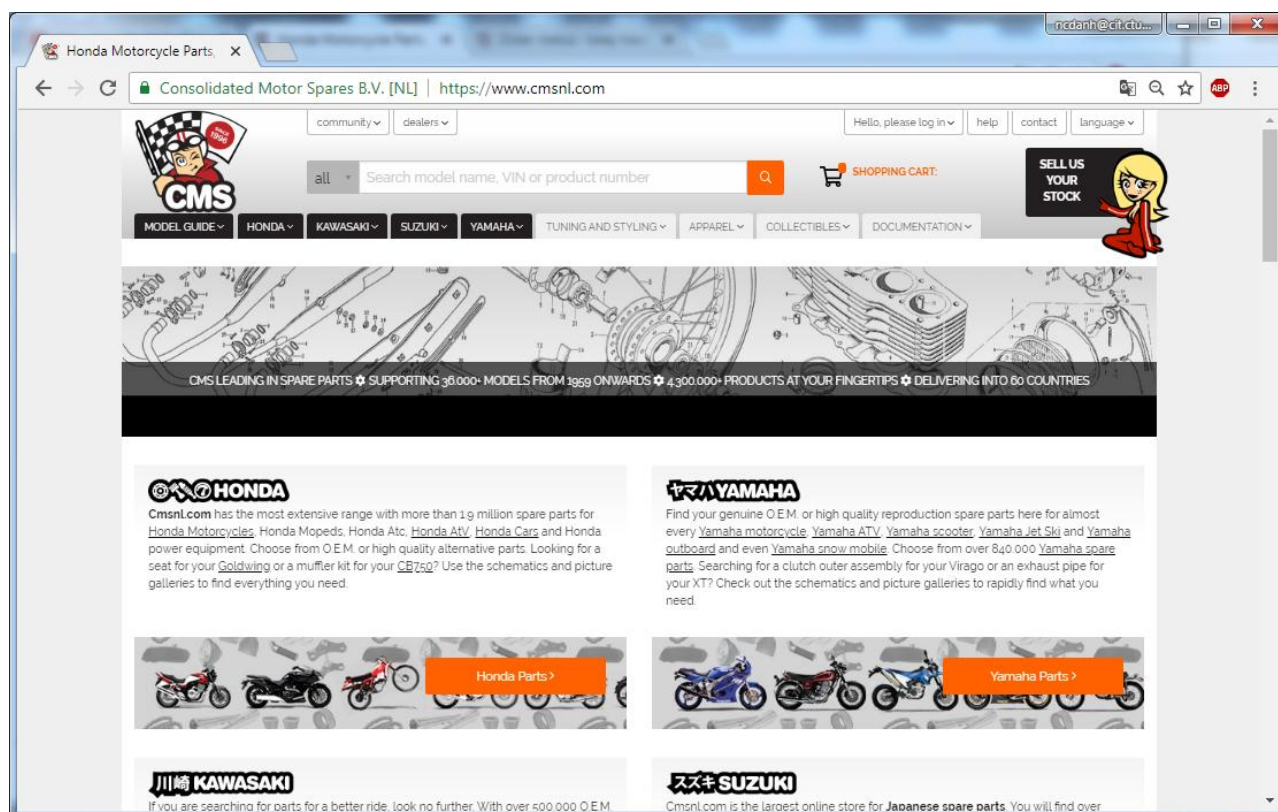


Một ví dụ về qui trình nghiệp vụ Mua hàng qua mạng (Mua phụ tùng xe máy và ô tô ở Website: <https://www.cmsnl.com/>)

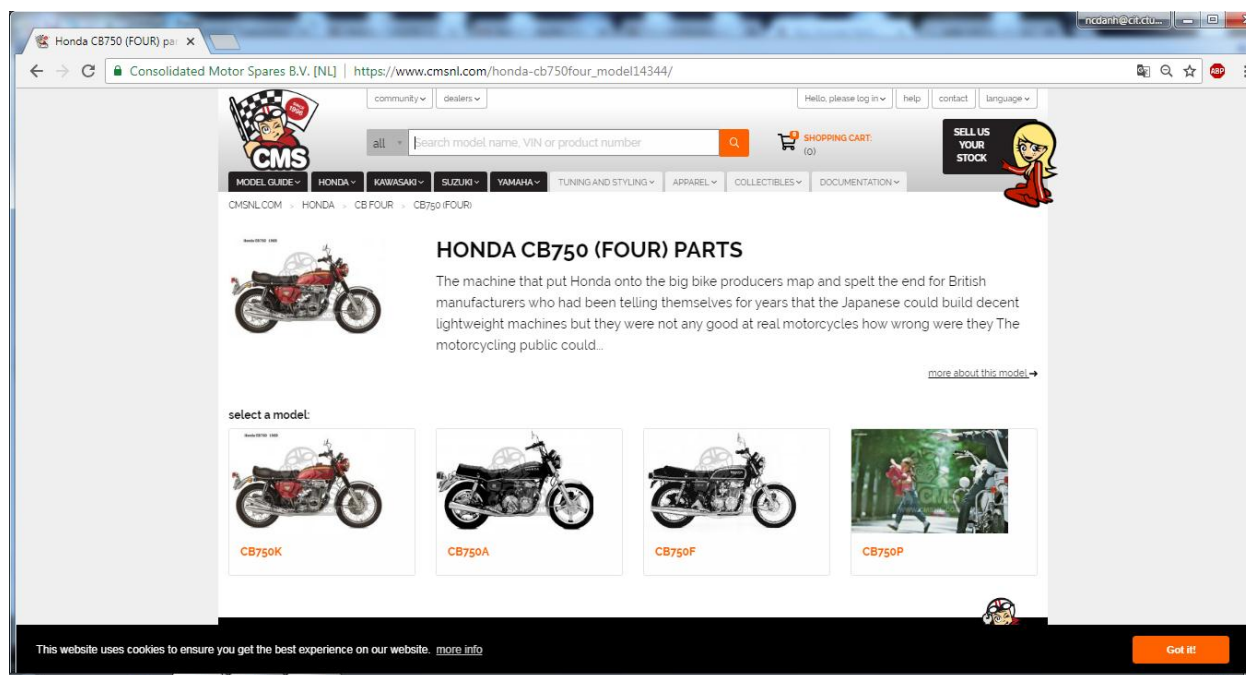
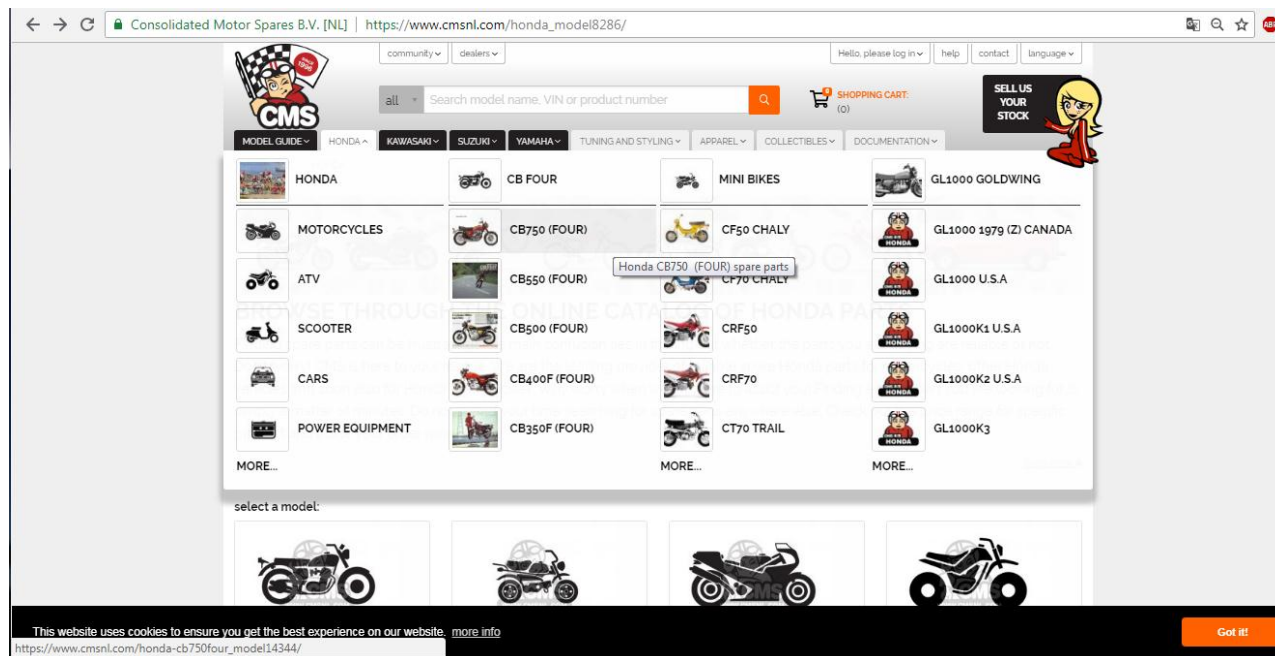
1. Khách hàng đăng nhập vào Website <https://www.cmsnl.com/>:

