ALMUSTAQBAL UNIVERSITY

Department of Radiology Technologies

E-commerce
Fifth lecture
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E-commerce

WE are living in e-century. The Internet and information and communications technologies (ICT) are central to economic growth and productivity. Internet-based technologies and networks can increase productivity, decrease costs and open new market opportunities.

Now-a-days, using the Internet and email to conduct business is not uncommon.

However, lack of technical and management skills in Information and Communications Technology is a barrier. There are a wide variety of resources available to help you to improve


E-COMMERCE

E-Commerce : Meaning

E-Commerce or Electronics Commerce is a methodology of modern business which addresses the need of business organizations, vendors and customers to reduce cost and improve the quality of goods and services while increasing the speed of delivery. E-commerce refers to paperless exchange of business information using following ways.

- Electronic Data Exchange (EDI)
- Electronic Mail (e-mail)
- Electronic Bulletin Boards
- Electronic Fund Transfer (EFT)
- Other Network-based technologies

The concept of e-commerce is all about using the internet to do business better and faster.

E-commerce is the process of buying and selling over the Internet, or conducting any transaction involving the transfer of ownership or rights to use goods or services through a computer-mediated network without using any paper document.

Electronic commerce or e-commerce refers to a wide range of online business activities for products and services. It also pertains to “any form of business transaction in which the parties interact electronically rather than by physical exchanges or direct physical contact”.

Business transacted through the use of computers, telephones, fax machines, barcode readers, credit cards, automated teller machines (ATM) or other electronic appliances

Examples of E-Commerce

- An individual purchases a book on the Internet.
- A government employee reserves a hotel room over the Internet.
- A business calls a toll free number and orders a computer using the seller's interactive telephone system.
- A business buys office supplies on-line or through an electronic auction.
- A manufacturing plant orders electronic components from another plant within the company using the company's intranet.
- An individual withdraws funds from an automatic teller machine (ATM).
- Accepting credit cards for commercial online sales
- Selling to consumers on a pay-per-download basis, through a Web site, etc

E-banking

e banking is defined as the automated delivery of new and traditional banking products and services directly to customers through electronic, interactive communication channels. E-banking includes the systems that enable financial institution customers, individuals or businesses, to access accounts, transact business, or obtain information on financial products and services through a public or private network، including the Internet. Customers access e-banking services using an intelligent electronic device, such as a personal computer (PC), personal digital assistant (PDA)، automated teller machine (ATM), kiosk, or Touch Tone telephone. While the risks and controls are similar for the various e-banking access channels, this booklet focuses specifically on Internet-based services due to the Internet's widely accessible public network. Accordingly, this booklet begins with a discussion of the two primary types of Internet websites: informational and transactional.

TYPES OF E-BANKING

Electronic banking has many names like e banking, virtual banking, online banking, or internet banking. It is simply the use of electronic and telecommunications network for delivering various banking products and services. Through e-banking, a customer can access his account and conduct many transactions using his computer or mobile phone.

- ATMs (Automated Teller Machines)
- Telephone Banking.
- Electronic Clearing Cards.
- Smart Cards.
- EFT (Electronic Funds Transfer) System.
- ECS (Electronic Clearing Services)
- Mobile Banking.
- Internet Banking.

CONCEPT OF E-BANKING

Privatization and globalization of banks led to huge competition among established and the new banks. The banks increased the number of services offered to include insurance, pension funds, mutual funds, money market accounts, loans and credit plus securities. They were encouraged to explore other financial instruments while at the same time offering more convenience to customers to do any-time banking. The culmination of financial innovations in banking over the past decade triggered a major shift away from the traditional banking model to a new digital banking one.

