



BCS-062 : E-COMMERCE

Predicted Term-End Examination – December 2025

QUESTION 1 (Compulsory – 20 Marks)

1(a) Define E-Commerce and explain its complete workflow with diagram (5 marks)

Definition of E-Commerce

E-Commerce (Electronic Commerce) means **buying and selling goods, services, and information using the Internet**.

It also includes **online payment, order processing, delivery, and after-sales service**.

E-Commerce Workflow (Step-by-Step Explanation)

1. **Customer visits website**
Customer opens an e-commerce website like Amazon or Flipkart.
2. **Product search and selection**
Customer searches products, compares prices, and adds items to cart.
3. **Order placement**
Customer enters address and confirms the order.
4. **Online payment**
Payment is done using UPI, debit card, credit card, wallet, etc.
5. **Order processing by seller**
Seller receives order and prepares product for dispatch.
6. **Delivery of product**
Product is shipped and delivered to the customer.

Diagram (Draw in Exam)

Customer → Website → Order → Payment → Seller → Delivery

Conclusion

E-Commerce makes business **fast, convenient, paperless, and global**.

1(b) EDI layered architecture & processing of Purchase Order (8 marks)

What is EDI?

EDI (Electronic Data Interchange) is the **computer-to-computer exchange of business documents** such as invoices, purchase orders, and shipping notices in electronic form.

EDI Layered Architecture

1. **Application Layer**
Creates business documents (PO, invoice).
 2. **Translation Layer**
Converts data into standard EDI format.
 3. **Communication Layer**
Transfers data using networks.
 4. **EDI Standards Layer**
Uses standards like ANSI X12 or EDIFACT.
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Processing of Purchase Order (PO) using EDI

1. Buyer creates PO in system
 2. PO converted into EDI format
 3. Sent through communication network
 4. Seller receives PO
 5. Seller processes and sends confirmation
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Block Diagram

Buyer → EDI Translator → Network → EDI Translator → Seller

Conclusion

EDI reduces paperwork, errors, time, and cost in business transactions.

1(c) Any TWO benefits of M-Commerce to customers (7 marks)

1. **Anytime, Anywhere Shopping**

Customers can shop **24x7 from any location** using mobile phones.

2. Faster and Easier Payments

M-Commerce supports **UPI, mobile wallets, fingerprint & face unlock**, making payments quick and secure.

► These benefits increase convenience and save time.

QUESTION 2

2(a) Benefits of M-Commerce to organizations, customers & society (5 marks)

To Organizations

- Lower operational cost
- Direct customer reach
- Better marketing through apps

To Customers

- Easy shopping
- Time saving
- Personalized offers

To Society

- Less paper usage
- Digital economy growth
- Employment generation

2(b) How M-Commerce portals make shopping secure? (5 marks)

1. SSL encryption
2. OTP verification
3. Secure payment gateways
4. User authentication
5. Regular security updates

QUESTION 3

3(a) Three secured electronic payment systems (6 marks)

1. Credit / Debit Cards

Uses card number, CVV, OTP for secure payment.

2. UPI

Instant bank-to-bank transfer with PIN protection.

3. Digital Wallets

Paytm, PhonePe store money securely and use encryption.

3(b) Working of SSL with diagram (4 marks)

SSL (Secure Socket Layer)

SSL is a security protocol that **encrypts data** between browser and server.

Working

1. Browser requests secure connection
2. Server sends SSL certificate
3. Data is encrypted
4. Secure communication begins

Diagram

Browser  \longleftrightarrow Encrypted Data \longleftrightarrow Server

QUESTION 4

4(a) Features of B2B & B2C + differences (5 marks)

B2B Features

- Bulk transactions
- Long-term relationships
- Large order value

B2C Features

- Individual customers
- Small order size
- Fast delivery

Differences

B2B	B2C
Business to business	Business to customer
Bulk sales	Retail sales

4(b) Online auctions: procedure, advantages & disadvantages (5 marks)

Procedure

1. Seller lists product
2. Buyers place bids
3. Highest bidder wins
4. Payment is made
5. Product delivered

Advantages

- Wide reach
- Competitive pricing

Disadvantages

- Fraud risk
 - No physical inspection
-
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QUESTION 5 (Short Notes – Any Four)

(a) ANSI X12 Standard

It is an **EDI standard used in the USA** to exchange business documents electronically.

(b) G2B Category

Government to Business – Online licenses, tax filing, tenders.

(c) PayPal Payment Method

A secure online payment system that allows money transfer using email ID.

(d) Digital Certificate

Electronic document used to **verify identity of websites and users**.

(e) E-Commerce Portal Architecture

Includes UI, web server, application server, database, and payment gateway.

