



جامعة المستقبل  
AL MUSTAQL UNIVERSITY

كلية العلوم  
قسم التقنيات الاحيائية الطبية

**Lecture: (2)**

**E-Commerce**

**Subject: Computer Science (II)**

**Level: Second**

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## E-Commerce:

- A. Concept of electronic banking services this include online Banking
- B. ATM and debit card services
- C. Phone Banking, SMS Banking
- D. Electronic Alert
- E. Mobile banking

### A. Electronic Banking Services

This lecture explores the concept of electronic banking services in the context of e-commerce, encompassing various aspects like online banking, mobile banking, and the benefits and challenges associated with their adoption.

#### Electronic Banking



### A Brief History of Electronic Banking

#### *Early Beginnings*

Electronic banking emerged in the 1970s with automated teller machines (ATMs) and telephone banking. Early adopters experienced limited functionality and security concerns.

#### *Modern Revolution*

The internet and mobile technology have revolutionized electronic banking, offering customers unparalleled convenience, access, and a wide range of financial services.



## Benefits for Customers of Electronic Banking

**1. Convenience:** Access banking services anytime, anywhere, without physical branch visits.

**2. Time-Saving:**

Quickly manage finances, pay bills, transfer funds, and access account information.

**3. Cost-Effective:**

Avoid bank fees associated with physical transactions and paper statements.

**4. Security:**

Banks utilize advanced security measures to protect customer data and prevent fraudulent activity. unparalleled convenience, access, and a wide range of financial services.

## Types of Electronic Banking Services

- Online Banking:** Access accounts through a secure website, enabling account management, bill pay, and transfers.
- Mobile Banking:** Use mobile apps for account management, payments, money transfers, and location-based services.
- Automated Teller Machines (ATMs):** Deposit, withdraw, and transfer cash through automated machines located across various locations.
- Telephone Banking:** Manage accounts and perform transactions through voice commands over the phone.

## B. ATM and Debit Card Services

### Convenience and Accessibility

**Anywhere, Anytime**

Access your funds 24/7 at ATMs located worldwide.

Use your debit card at millions of merchants, both online and in-store.

**Manage Finances Easily**

Withdraw cash, deposit checks, transfer funds, and check your balance conveniently with ATM and debit card services.





## Security Features of ATM and Debit Card



- EMV Chip Technology:** Reduces fraud by generating unique transaction codes for each purchase.
- Biometric Authentication:** Securely access your account using fingerprint or facial recognition.
- Card Lock and Alerts:** Control your card's usage with the ability to lock and unlock it remotely. Receive alerts for suspicious activity.

## Fees and Charges

- ATM Fees:** Out-of-network ATM fees may apply. Check your bank's fee schedule.
- Overdraft Protection:** Fees may apply if you overdraw your account. Consider overdraft protection options.
- Foreign Transaction Fees:** Fees may apply for transactions made outside of your home country. Check with your bank before traveling.

## C. Phone Banking, SMS Banking

### Phone Banking: A Closer Look

#### Accessibility

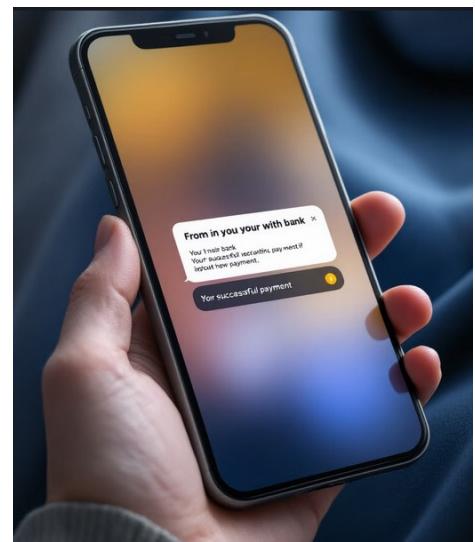
Access your accounts anytime, anywhere.

#### Control

Make transfers, pay bills, and check balances.

#### Customer Support

Speak with a representative directly.