- Trình bày các Nhân hiệu (brand) của xe được bán: HONDA, KAWASAKI, SUZUKI, YAMAHA.

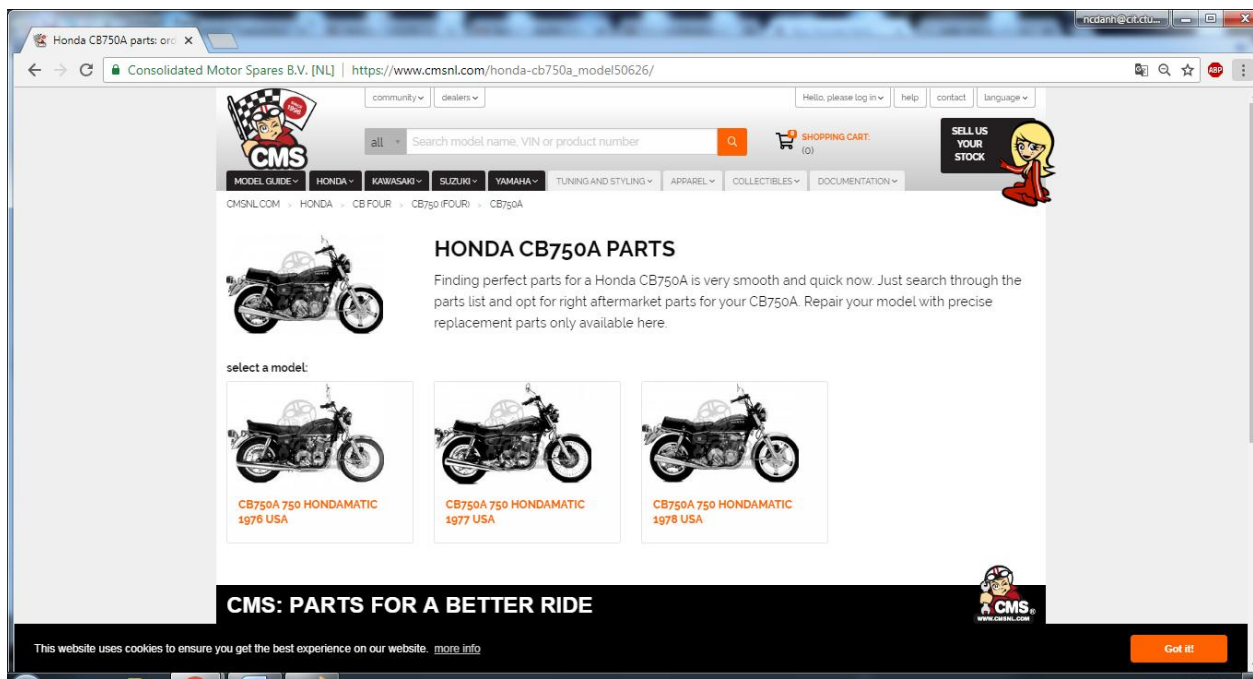


2. Khách hàng chọn các phụ tùng thêm vào giỏ hàng (add to cart):

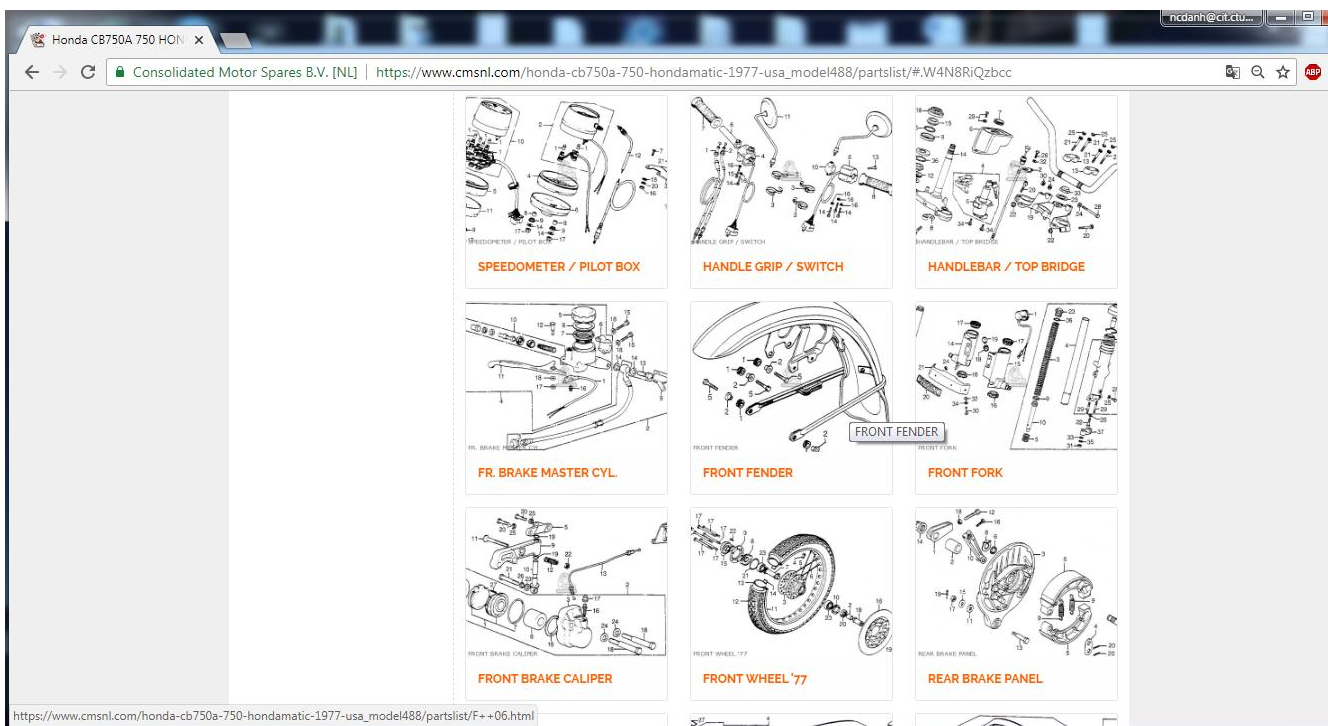
- Từ Nhãn hiệu, khách hàng có thể chọn Loại xe mình cần mua phụ tùng:
 - o Ví dụ: HONDA → CB750