✓ FINAL EXAM TIP (VERY IMPORTANT)

- Start answers with **definition**
 - Write in **headings + points**
 - Draw **simple diagrams**
 - Avoid long paragraphs
 - Keep handwriting neat
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If you want next:

- ✓ **PDF Notes (Exam Ready)**
- ✓ **Handwritten Answer Format**
- ✓ **YouTube Script for “BCA Crackers”**
- ✓ **Important Diagrams Sheet**

Just tell me 

Figure 5.6 depicts an online auction procedure:

Seller registers a particular item of auction at the online auction website

- Provides images of the item
- Provides description of the item
- Sets a minimum bid
- Sets a specific duration of the auction
- Gives payment and shipping terms as well as other terms and conditions

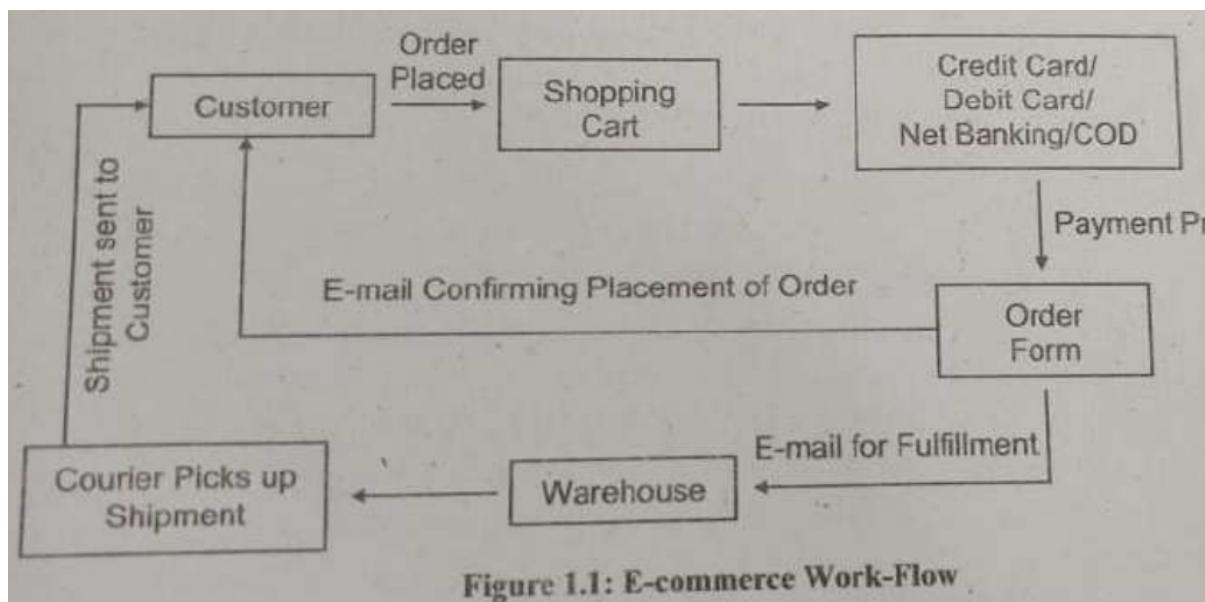
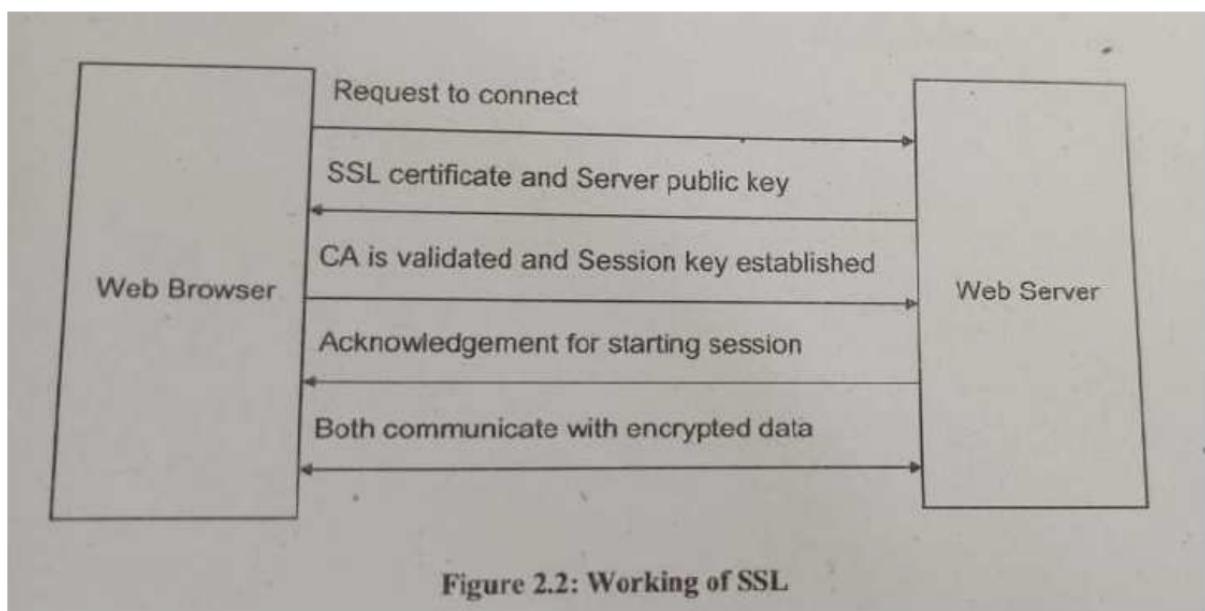
Bidders registered at that online auction website get opportunity to search and browse all active auctions

