

Dear Parents / Students

Due to the unprecedented situation, Knowledgeplus Training center is mobilized and will keep accompanying and supporting our students through this difficult time.

Our Staff will be continuously, **sending notes and exercises on a weekly basis** through **what's app and emails**. Students are requested to **copy the notes and do the exercises** on their copybooks.

The answers to the questions below will be made available on our website on knowledgeplus.mu/support.php.

Please note that these are extra work and notes that we are providing our students and **all classes will be replaced during the winter vacation**.

We thank you for your trust and are convinced that, together, we will overcome these troubled times

Fundamentals of Software package – Week 2

Electronic Commerce (E-Commerce)

Definition of E- Commerce

Electronic commerce commonly known as e-commerce is the buying and selling of products or services over the internet. These services provided online over the internet network. Transaction of money, funds, and data are also considered as E-commerce. The largest online retailing corporations are E-bay and Amazon.com.

Companies have created websites to sell their goods online. The websites will display the following:

- Hyperlinks to other pages and ability to bookmark pages.
- Shopping basket
- Ability to track status of order online.
- Search facilities for items
- Sales confirmation by automatic email.
- Online help facility

The purpose of buying goods online commonly involves:

- Browsing through the online catalogue.
- Adding items to the virtual basket
- Visiting a virtual checkout
- Choosing payment and delivery method
- Order confirmation
- Shipping confirmation(via email or SMS)

Advantages to Companies

- Large savings on warehouse and office space
- A wider catchment area for customers
- Customers can be kept in touch by email and informed of new products etc.
- No worries about unsold stock.

Advantages to Customers

- There is no travelling; it can be done from home
- No sticking to shopping hours – it can be done 24 hours a day
- It is much quicker to check out a lot of different shops for the best price.
- Obscure goods maybe hunted for globally – your local shop may not stock it.
- Detailed product information

Disadvantages to customers

- Fear of virus
- Fear of hacking
- You may have to wait several days before receiving your goods and there is no guarantee that the products are good.
- Not everyone has an internet access
- You cannot try items before purchasing
- Returning goods or getting help can be difficult.
- There is a security risk using credit cards online. The card details may be stolen and used to commit fraud.

Theory Questions

1. Tick (✓) Hardware or Software next to each of these statements.

	Hardware	Software
Hard Disk		
A PowerPoint Presentation		
Programming language		
A game program stored on a CD-ROM		
The CD-ROM that stores a game program		

2. State whether the following statements are True or False. (10 Marks)

1. A trackball is used to control the cursor on the screen of a notebook. (.....)
2. The system unit is like the brain of the computer. (.....)
3. A low resolution monitor displays better image quality than a high resolution monitor.(.....)
4. A laser printer uses liquid ink. (.....)
5. We can erase data found on a CD ROM. (.....)
6. A mouse is used to enter text into the computer. (.....)
7. We measure printing speed in km/h. (.....)
8. A floppy disk is faster than a CD ROM. (.....)
9. A printed document is called hardcopy. (.....)
10. We must not place heavy objects on floppy disks. (.....)

3. What do these acronyms stand for?(5 Marks)

1. OS:
2. CDROM:
3. GUI:
4. I/O:
5. ALU:

4. Fill in the blanks with the appropriate words given in the box below. Each word should be used only once. (10 Marks)

Main Memory	Printer	Mouse	CU
Storage	Components	Volatile	ALU
Microsoft Word	Digital Camera	Ppm	

1. A floppy disk is a type ofdevice.
2. A system is a group ofdesigned to perform a particular task.
3. A device used to record images in digital form that can be transferred to a computer is called
4. The speed of the inkjet printer is measured in
5. One feature of RAM is that it is
6. ROM and RAM are types of
7.is an example of applications software.
8. A device that produces hardcopy is a
9. Ais also known as a pointing device.
10. Two of the components of the CPU are and

5. State the short cut keys for :

- a. Cut:
- b. Copy:
- c. Paste:
- d. Save:
- e. Print:
- f. Undo: