, 5 false, 6 false, 7 true, 8 true. Some of the language is quite informal, but the email begins and ends with Dear… and Best regards, and the tone is not particularly friendly.

B: as requested, 2 big names, 3 reformat, 4 I understand that…, 5 low-res, 6 by Friday afternoon, 7 arises, 8 that won't keep