For consumers, one of the biggest drivers of satisfaction has always been the ease to do business. One of the key reasons for customers switching banks has always been “Not happy with the services”. This need led to the origin of the concept of E banking which primarily means banking anytime, anywhere. Digitization has ushered a new era for financial services. It has contributed to the banks entering a period of unprecedented disruptions, in part because financial services innovations have contributed to a completely new way in which customers can bank through the increased mass adoption of mobile technology to the digitization of cash he concept of E banking has redefined a banking model that had been unchanged for decades resulting in established banks being forced to increase their pace of digital adoption as well as drastically reduce their overheads through cost cutting measures like cutting the number of bank branches in which they operate. In order to stay competitive in today's marketplace, banks and other financial institutions have expanded the range of services that they offer. These services can be divided into four main categories:

- Savings
- Payment services
- Borrowing
- Other financial services

online banking services

Online Banking Services are accessible to all the customers who have their valid user and ID allocated by the bank. The system offers a variety of services, including checking the balance, transferring money to another account at the same or a different bank, requesting a checkbook, changing your address, stopping the payment of checks, and reading annual and monthly statements.

The primary goal of the internet banking system is to give customers a choice that is more responsive, more affordable, and time-saving. The most significant financial activity today is carried out primarily by anyone with a bank account using online banking systems


ONLINE
BANKING
BANK

What is an ATM card ؟

ATMs or Automated Teller Machines are mostly used to withdraw cash. If a bank allows it, you can also make deposits into an account during and outside regular business banking hours. This card can only be used at ATMs and requires a PIN (Personal Identification Number).

All withdrawals using an ATM card are immediately deducted from the customer’s account.

telecommunications device that provides bank clients with access to financial transactions


RESERVE BANK OF INDIA
₹10

There are several advantages of using ATM, few are listed below-

* You can withdraw cash at any time, day or night. The banks don’t need to be open.

* ATMs offer the convenience of multiple locations.

*Your ATM card is protected by a PIN, keeping your money safe.

*You don’t need to fill out withdrawal and deposit slips as is required at the bank.

* ATMs are faster than going to the bank—no long lines.

A debit card:

taht drac tnemyap citsalp a si (drac kcehc ro drac knab a sa nwonk osla)
a ta (s)tnuocca knab   reh ro sih ot ssecca cinortcele redlohdrac ehtsedivorp
a hcihw htiw eulav derots a raeb yam sdracemoS .noitutitsni laicnanif
tnemyap
is made, while most relay a message to thecardholder's bank to withdraw
funds from a payer's designated bank account. The card, whereaccepted,
can be used instead of cash when making purchases. In some cases, the
primaryaccount number is assigned exclusively for use on the Internet
and there is no physical card

