Chapter 5
E-Commerce Systems

Fundamentals
- E-Commerce encompasses the entire online process of developing, marketing, selling, delivering, servicing and payment for products and services transacted on internetworked, global marketplaces of customers, with the support of a worldwide network of business partners.
- Electronic Data Interchange (EDI)

Three Basic Categories
- Business to Consumer (B2C)
- Business to Business (B2B)
- Consumer to Consumer (C2C)

E-Commerce Processes
- Access Control and Security
- Personalizing and Profiling
- Search Management
- Content and Catalog Management
- Payment Systems
- Workflow Management
- Event Notification
- Collaboration and Trading

“Clicks and Bricks”
- Physical vs. Virtual World
- Partial Integration
- Complete Integration
- Complete Separation