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]