Telephone banking

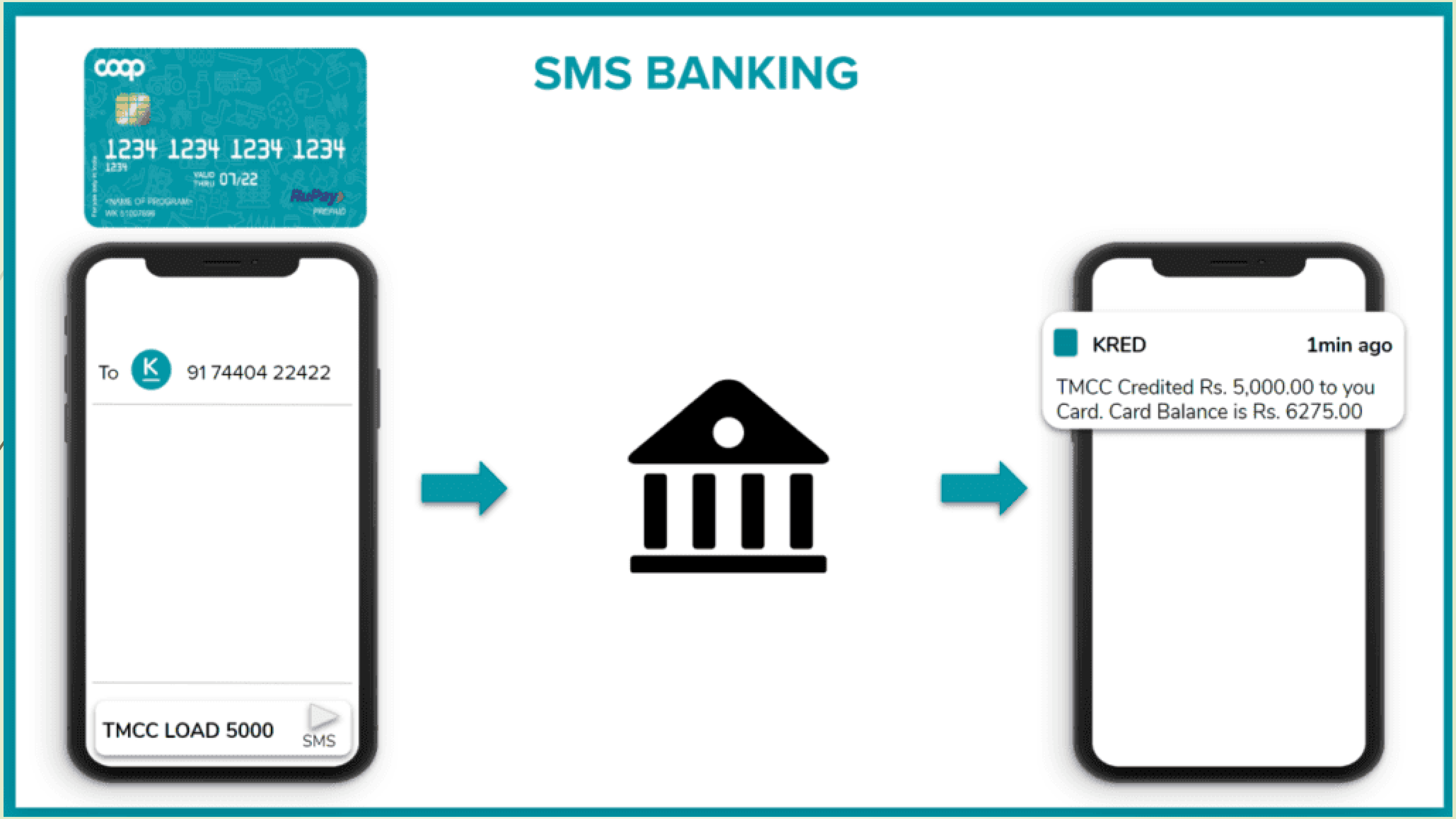
Telephone banking is a service provided by a bank or other financial institution that enables customers to perform over the telephone a range of financial transactions that do not involve cash or financial instruments (such as checks) without the need to visit a bank branch or ATM.

Telephone banking became commercially available in the 1980s, first introduced by Giro bank in the United Kingdom, which established a dedicated telephone banking service in 1984. Telephone banking saw growth during the 1980s and early 1990s and was heavily used by the first generation of direct banks. However, the development of in online banking the early 2000s started a long-term decline in the use of telephone banking in favor of internet banking T he advent of mobile banking further eroded the use of telephone banking in the 2010s.


Investment
Deposit
Shopping
Finance
BANK
Insurance
Credit
Account
Balance
Sell
Bills
Debit
Business
Transaction
Cash
Rates
Buy
Payment
Check
Taxes
Transfer
Inquiry
Currency

SMS Banking

SMS Banking is a Mobile technology that allows you to request and receive banking information
from your bank on your mobile phone via Short message service (SMS). Individuals or corporate
bodies can manage their bank accounts, check their account balances, perform check requests,
money transfers, pay some bills, and perform other banking transactions using their mobile
phones. There are two methods of SMS widely used in applications; they are the PUSH & PULL


