



E-commerce

1. E-commerce is just another word for home shopping/delivery ie buying stuff on the web.

There are supermarket sites e.g.   where you can buy your shopping and get it delivered to your home (for a fee).

Most of the stores on the high street have their own websites. Some of these allow you to order on the web and then pick up locally.



There are also stores which are only available on the web.



2. Sometimes (but not always!) you get better prices on the web than on the high street but you have to remember to factor in delivery costs and any charges for using credit/debit cards. On the other hand you may be willing to stand these costs for the convenience of getting delivery to your home. Or you can sometimes order on the web and have it delivered to your local store, saving on delivery charges.
3. First of all you have to find where on the web you can buy the item. Search engines such as Google (Refer to the Pass IT On instruction I1 "What is the Internet? (using Internet Explorer)") are useful both for finding the item if you have a description or part number and for finding suppliers' websites.

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4. You will soon come across price comparison websites such as www.pricerunner.co.uk or www.kelkoo.co.uk



kelkoo

for products; or if you're more interested in

money, insurance and utilities www.uswitch.com,



www.confused.com,



www.moneysupermarket.com or



www.moneysavingexpert.com.



Some of these take a cut to route you to their recommendations so be aware of this. Also they may not cover all options. Just make sure you shop around.

5. Another way of getting discounts is to try using Voucher Codes and there are websites such as

www.myvoucherCodes.co.uk



www.voucherCodes.co.uk









beware that even with the code the price may not be as cheap as directly or via a price comparison site.


6. Usually before you buy you will have to register on the website so as to create an account with an account number. This will probably involve choosing a username and a password in order to login. The username is sometimes just your email address. A password should contain a mixture of upper case and lower case letters and also numbers and should be hard to guess i.e. not be too obvious such as your name! Don't be tempted to click to allow the computer to store passwords, especially if other people have access to your computer, as these can be read from the computer. And don't leave passwords lying around.


As well as contact details such as name and address you will have to give your email address so that the company can communicate with you.

7. When you come to pay for an item you will probably have to use a debit or credit card. This is where security becomes important. You should be routed to a secure website before using your card to pay.

This is denoted in Windows Explorer  and in Mozilla Firefox  by a padlock. Also the webaddress will begin with https instead of http (the 's' denoting secure).

8. A useful way of paying is by Paypal  used often with Ebay  but also with  other sites. The Paypal  account is set up in conjunction with your credit card and avoids having to give your credit card details to all the stores you visit.

9. If the website uses Verified by Visa and MasterCard Secure Code then this can protect your card twice. The banks (eg RBS  with RBSsecure) will arrange for a separate code to be asked for in order to confirm that it is you who is using the card. A phrase that you supplied to the bank is shown on the window that appears to show that it is really the bank which is asking for the code. Other banks will actually provide you with a card reader to attach to your computer so that it verifies your card there and then.

10. Popular websites are www.amazon.co.uk  mainly known for books but useful also for eg electrical goods.

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Another, for both new and used items, is www.ebay.co.uk.



Here you can both buy and sell. So this is a way you can get rid of all these surplus items taking up too much space.

11. Most shopping websites have search facilities to find what you want. Otherwise you can search through the products, often in various categories.

12. Buying travel tickets is an art in itself. There are general sites for rail travel eg www.thetrainline.com, 

air travel eg www.expedia.co.uk,



www.lastminute.com

and so on.

These are sites which

will provide costs

to travel between X and Y. But some companies don't appear on these and it is often cheaper to go direct to the airline's or rail company's website. For instance East Coast rail

www.eastcoast.co.uk gives a 10%



discount for webbooking. Watch out

for the extras not always visible when you get an initial price.

For air travel these can include taxes, fuel surcharges, paying for luggage and prebooked seats, and card charges. Be

aware that buying single rail tickets can sometimes be cheaper than buying returns, and splitting a rail journey into

sections can sometimes prove cheaper than buying the whole journey.