- Khách hàng tiếp tục chọn chính xác hơn Loại xe nào?
 - o Ví dụ: HONDA → CB750 → CB750A → HONDA CB750A 750 HONDAMATIC 1977 USA



- Khách hàng xem danh sách các phụ tùng của Loại xe đang được chọn:
 - o Ví dụ: Các phụ tùng của HONDA CB750A 750 HONDAMATIC 1977 USA

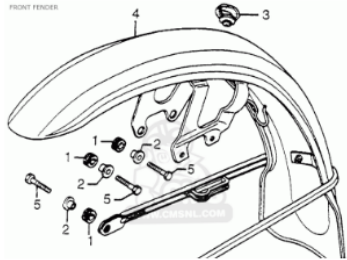


- Khách hàng chọn các phụ tùng (product) để thêm vào giỏ hàng (add to cart)





Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/honda-cb750a-750-hondamatic-1977-usa_model488/partslist...

accessories (10) | alternatives (129) | Documentation (12) | gallery (1004) | parts lists

FRONT FENDER

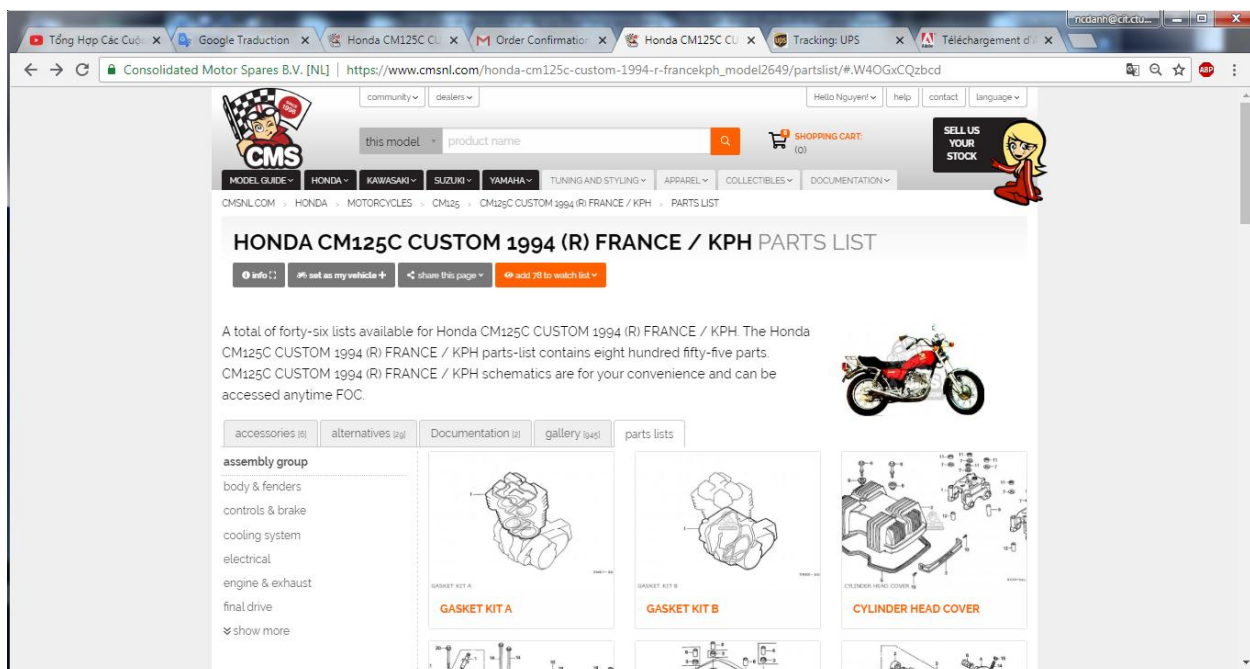
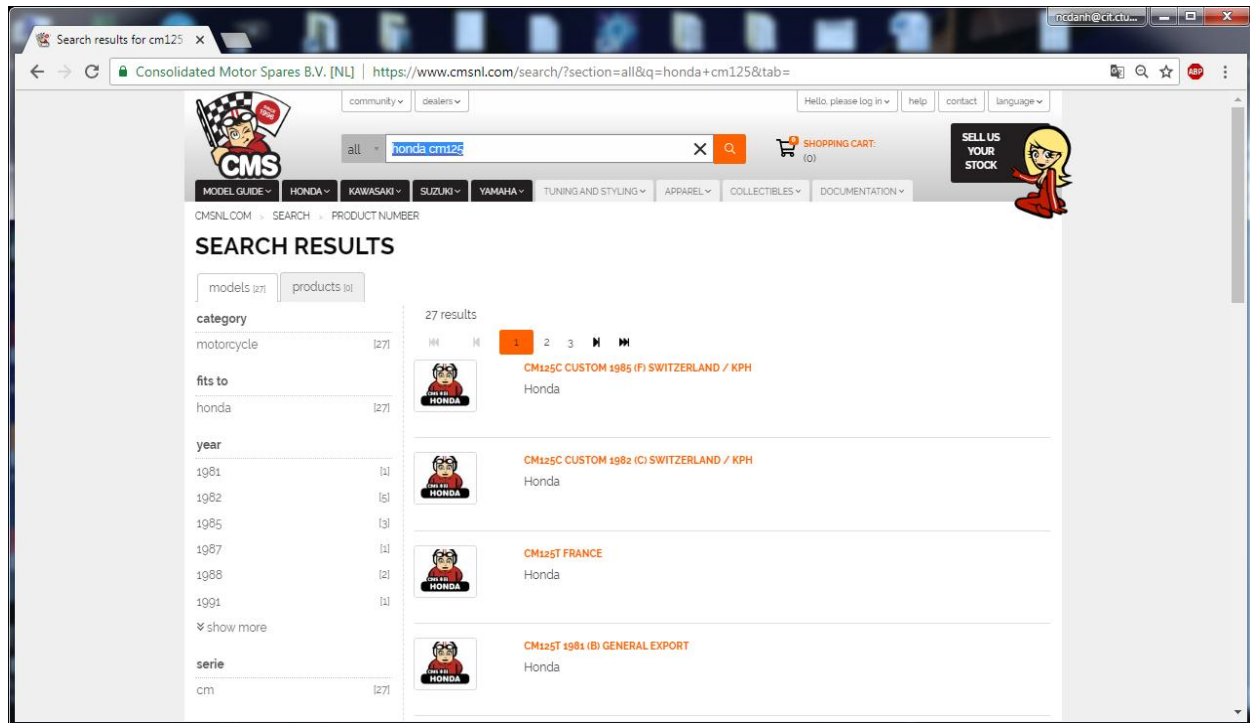


