

Chapter 11

Electronic Commerce Payments,
Order Fulfillment, and
Other Support Services

eCommerce

Learning Objectives

1. Understand the shifts that are occurring with regard to noncash and online payments.
2. Discuss the players and processes involved in using credit cards online.
3. Discuss the different categories and potential uses of smart cards.
4. Discuss various online alternatives to credit card payments and identify under what circumstances they are best used.
5. Describe the processes and parties involved in e-checking.

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Learning Objectives

6. Describe payment methods in B2B EC, including payments for global trade.
7. Define EC order fulfillment and describe the EC order fulfillment process.
8. Describe the major problems of EC order fulfillment.
9. Describe various solutions to EC order fulfillment problems.
10. Discuss support services provided by general consulting and outsourcing firms.

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