## SMS Banking: A Quick Way to Manage

1. **Notifications:** Receive alerts for transactions and account activity.
2. **Balance Checks:** Get your account balance with a simple text.
3. **Payments:** Pay bills or send money through secure SMS.



## D. Electronic Alert Banking

**Electronic Alert Banking:** has become a crucial part of modern financial management. It empowers users to stay informed about their accounts in real-time, enabling proactive financial decisions and enhanced security.

### Types of Electronic Alerts

1. **Transaction Alerts:** Receive immediate notifications for every transaction made, including debit card purchases, online payments, and ATM withdrawals.
2. **Balance Alerts:** Get alerts when your account balance falls below a predefined threshold, preventing overdrafts or unexpected financial strain.
3. **Due Date Reminders:** Stay on top of bill payments and other financial obligations with timely reminders about upcoming due dates.
4. **Security Alerts:** Receive notifications about suspicious login attempts, potential fraud, or changes to your account information.





### Benefits of Electronic Alert Banking

**Enhanced Security:** Real-time alerts empower you to monitor account activity and identify fraudulent transactions promptly, protecting your finances.

**Improved Financial Management:** By receiving timely notifications, you can stay on top of your finances, avoid overdrafts, and make informed financial decisions.

**Convenience and Accessibility:** Electronic alerts provide immediate and convenient access to important financial information, regardless of your location or time of day.

**Peace of Mind:** Knowing that you're receiving real-time updates about your accounts offers a sense of security and control over your finances.

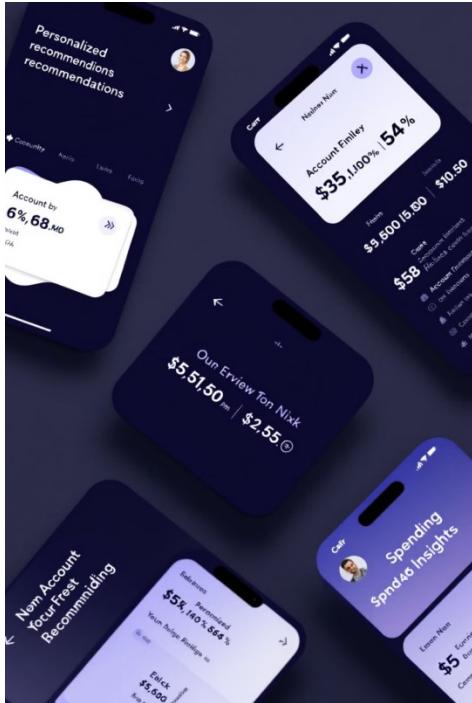
### E. Mobile Banking

**Mobile Banking** is a service that allows customers to conduct financial transactions using a mobile device, such as a smartphone or tablet. With mobile banking, users can manage their bank accounts, pay bills, transfer money, check balances, view transaction histories, and even deposit checks remotely. It's typically offered by banks and financial institutions through their mobile apps.

Key features of mobile banking services might include:

1. **Account Management:** View your account balances, recent transactions, and statements.
2. **Money Transfers:** Transfer funds between your own accounts or to others, either within the same bank or across different banks.
3. **Bill Payments:** Pay bills directly from your account for utilities, credit cards, or other services.
4. **Check Deposits:** Deposit checks by taking pictures of them using your phone's camera.
5. **ATM/Branch Locator:** Find nearby ATMs or branches based on your location.
6. **Security Features:** Advanced security such as two-factor authentication, biometrics (fingerprint or face recognition), and encryption for safe transactions.





## Personalized Banking Experiences

### Tailored Recommendations

Banks offer personalized financial advice, based on individual spending habits and goals.

### Spending Insights

Mobile apps provide detailed spending analysis and insights, helping users manage finances.

## The Rise of Mobile Payments

**Contactless Payments:** Mobile payments allow for fast and secure transactions, replacing traditional payment methods.

**Digital Wallets:** Mobile wallets store payment information securely, allowing for convenient and fast purchases.

