

2001 Paper 7 Question 5

E-Commerce

One of your customers complains about the delivery of goods that she claims she did not order.

- (a) What is needed to establish that a contract actually existed? [4 marks]
- (b) What other information is it useful to keep about your customers, and what could you use it for? [4 marks]
- (c) Describe some of the problems of anonymous payment schemes such as digital cash. Where might they be useful? [8 marks]
- (d) What recourse would the customer have if she had paid using such a system, and how would you detect whether such a complaint was fraudulent? [4 marks]