Bidders start bidding at the auction in which they are interested

At the time set, the bidding process ends

The buyer pays the price and the seller dispatches the item

Figure 5.6: Procedure for Online Auction



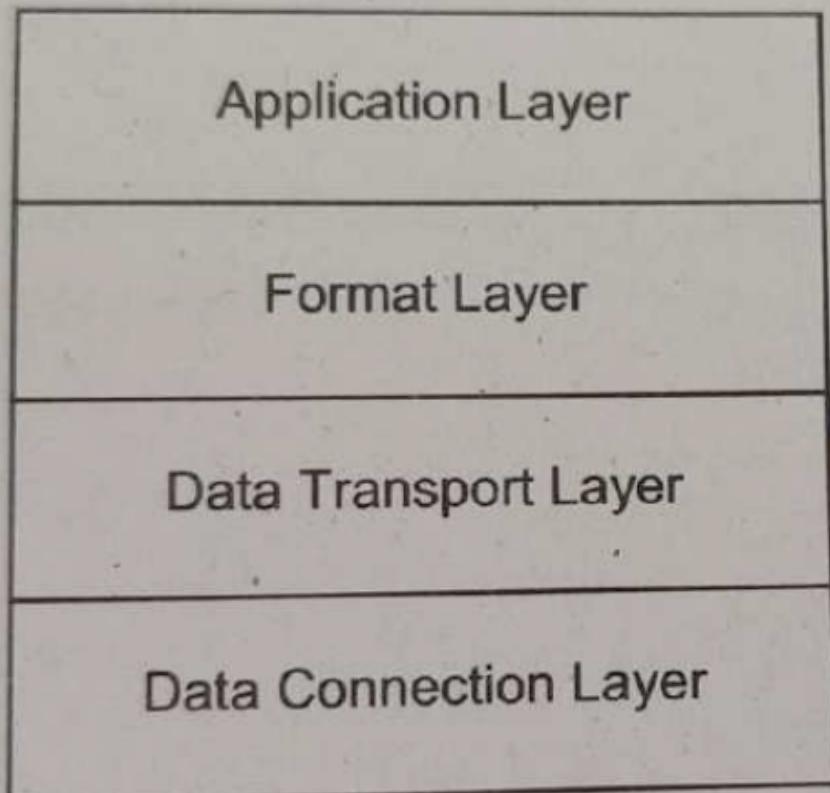


Figure 3.3: EDI Layered Architecture

- Find an online brokerage house.
 - Make an application to open a Demat Account and Online Trading Account.
- ↓
- Once the Demat Account and Online Trading Account are opened, bank account is to be linked with the trading account. Credentials to operate are received from online brokerage house.
- ↓
- Allocate funds from the bank account to the trading account.
- ↓
- Go to the trading page of your brokerage account. Alternatively, you can look for a stock of interest in trading and select to trade in that security.
- ↓
- Buying or selling stock is done by placing '*Orders*'. You can place a '*Buy Order*' to buy the stocks at a price. Similarly, to sell a stock at a price, you have to place a '*Sell Order*'.
 - Provide the following basic options when placing an order:
 - Option to choose whether you wish to Buy or Sell a particular stock.
 - The name/symbol of the particular stock which you want to either buy or sell.
 - The number of shares (quantity) that you want to either buy or sell.
 - The price at which you would like to either buy or sell this stock.
- ↓
- After you have confirmed the order, it is placed in the stock exchange through the online trading system.
 - Confirmation of placement order is received.
- ↓
- Stocks are actually bought or sold once this order gets executed in the exchange.
 - Confirmation of execution of order is received.
 - Online trading is complete.

Figure 5.8: Procedure for Online Trading

AUTOMATED mCOMMERCE WORK FLOW