view large image | zoom in | zoom out | reset

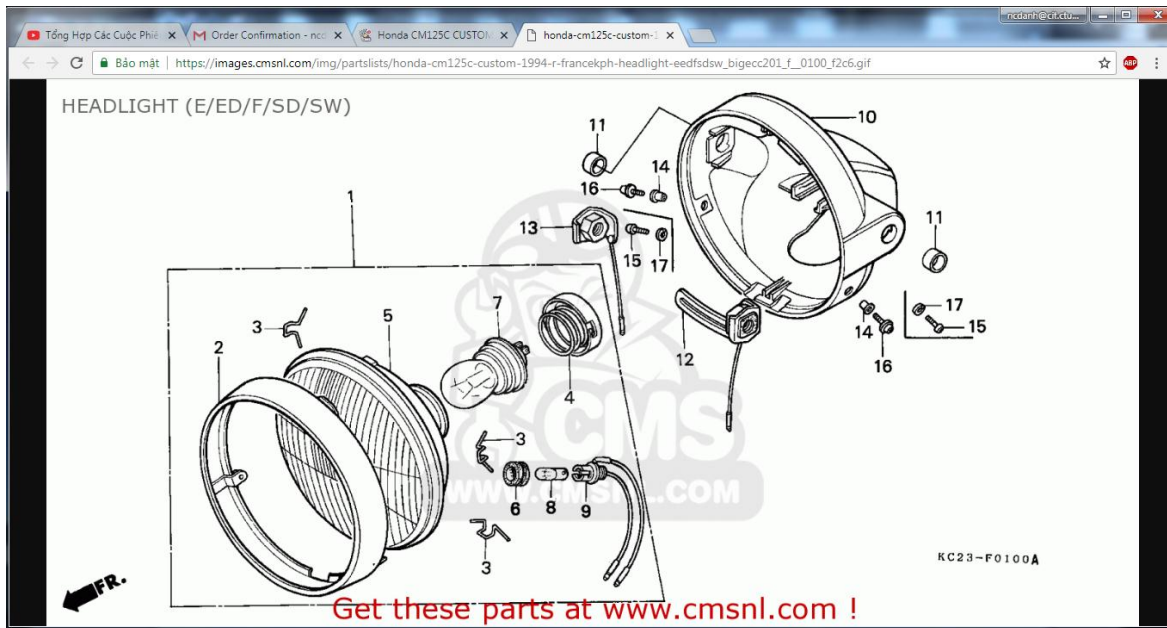
Ref	photo	product	price	Quantity		
1		RUBBER,MOUNT product number: 40513310000	€ 2.00	<input type="text" value="4"/>	add to cart	
2		COLLAR,CHAIN CASE product number: 40514310000 rating: ★★★★★	€ 3.50	<input type="text" value="4"/>	add to cart	
3		GROMMET,WIRE product number: 45451367690	€ 3.00	<input type="text" value="1"/>	add to cart	
3		GROMMET, WIRE (GREY) (NON O.E. ALTERNATIVE) product number: 45451283000P	€ 3.00	<input type="text" value="1"/>	add to cart	

Một cách khác của bước này: khách hàng có thể tìm kiếm Loại xe qua công cụ tìm kiếm.

- Ví dụ: Gỡ Honda CM125 → Chọn HONDA CM125C CUSTOM 1994 (X) FRANCE / KP



- Chọn phụ tùng để thêm vào giỏ (add to cart):



Consolidated Motor Spares B.V. [NL] | <https://www.cmsnl.com/honda-cm125c-custom-1994-r-francek...>

HEADLIGHT (E/ED/F/SD/SW)

Get these parts at www.cmsnl.com !

view large image zoom in zoom out reset

product number: 33108309003

4		HOLDER,LT,SOCKET product number: 33114413601	€ 5.00 (€ 6.00 incl. VAT)	1	add to cart	
5		UNIT,HEAD LIGHT product number: 33120388601	€ 48.00 (€ 57.60 incl. VAT)	1	add to cart	
6		RUBBER,JOINT product number: 33905371601	€ 3.50 (€ 4.20 incl. VAT)	1	add to cart	
7		BULB, HEADLIGHT product number: 34901390611	€ 10.50 (€ 12.60 incl. VAT)	2	add to cart	

3. Khách hàng xem giỏ hàng đang được mua và tổng giá tiền của nó:

- Click shopping cart.

The screenshot shows a web browser window with the URL <https://www.cmsnl.com/viewshoppingcart.php>. The page title is "YOUR SHOPPINGCART". The CMS logo is in the top left. A search bar is at the top center. A shopping cart icon in the top right shows "3 item(s), € 122.00". A "SELL US YOUR STOCK" button is also in the top right. The main content area lists three items in a table:

delete	product	price	quantity	total
	 HOLDER.LT.SOCKET Honda part nr:33114413601	€ 5.00	1	€ 5.00
	 UNIT.HEAD LIGHT Honda part nr:33120388601	€ 48.00	2	€ 96.00
	 BULB, HEADLIGHT Honda part nr:34901390611	€ 10.50	2	€ 21.00

Below the table, it says "your country: FRANCE" and "Change your country?". On the right, the subtotal is € 122.00, shipping is € 13.50, and the total is € 135.50. The VAT is € 162.60. At the bottom, there is a "continue shopping" button and a "checkout / pay" button.

4. Khách hàng trả tiền (check out/pay) cho giỏ hàng:

- Khách hàng Click Check out/pay ở cuối giỏ hàng
- Khách hàng login với tài khoản đã đăng ký online.
- Khách hàng thực hiện tiếp các bước sau:
 - Step 1: Kiểm tra lại thông tin địa chỉ khách hàng (Address Details)
 - Step 2: Chọn hình thức thanh toán (Payment Options), ví dụ: visa card
 - Step 3: Xem lại toàn bộ hóa đơn (Order Overview)
 - Step 4: Thanh toán hóa đơn (Place order)
 - Nhấn nút xác nhận (Yes, I confirm my payment)

- Khách hàng login với tài khoản đã đăng ký online.

Tổng Hợp Các Cuộc Phiêu x Login to the website x Order status - keep track x

Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/my_account/signin.php?ret_link=https%3A%2F%2F...

community v dealers v Hello, please log in v help contact language v

all v Search model name, VIN or product number

SHOPPING CART: **SELL US YOUR STOCK**

MODEL GUIDE v HONDA v KAWASAKI v SUZUKI v YAMAHA v TUNING AND STYLING v APPAREL v COLLECTIBLES v DOCUMENTATION v

CMSNL.COM > MY ACCOUNT > LOG IN

LOG IN

This is a secure login page. For viewing your account info, order status or being able to continue to checkout, you must login first.

I AM A RETURNING CUSTOMER

I am a returning customer and wish to log in.

* E-mail address:

* Password:

[Forgot password?](#)

I AM A NEW CUSTOMER

I wish to proceed to checkout without logging in.

BENEFITS OF AN ACCOUNT

- **Easy log in and ordering**
quick and easy ordering without typing your address details
- **Follow orderstatus online**
Keep track of the status of your latest orders
- **Access to protected sections of the website**
Access to the forums, display and maintain your vehicles online
- **Benefit from special offers**
be the first to receive the latest offers through e-mail
- **Be the first to receive info on available discontinued parts**
Be the first to be notified when your wish list contains products newly available

inv551735.pdf ^ x

Nếu đã có tài khoản thì khách hàng nhấn login để sang trang STEP 1: ADDRESS DETAILS như bên dưới:

The screenshot shows a web browser window with the URL <https://www.cmsnl.com/checkout.php>. The page is titled "STEP 1: ADDRESS DETAILS" and features a progress bar with three steps: "Step 1: Address Details" (active), "Step 2: Payment Options", and "Step 3: Order Overview".