SMS BANKING
coop
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07/22
RuPay
To 91 74404 22422
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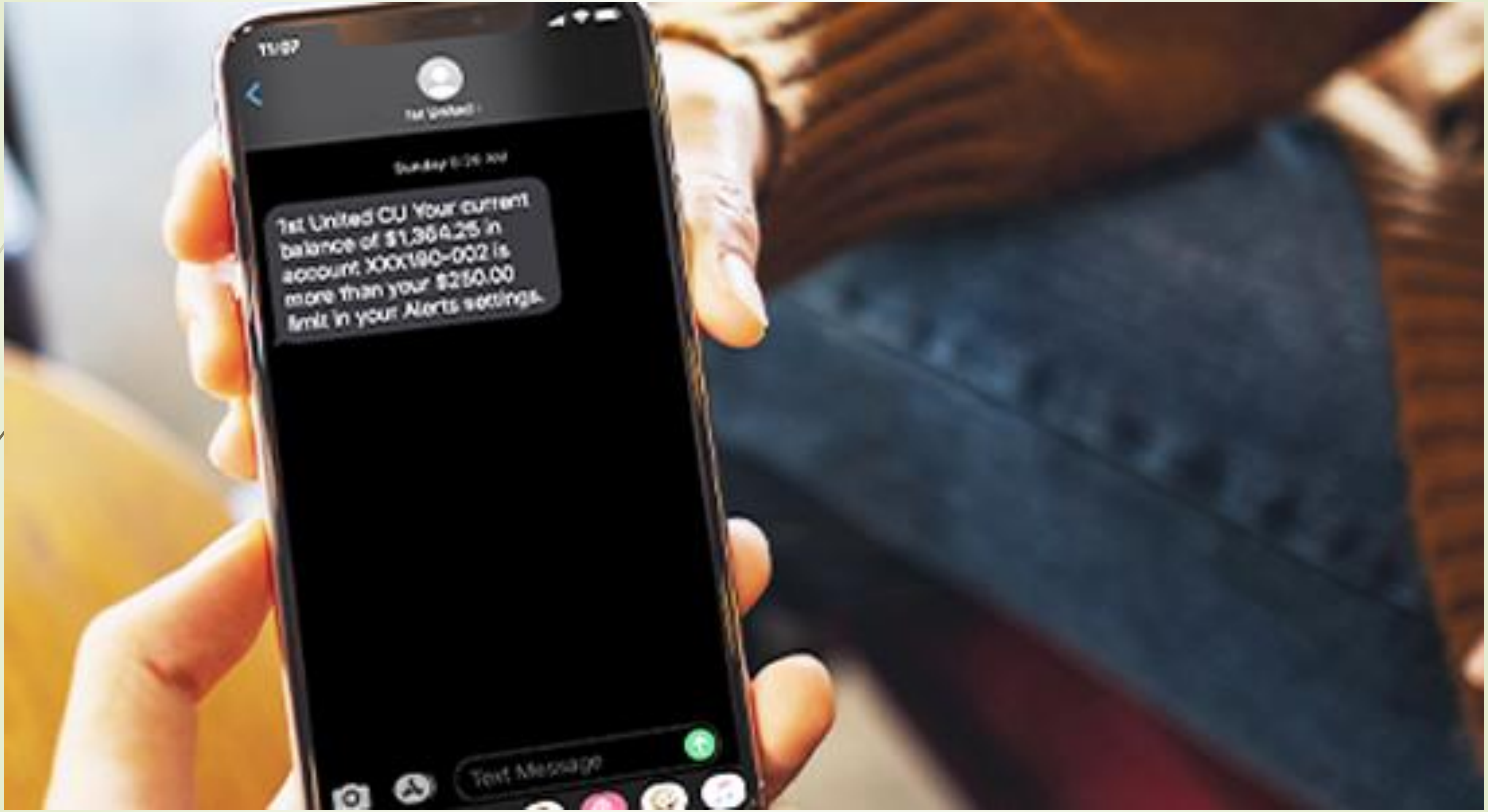
Electronic Alert

Electronic Alert means a notification, instruction, communication, order, message, data, or information sent by the Bank to you and/or your Authorised Users via SMS, email or such other mode of electronic delivery as the Bank may determine from time to time

Where you have registered more than one Authorised User for the Internet Banking Service or where you have more than one Account linked to the Internet Banking Service, you understand and agree that all mobile phone numbers, email addresses or such other electronic contact details on the Bank's records will receive an Electronic Alert and one-time password.


1st United CU Your current balance of $1,364.25 in account XXX190-002 is more than your $250.00 limit in your Alerts settings.
Text Message

Mobile banking

Mobile banking allows customers to conduct banking transactions through their mobile phones. It addresses limitations of internet banking by not requiring access to a computer. Major models of mobile banking include bank-focused models where banks offer additional mobile services to existing customers, bank-led models where customers conduct transactions through retail agents instead of branches while maintaining bank accounts, and non-bank led models where non-banks handle most account management functions while banks focus on safekeeping funds. State-owned banks in India have seen poorer customer response to mobile banking than private banks.

Thank you for listening