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Online Transactions

E-commerce companies

Listening:

CD 29 IT1



He works for a company that sells home cleaning products. Mark the statements true (T) or false (F).

- 1. David's company sells mainly online.
- 2.70% of their business is online.
- 3. People buy their cleaning products when they buy their food.
- 4. People buy their cleaning products in supermarkets.
- 5. Online sales are growing. (مبيعات)

Listen to this interview with David Aston.

Talking about quantity

Language

Talking about quantity

We use <i>many</i> and <i>a few</i> with countable plural nouns.	We need a few users to test this. They don't have many customers.
We use much and a little with uncountable nouns.	We have a little money for online shopping each week. I don't have much knowledge on that subject.
We use a lot of and some with countable and uncountable nouns.	A lot of businesses need E-commerce upgrades. Some money has been kept aside for this.

H.W.

Choose the correct words to complete these sentences.

- 1 A lot of/Much shops have online presence. They sell many/much products online.
- 2 Some/A little companies offer customer service and advice on their E-commerce websites.
- 3 I don't have much/many knowledge of computers, but I can still shop online.
- 4 Companies spend a lot of/many money on E-commerce security.
- 5 Even when companies only have a little/a few money for online marketing, they should spend it.

Listening:



CD 30 IT1

Listen and repeat these phrases.

- 1. Not a lot of time.
- 2. Too much work.
- 3. Only a little money.
- 4. a few computers.
- 5. a lot of memory.

Speaking

H.W.

Work in pairs

Use the words in the language box on page 5(36) to talk about your own online shopping habits.

Ex: I buy a lot of music online but I get few clothes online.

Vocabulary



Vocabulary 6 Match the types of business in the box to the correct column 1–4.

B2C business-to-consumer

C2C consumer-to-consumer

B2B business-to-business

M-commerce

Types of Business	1	2	3	4
Explanation	Companies exchange information and make wholesale transactions.	Companies sell products or services to customers over the Internet.	People sell or exchange second-hand, used items and collectibles.	Customers purchase products and services via mobile devices.
Examples	coffee supplier to Nestlé	Amazon	еВау	news, sport results

Writing

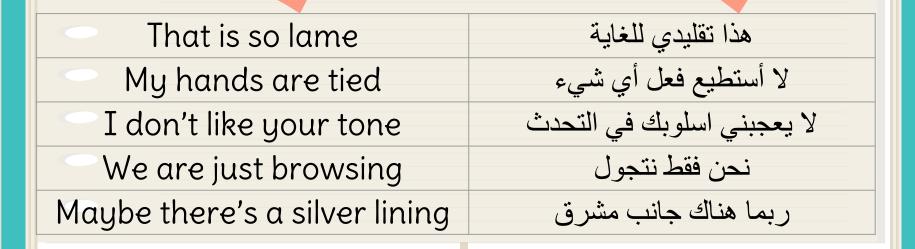
Writing

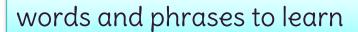
What are the advantages and disadvantages of shopping online? Use this table to make notes and then make sentences.

Example: There's more choice online but you can see things better in a shop.

edinal Court	advantages	disadvantages
security	can use their emails	Estimateria ellegines fu pay for
speed	customer opens an accounts -	MURE TO THE PARTY OF THE PARTY
choice	Target Times and the second se	are raise many only by
convenience	Temporal State Common temporal State Common temporal State Common Stat	they are below internet - 10.
price	Control of the latest many removation	urphyslions altract customers

words and phrases to learn





I will wait you X خطا

Wait + for

Ex:

I will wait for you

Or

I will await you

انا سوف انتظركم

E-commerce features

Voc	cab	oulary
bulary	2	What are the sto



H.W.

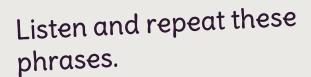
Vocabulary	2	What are the steps in buying products online? Number these sentences in the
		correct order.

- a) The customer opens an account.
- b) The customer goes to the check-out.
- c) The customer puts the item(s) in a basket or shopping cart.
- d) The customer pays for the product(s) with a credit or debit card.
- e) The customer goes to the website.
- f) The customer searches and/or browses the website.
- g) The customer chooses the item(s) to buy.
- h) The customers checks the order.

Listening:



CD 31 IT1



- 1. Open an account.
- 2. Go to the checkout.
- 3. Put an item in the basket.
- 4. browse the website.
- 5. choose an item.
- 6. check the order.



H.W.

Work in pairs. Use:

Firstly, Secondly, then, after that, finally, to describe the steps in buying a product or service.

Talk about something you have bought, like a DVD, Computer or an airline ticket.