INVOICE ADDRESS
NGUYEN Cong-Danh
15 Rue Roche Genes 2A-101
RESIDENCE DE CEZEAUX
63170 AUBIERE
FR
[edit address](#)

DELIVERY ADDRESS
15 Rue de Roche Genes 2A-101
RESIDENCE DE CEZEAUX
63170 AUBIERE
FR
[edit address](#)

[Go to Step 2: Payment Options >](#)

SHOPPING CART

HOLDER.LT.SOCKET Honda 3311413601	€ 5,00
UNIT.HEAD LIGHT Honda 33120388001	€ 96,00
BULB. HEADLIGHT Honda 34901390611	€ 21,00
Sub Total	€ 122,00
Shipping	€ 13,50
Total	€ 135,50
Inc. VAT	€ 162,60

[Refresh shoppingcart](#)

Excellent Trustpilot

Trong trang trên, khách hàng có thể click edit address để thay đổi thông tin địa chỉ và lưu lại các thay đổi (save changes):

Tổng Hợp Các Cuộc Phiêu x checkout / pay x Order status - keep track x

Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/checkout.php

EDIT ADDRESS

* marked fields are required

invoice address

* Gender ⁱ ☒ male ☐ female

* first name ⁱ NGUYEN

middle name ⁱ middle name

* last name ⁱ Cong-Danh

* Country ⁱ FRANCE

* postal code ⁱ 63170

* Address ⁱ 15 Rue Roche Genes

* Housenumber ⁱ 2A-101

address extension ⁱ

WHY SHOP AT CMS?

- Free shipping for orders over € 500.00 to FRANCE
- Secure online purchasing

inv551735.pdf

Hiển thị tất cả

Tổng Hợp Các Cuộc Phiêu x checkout / pay x Order status - keep track x

Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/checkout.php

EDIT ADDRESS

* Address ⁱ 15 Rue Roche Genes

* Housenumber ⁱ 2A-101

address extension ⁱ RESIDENCE DE CEZEAUX

* City ⁱ AUBIERE

* Phonenumber

Phonenumber ⁱ *33 753406841

mobile phone ⁱ *33 753406841

work phone ⁱ *33 work phone

< cancel

save changes >

WHY SHOP AT CMS?

- Free shipping for orders over € 500.00 to FRANCE
- Secure online purchasing

inv551735.pdf

Hiển thị tất cả

Tuy nhiên, nếu hiện tại khách hàng chưa có tài khoản nào thì click proceed bên dưới I AM A NEW CUSTOMER để sang trang Address Details đăng ký một tài khoản mới.

Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/my_account/signin.php?ret_link=https%3A%2F%2F...

all Search model name, VIN or product number

MODEL GUIDE HONDA KAWASAKI SUZUKI YAMAHA TUNING AND STYLING APPAREL COLLECTIBLES DOCUMENTATION

CMSNL.COM > MY ACCOUNT > LOG IN

LOG IN

This is a secure login page. For viewing your account info, order status or being able to continue to checkout, you must login first.

I AM A RETURNING CUSTOMER
I am a returning customer and wish to log in.

* E-mail address:

* Password:

[Forgot password?](#)

[log in >](#)

I AM A NEW CUSTOMER
I wish to proceed to checkout without logging in.

[proceed >](#)

BENEFITS OF AN ACCOUNT

- Easy log in and ordering**
quick and easy ordering without typing your address details
- Follow orderstatus online**
Keep track of the status of your latest orders
- Access to protected sections of the website**
Access to the forums, display and maintain your vehicles online
- Benefit from special offers**
be the first to receive the latest offers through e-mail
- Be the first to receive info on available discontinued parts**
Be the first to be notified when your wish list contains products newly available

inv551735.pdf

[Hiển thị tất cả](#)

- Khách hàng nhập thông tin cho tài khoản mới:

Consolidated Motor Spares B.V. [NL] | <https://www.cmsnl.com/checkout.php>

Step 1: Address Details Step 2: Payment Options Step 3: Order Overview

STEP 1: ADDRESS DETAILS

* marked fields are required

invoice address

* Gender ☒ male ☐ female

* full name

* Country

* postal code

* Address

* Housenumber

address extension

* City

* Phonenumber

SHOPPING CART

RIM HEADLIGHT Honda 33101442601	€ 47,50
Sub Total	€ 47,50
Shipping	€ 0,00
Total	€ 47,50
Inc. VAT	€ 47,50

[Refresh shoppingcart](#)

Khoá học: CT249 - Phát t x Order Confirmation - ncd checkout / pay

Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/checkout.php

address extension address extension

* City AUBIERE

* Phonenumber

home phone *33 home phone

mobile phone *33 mobile phone

work phone *33 work phone

your account

* Preferred communication language English

assist me

* E-mail address ncdanh@cit.ctu.edu.vn

* E-mail address retype E-mail address retype

* Password

newsletter ☐ Send me the latest offers and new arrivals(our privacy policy)

delivery address

Khoá học: CT249 - Phát t x Order Confirmation - ncd checkout / pay

Consolidated Motor Spares B.V. [NL] | https://www.cmsnl.com/checkout.php

* E-mail address ncdanh@cit.ctu.edu.vn

* E-mail address retype E-mail address retype

* Password

newsletter ☐ Send me the latest offers and new arrivals(our privacy policy)

delivery address

☐ Send to another address

* terms and conditions

☒ I have have read and I agree with terms and conditions

Create Account and Go to Step 2: Payment options >

Excellent ☆☆☆☆☆ Trustpilot

WHY SHOP AT CMS?

- **Free shipping for orders over € 500.00 to FRANCE**
- **Secure online purchasing** Pay for your purchases safely and securely through a secure connection using Ingenico.
- **Reliable shipment** We work ceaselessly to improve our service and strive to do our utmost to ensure our shipping costs are as low as possible combined with a safe and reliable service.
- **Guarantee** Item damaged, broken or incorrectly supplied - no problem! We guarantee everything we sell 100%.

- Step 2: Khách hàng chọn hình thức thanh toán (Payment Options), ví dụ: visa card

The screenshot shows the CMS website checkout process at Step 2: Payment Options. The browser tabs include 'Tổng Hợp Các Cuộc Phi...', 'Order Confirmation - ncd...', 'Order status - keep track...', and 'checkout / pay'. The URL is 'https://www.cmsnl.com/checkout.php?step=2'. The CMS logo is in the top left. A progress bar at the top shows 'Step 1: Address Details', 'Step 2: Payment Options' (highlighted), and 'Step 3: Order Overview'. The main heading is 'STEP 2: PAYMENT OPTIONS'. Below it, a 'select payment method' dropdown is shown with three options: 'MasterCard MasterCard', 'Visa Visa' (selected), and 'American Express American Express'. An orange button 'Go to step 3: Order Overview >' is at the bottom left. On the right, the 'SHOPPING CART' section lists items: 'HOLDER.LT.SOCKET' (€ 5.00), 'UNIT.HEAD LIGHT' (€ 96.00), and 'BULB, HEADLIGHT' (€ 21.00). A summary table shows 'Sub Total' (€ 122.00), 'Shipping' (€ 13.50), 'Total' (€ 135.50), and 'Inc. VAT' (€ 162.60). A 'Refresh shoppingcart' link is below. The 'YOUR ADDRESS DETAILS' section shows: 'NGUYEN Cong-Danh', '15 Rue Roche Genes 2A-101', 'RESIDENCE DE CEZEAUX', '63170 AUBIERE', 'FR'.

