Ch 6. E-commerce

Section 3. Online transaction & security

Learning objectives

- Explain the potential security threats to e-commerce websites.

- Explain the security features for e-commerce websites owned by a company.

- Explain the online purchasing process using a flowchart.

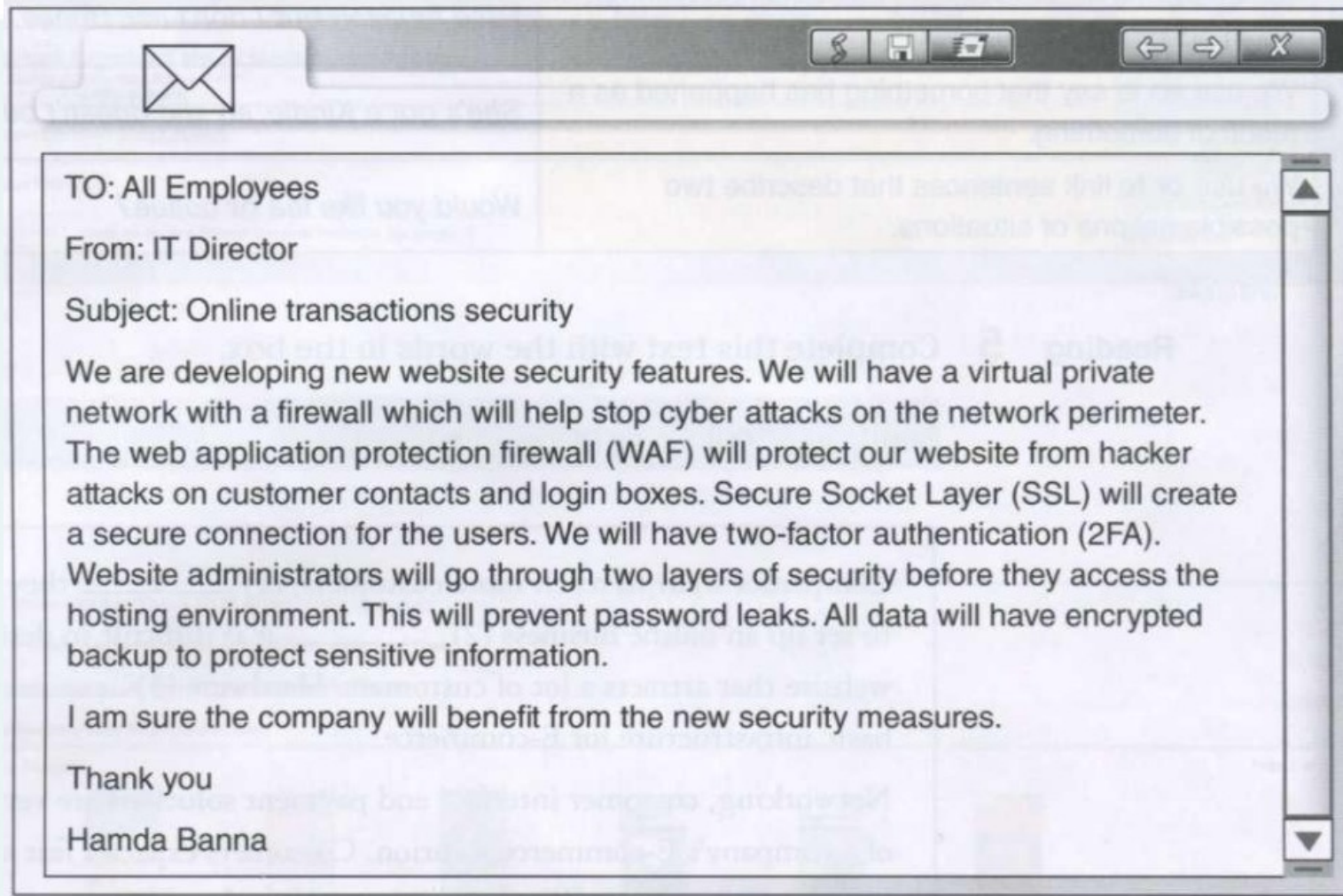- Using future tense correctly in a sentence.

Act. 1: Sharing ideas

- In your opinion, what do you think are **the potential security threats** to online shopping?

Act. 2: Extracting information from email

TO: All Employees

From: IT Director

Subject: Online transactions security

We are developing new website security features. We will have a virtual private network with a firewall which will help stop cyber attacks on the network perimeter. The web application protection firewall (WAF) will protect our website from hacker attacks on customer contacts and login boxes. Secure Socket Layer (SSL) will create a secure connection for the users. We will have two-factor authentication (2FA). Website administrators will go through two layers of security before they access the hosting environment. This will prevent password leaks. All data will have encrypted backup to protect sensitive information.

I am sure the company will benefit from the new security measures.

Thank you

Hamda Banna

Act. 2: Extracting information from email

Answer these questions based on the email

1. How many security features will the company have?
2. Which security feature will stop attacks on the company network?
3. What solution will protect customer contacts and login boxes?
4. What will protect private user information sent over the network?
5. What will the two-factor authentication prevent?
6. What will protect information?

Act. 3: Tenses

Future (*will* + infinitive)	
We use **will** + infinitive without *to* to talk about plans for the future. (Something we think, believe or know will happen.)	The new security system **will protect** our customer's better.
	Hackers **won't/will not get** into the network.
	When **will** we **change** to the new security system? We'll/we **will** do it next month.
	Will the new system **have** a firewall? Yes, it **will**./No, it **won't**.

Recording 5.32

➢ **Listen** to what the person says, **and repeat**

Act. 4: Working as an E-commerce consultant

Task description

- Work in a group of 3.

- You are an E-commerce website consultant. Your client ask you to set up a new computer workstation with a network connection. They want to use the set-up for online purchases, bank dealing, and financial transaction security.

- Talk about what security solution you will install.

- You have 10 minutes to discuss and 3 minutes to present.

Act. 5: Exercise

- Complete the missing words, then check it with Recording 5.33

accounts	bank	completes	confirmation	customer	First
gateway	payment	rejection	web		

Monika: Shayan, can you explain how a customer (1) _____ an online transaction?

Shayan: OK, it's very easy. (2) _____ the customer will place an order. The seller's (3) _____ server will confirm availability of the product and send a response. After that, the customer checks out and completes the (4) _____ instructions. Then the server will send a payment request to a payment (5) _____ . The payment gateway will check the buyer's ability to pay with the (6) _____ . OK?

Monika: Fine. Go on.

Shayan: The bank will respond and send payment acceptance or (7) _____ to the seller's web server through the payment gateway. Finally, the customer will receive the server response with the order (8) _____ or rejection.

Monika: Will the (9) _____ have to register?

Shayan: Yes, all buyers must have their (10) _____ before they complete the transaction.

Monika: Thank you. Now I understand.

Act. 6: Online purchasing process

- Back to your group. Complete the following flowchart, and explain to the other groups