Linking ideas

Language

Language

Linking ideas

We use and to link sentences that describe similar actions or situations.	I have a PC and a laptop at home.
We use but to link sentences that describe different ideas/actions or situations.	I use Amazon but I don't use iTunes.
We use so to say that something has happened as a result of something.	She's got a Kindle, so she doesn't buy many books now.
We use or to link sentences that describe two possible actions or situations.	Would you like tea or coffee?

Reading

H.W.

Reading 5 Complete this text with the words in the box.

and but or so

Companies want to reach more customers, (1) ______ they go online. It is easy to set up an online business (2) _____ it is difficult to design and develop a website that attracts a lot of customers. Hardware (3) _____ software provide basic infrastructure for E-commerce.

Networking, customer interface and payment solutions are very important parts of a company's E-commerce solution. Customers expect a fast and reliable service (4) ______ they will go somewhere else to buy things.



Vocabulary

H.W.

2 Customers can use their credit cards, PayPal or 3 We used a lot of promotions, so 4 I don't know how to buy online but 5 They want to buy a Cat 5e cable so 6 In E-commerce you can look at a

Effective product information and

picture of a product but

- Match the first half of the sentences 1–6 to to the second half a–f.
 - a) I'll check online tutorials.
 b) electronic cheques to pay for transactions.
 - c) you can't touch it.
 - d) our sales improved a lot.
 - e) they search the Internet.
 - promotions attract customers.

Speaking

Transaction security

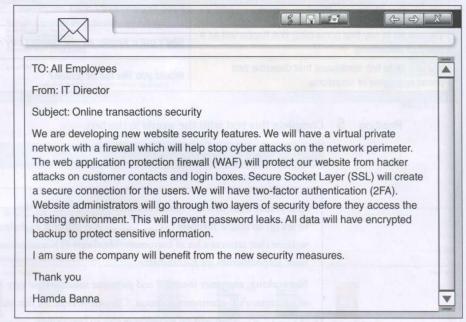
Reading

H.W.

Read this email. Answer these questions.

Reading

2 Read this email. Answer these questions.



- 1 How many security features will the company have?
- 2 Which security feature will stop attacks on the company network?
- 3 What solution will protect customer contacts and login boxes?
- 4 What will protect private user information sent over the network?
- 5 What will the two-factor authentication prevent?
- 6 What will protect information?

Future (will + infinitive)

Language

Language

Future (will + infinitive)

We use **will** + infinitive without *to* to talk about plans for the future. (Something we think, believe or know will happen.)

The new security system will protect our customer's better.

Hackers won't/will not get into the network.

When will we change to the new security system? We'll/we will do it next month.

 Will the new system have a firewall?
 علی سیکون للنظام الجدید جدار حمایة

 Yes, it will./No, it won't.
 لا ، لن یحدث ذلك

Listening:



CD 32 IT1

Listen and repeat these phrases.

- 1. The company won't provide internet access to all employees.
- 2. I'll do the security checks and then upgrade this week.
- 3. when will you finish the work?
- 4. Yes, I will.
- 5. No, she won't.

Listening:

Shayan is telling Monika how customers will pay for something online on a new website. Complete this dialogue with the words in the box.

CD 33 IT1

accounts bank gateway payment

completes rejection

confirmation web

customer First

H.W.

Monika: Shayan, can you explain how a customer (1) _____ an online

transaction?

OK, it's very easy. (2) _____ the customer will place an order.

Shayan:

The seller's (3) _____ server will confirm availability of the

product and send a response. After that, the customer checks out and

completes the (4) _____ instructions. Then the server will send a payment request to a payment (5) _____. The payment gateway

Monika: Fine. Go on.

Shayan: The bank will respond and send payment acceptance or (7)

to the seller's web server through the payment gateway. Finally, the customer will receive the server response with the order

will check the buyer's ability to pay with the (6) _____. OK?

(8) _____ or rejection.

Monika: Will the (9) _____ have to register?

Shayan: Yes, all buyers must have their (10) ______ before they complete

the transaction.

Thank you. Now I understand. Monika:

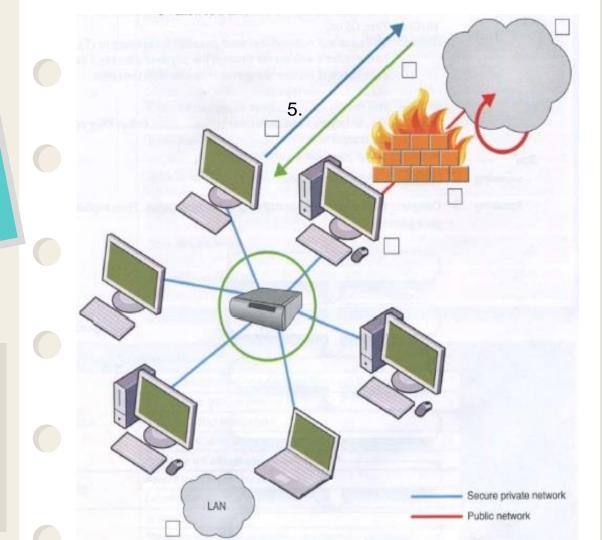
Listen and check your answers.