- Step 3: Khách hàng xem lại toàn bộ hóa đơn (Order Overview)

The screenshot shows the CMS website checkout process at Step 3: Order Overview. The browser tabs and URL are the same as in Step 2. The main heading is 'STEP 3: ORDER OVERVIEW'. An orange button 'Go to Step 4: Place Order' is at the top left. The 'YOUR SHOPPINGCART' section lists items with quantities and prices: 'HOLDER.LT.SOCKET' (€ 5.00 x 1), 'UNIT.HEAD LIGHT' (€ 48.00 x 2), and 'BULB, HEADLIGHT' (€ 10.50 x 2). A summary table shows 'Sub Total' (€ 122.00), 'Shipping' (€ 13.50), 'Total' (€ 135.50), and 'Inc. VAT' (€ 162.60). A 'Refresh shoppingcart' link is below. The 'INVOICE ADDRESS' section shows: 'NGUYEN Cong-Danh', '15 Rue Roche Genes 2A-101', 'RESIDENCE DE CEZEAUX', '63170 AUBIERE', 'FR'. The 'DELIVERY ADDRESS' section shows: '15 Rue de Roche Genes 2A-101', 'RESIDENCE DE CEZEAUX', '63170 AUBIERE', 'FR'. The 'PAYMENT METHOD' section shows 'type: Visa'. An orange button 'Go to Step 4: Place Order' is at the bottom left.

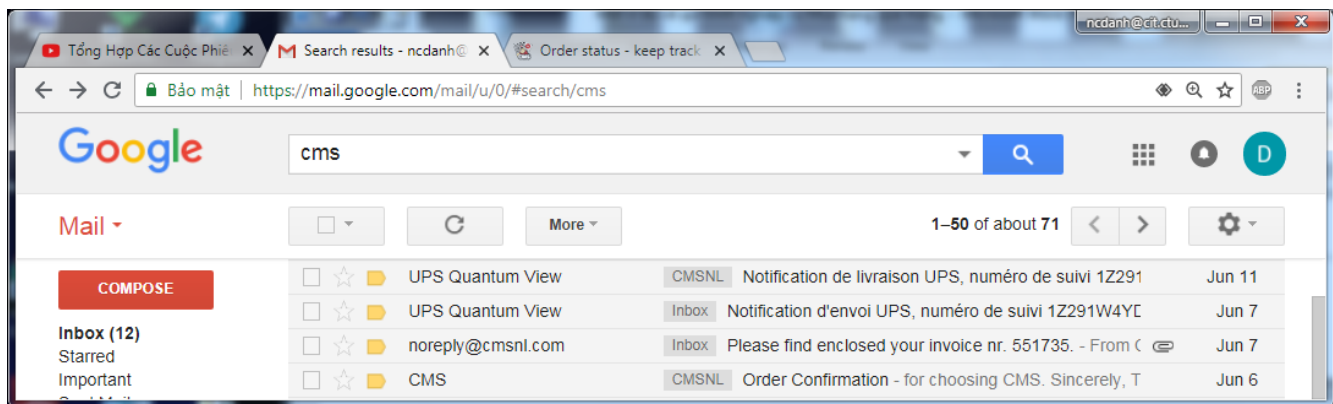
- Step 4: Khách hàng thanh toán hóa đơn đặt hàng (Place order), ví dụ dùng visa card.

The screenshot shows a web browser window with multiple tabs. The active tab is 'Checkout | Betalen | Kass...'. The address bar shows 'https://secure.ogone.com/ncol/prod/orderstandard_utf8.asp?PSPID=CMSLelystad&OR...'. The CMS logo is in the top left. The form displays the following information:

- Order reference : 20180827023133UYO
- Total charge : 162.60 EUR
- Beneficiary : CMS
- Pay with : **VISA**
- Cardholder's name*: NGUYEN CONG DANH
- Card number*: 4974104122537206
- Expiry date (mmyyyy)*: 09 / 2020
- Card verification code*: 636

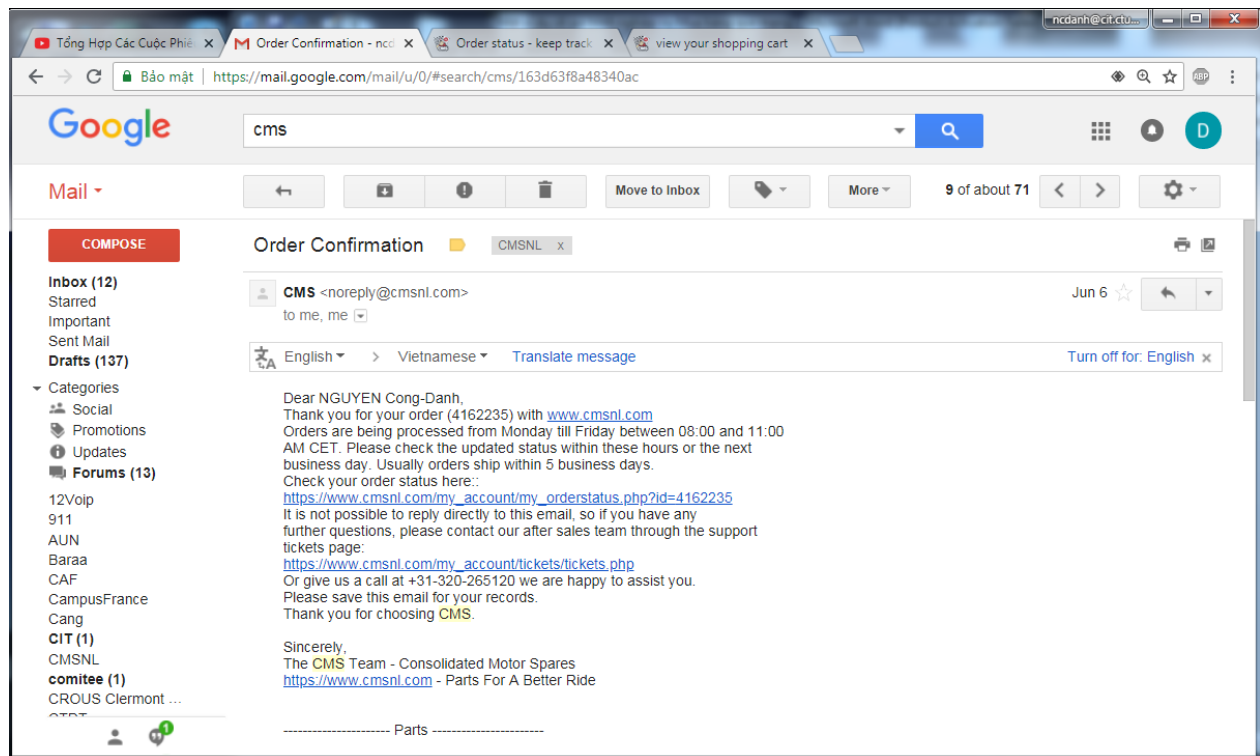
Below the form, there is a link 'What is this?' and a note '* Mandatory fields'. At the bottom, there is an orange button that says 'Yes, I confirm my payment'.

