

# Ch 9. 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.

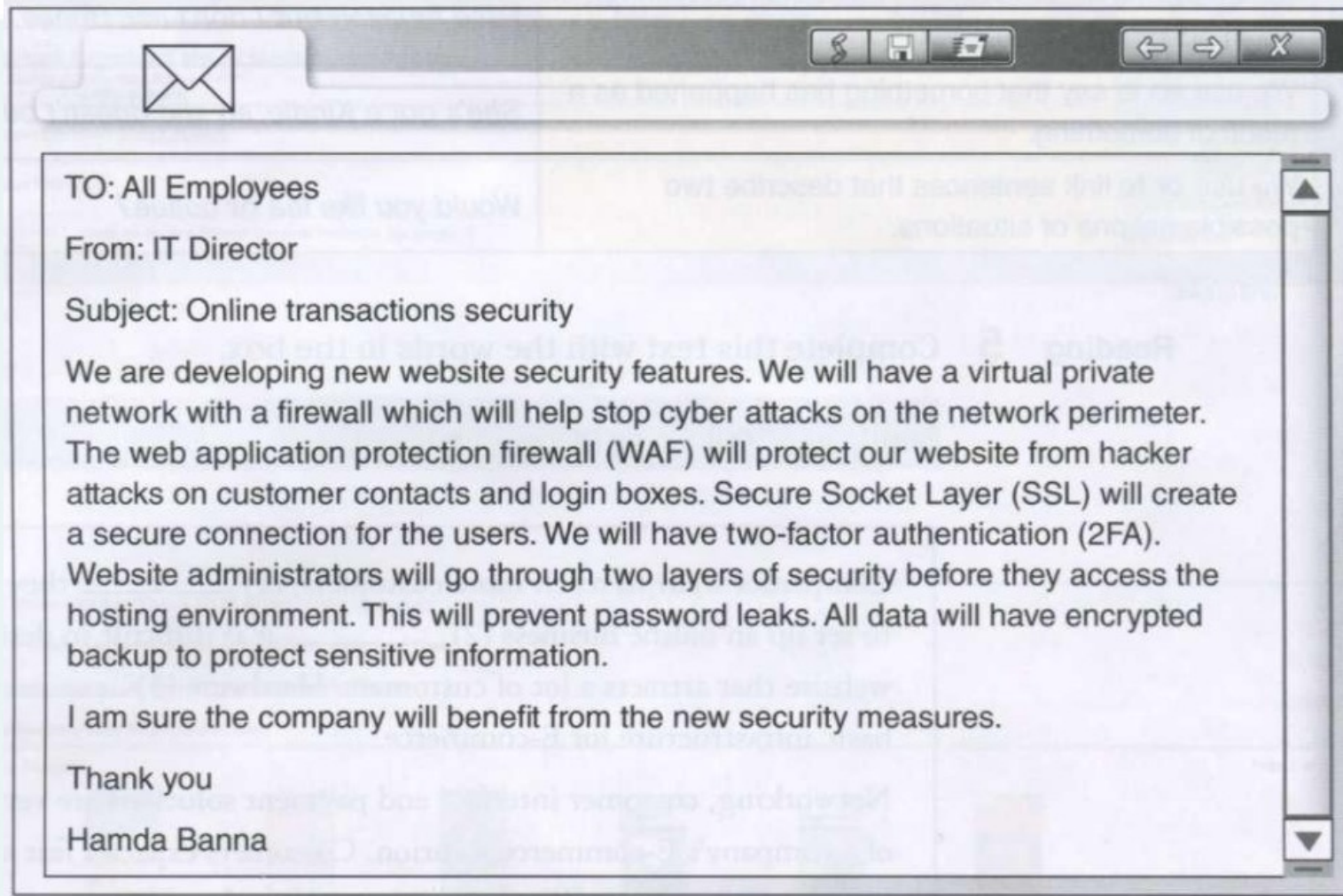


# Act. 1: Sharing ideas

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



# Act. 2: Extracting information from email





## 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