Vocabulary

H.W.

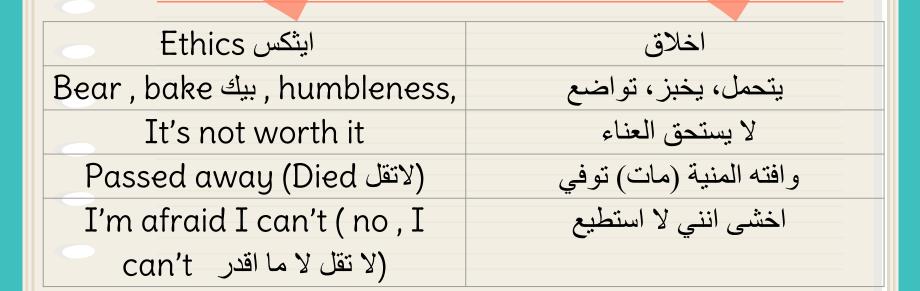
Label the network diagram with the correct item 1-6:

- 1.the internet
- 2.the local area network
- **3.**the hardware firewall (with the router)
- 4.computers with firewall software
- 5.outbound traffic
- **6.**inbound traffic



words and phrases to learn

H.W.



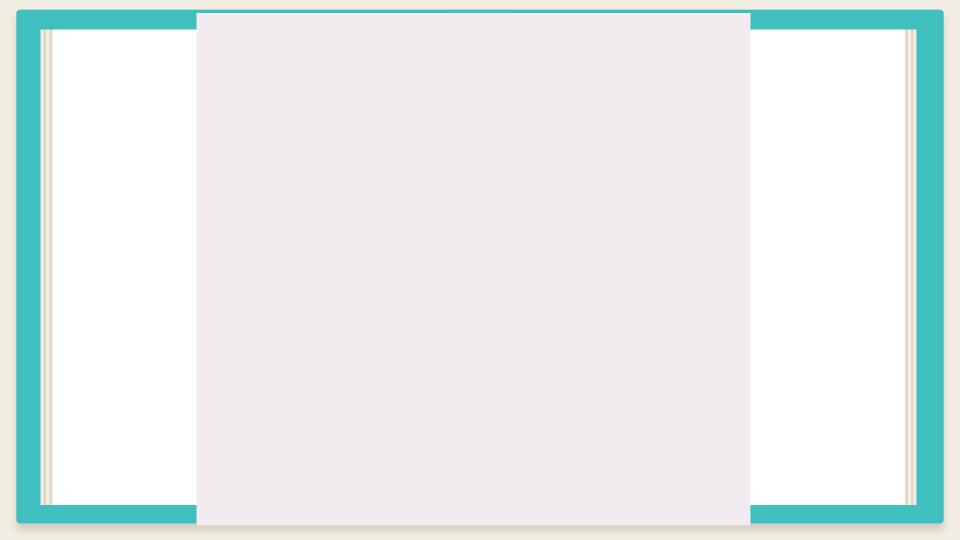
words and phrases to learn

Ice

- مرتین Twice
- قمل lice قمل
- Mice
- النرد Dice
- الرذيلة Vice
- ارز Rice

H.W.

give some words that end of the same Letters (two or more)



Alternatives to very	البديل H.W.	
Very noisy	Deafening	
Very often	Frequently	
Very old	Ancient	
Very quiet	Hushed	
Very scared	petrified	
Very lazy	indolent	
Very shy	Timid	
Very happy	Ecstatic	
Very poor	Destitute	
Very warm	?	



Test: 02/11/2022 CD 30,31,32 Write the sentences you

listened to as dots?





- 1 not a lot of time
- 2 too much work
- 3 only a little money
- 4 a few computers
- 5 a lot of memory



- 1 open an account
- 2 go to the check-out
- 3 put an item in the basket
- 4 browse the website
- 5 choose an item
- 6 check the order

32

- 1 The company won't provide Internet access to all employees.
- 2 I'll do the security checks and then upgrade this week.
- 3 When will you finish the work?
- 4 Yes, I will.
- 5 No, she won't.