5. Hệ thống gửi lần lượt (ở các thời điểm khác nhau) gửi đến khách hàng các email:



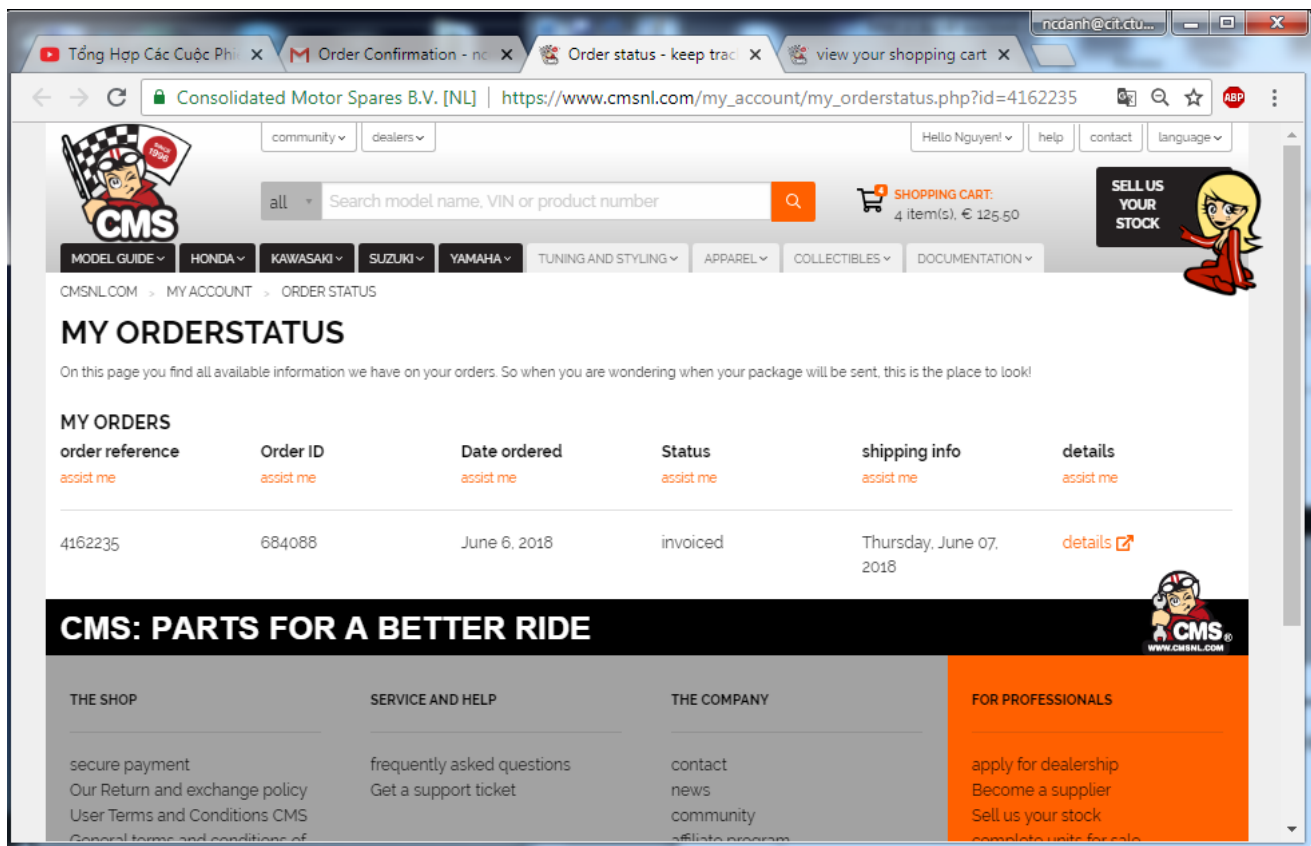
- Xác nhận đơn đặt hàng vừa được mua (Order Confirmation).
- Gửi hóa đơn (Invoice).
- Gửi số theo dõi lô hàng của dịch vụ vận chuyển, ví dụ dịch vụ UPS.
- Thông báo giao hàng của dịch vụ vận chuyển UPS.

- Hệ thống gửi email cho khách hàng để xác nhận đơn đặt hàng vừa được mua (Order Confirmation):

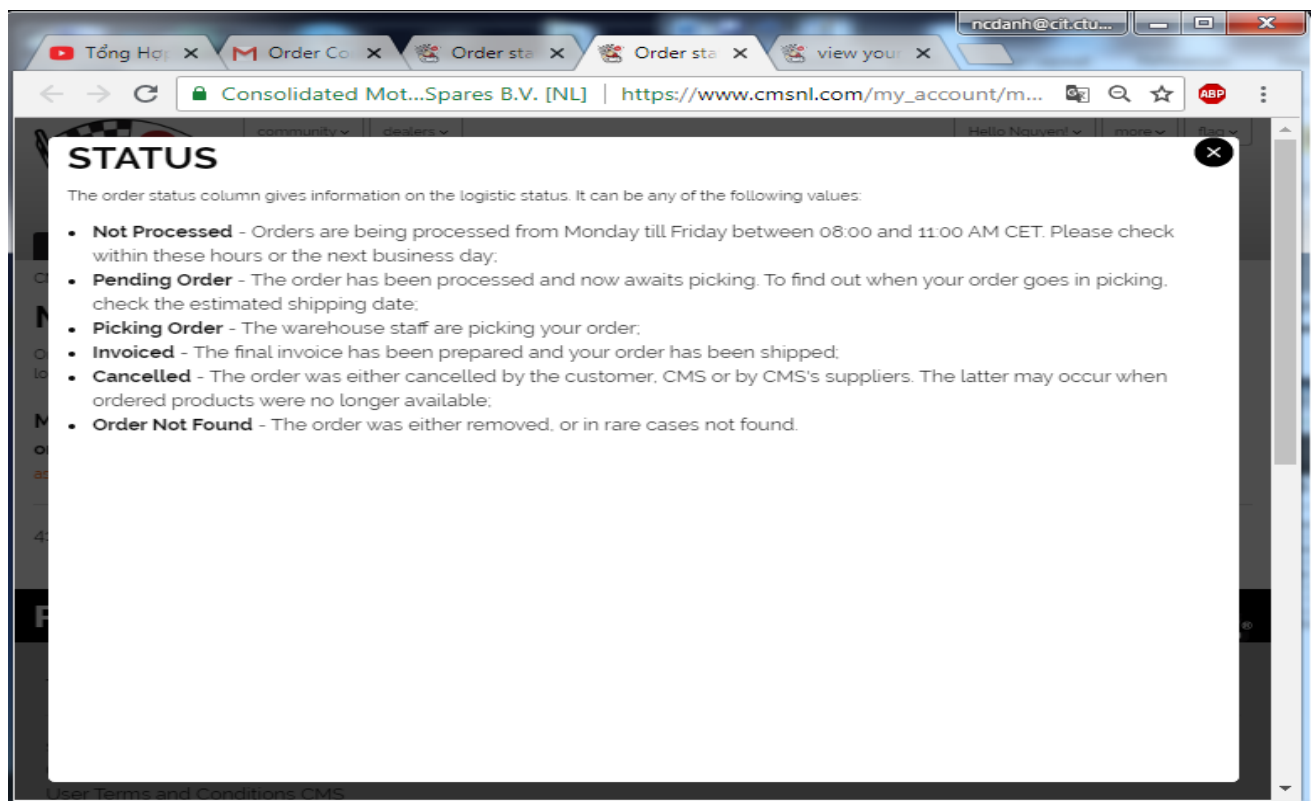


Trong email trên, khách hàng nhận được: số (hiệu đơn) đặt hàng (order id) là 4162235 và link để kiểm tra trạng thái của hóa đơn (Check your order status):


(https://www.cmsnl.com/my_account/my_orderstatus.php?id=4162235):



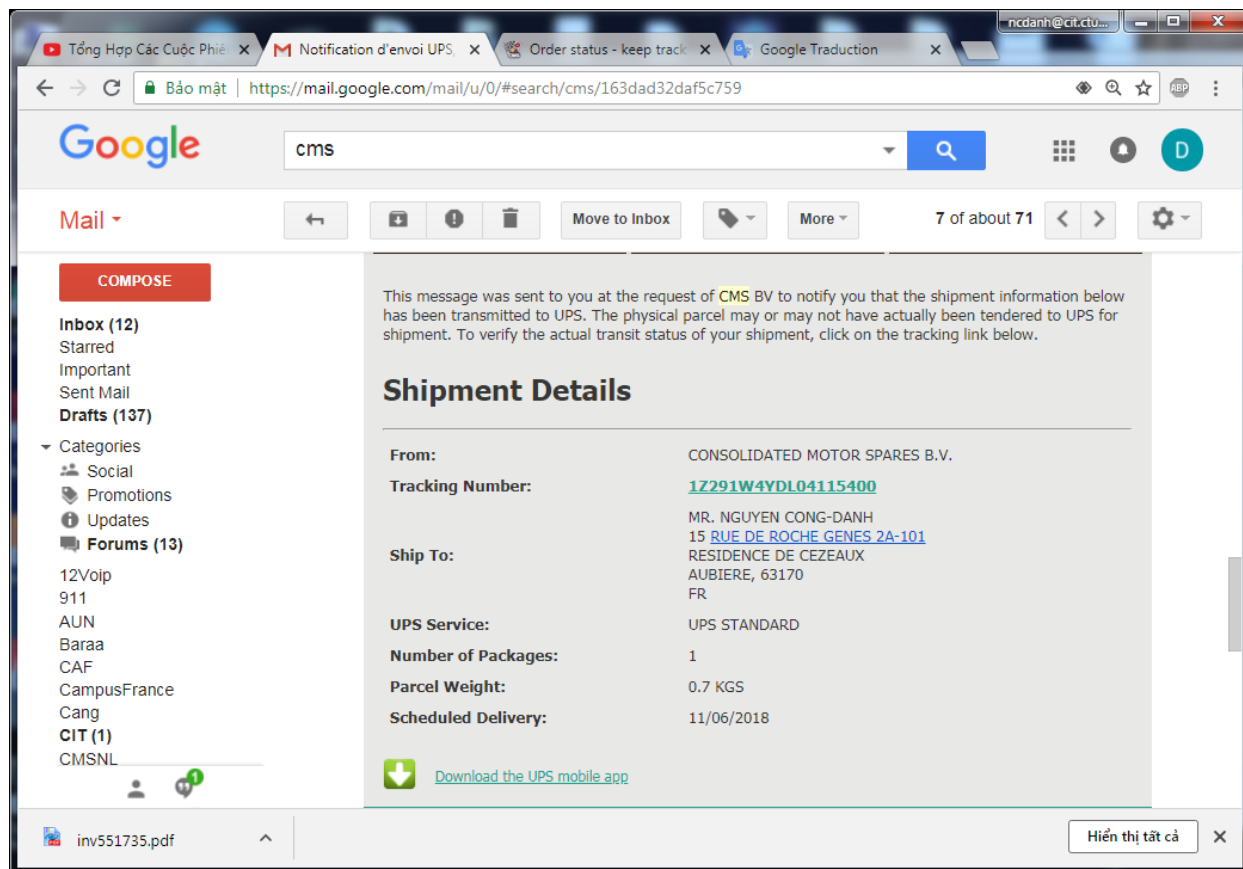
Khách hàng có thể theo dõi các trạng thái (status) khác nhau có thể có của đơn đặt hàng là:



- Hệ thống gửi Gửi hóa đơn (invoice) cho khách hàng qua email: Một file PDF.

		CMS Invoice date: 07/06/2018 CMS Invoice number: 551735		Mr. NGUYEN CONG-DANH 15 RUE ROCHE GENES 2A-101 RESIDENCE DE CEZEAX 63170 AUBIERE FRANCE Tel: +33753406841										
		CONSOLIDATED MOTOR SPARES DISTRIBUTORS OF MOTORCYCLE AND CAR SPARES		ARTEMISWEG 245 8239 OD LELYSTAD THE NETHERLANDS TEL + 31(0)320 - 265120 FAX + 31(0)320 - 268496 WWW.CMSNL.COM										
BANK: RABOBANK HET RAVELIJN 50, 8233BR LELYSTAD - IBAN: NL42RAB00342933820 - SWIFT: RABO NL2U VAT NUMBER: NL 8193.77.387B01 ALL TRANSACTIONS ARE EXECUTED BY OUR TRADE TERMS REGISTERED AT THE CHAMBER OF COMMERCE IN 9001, EEM - EN FLEVOLAND, THE NETHERLANDS. C.O.C. NO. 3284249														
Page 1 Customer ID: 132624														
Customs code	Ctry origin	Order Date	Reference	CMS Code	Partnumber	Description	Qty Ord	Qty Inv	Qty Deliv	Qty Backo	Exc.	Unit Price	Discount	Extended Net Value
8714100090	392	06/06/2018	WEB 4162235	HO0032.2484	18421-KC2-000	RUB,MUFFLER MTG.	2		2	0		3.00	0.00	6.00
8714100090	392	06/06/2018	WEB 4162235	HO0032.2542	18422-KC2-000	COLLAR,MUFF. MTG.	2		2	0		5.00	0.00	10.00
8714100090	392	06/06/2018	WEB 4162235	HO0047.2447	33114-413-601	HOLDER,L.T.SOCKET	1		1	0		5.00	0.00	5.00
8714100090	392	06/06/2018	WEB 4162235	HO0047.5094	33140-303-003	SOCKET POSITION (34904-303-003)	1		1	0	E	7.00	0.00	7.00
8714100090	392	06/06/2018	WEB 4162235	HO0048.1099	33402-268-672	LENS,WINKER (E4)	2		2	0		8.00	0.00	16.00
8714100090	392	06/06/2018	WEB 4162235	HO0049.0344	33602-323-632	LENS,RR.WINKER (S	2		2	0		7.50	0.00	15.00
8714100090	392	06/06/2018	WEB 4162235	HO0050.0572	33905-371-601	RUBBER,JOINT	1		1	0		3.50	0.00	3.50
8714100090	392	06/06/2018	WEB 4162235	HO0050.6186	34901-390-611	BULB, HEADLIGHT	1		1	0		10.50	0.00	10.50
8714100090	392	06/06/2018	WEB 4162235	HO0050.6186	34901-390-611	BULB, HEADLIGHT (34901-390-621)	1		1	0	E	10.50	0.00	10.50
8714100090	392	06/06/2018	WEB 4162235	HO0050.6422	34903-388-611	BULB,POSITION	1		1	0		2.50	0.00	2.50
8714100090	392	06/06/2018	WEB 4162235	HO0126.9747	95011-61000	RUBBER A,STAND	1		1	0		1.00	0.00	1.00
Transportation		Payment		Pre payments		Exceptions: (Exc.) N - No longer available E - Item superseded U - Unknown Product ID X - Cancelled by Supplier Y - Cancelled by Customer Cancellation fee applies		Invoice Totals						
Transported by: UPS EU STANDARD SINGLE		Reference number(s): 1Z291W4YDL04115400		Prepayment specification in e-mail message				Net Invoice total: € 87.00						
Shipping & Handling: 14.50		Number of Cartons: 1		Our VAT number: 819377387B01				Order costs: €						
				Your VAT number:				Shipping and Handling: € 14.50						
								Sub total: € 101.50						
								TVA (20.0%): € 20.30						
								Total invoice: € 121.80						
Fully paid by prepayment														

- Hệ thống gửi email cho khách hàng số theo dõi lô hàng của dịch vụ vận chuyển, ví dụ dịch vụ UPS.



- Hệ thống gửi email cho khách hàng thông báo đã giao hàng của dịch vụ vận chuyển UPS (UPS Delivery Notification)

