

ISO 32111:2023-09 (E)

Transaction assurance in E-commerce - Principles and framework

Contents	Page
Foreword.....	v
Introduction.....	vi
1 Scope.....	1
2 Normative references.....	1
3 Terms and definitions.....	1
4 Framework of e-commerce transaction assurance.....	1
5 Principles.....	2
5.1 General.....	2
5.2 Authenticity.....	2
5.3 Accountability.....	3
5.4 Accessibility.....	3
5.5 Security.....	3
5.6 Privacy.....	3
6 Participants in e-commerce transactions.....	3
7 Activities during the transaction process.....	4
7.1 General.....	4
7.2 Activities during pre-transaction phase.....	5
7.2.1 General.....	5
7.2.2 Account registration.....	5
7.2.3 Verification of registered information.....	6
7.2.4 Preparation of third-party service.....	6
7.2.5 Releasing transaction-related information.....	6
7.3 Activities during in-transaction phase.....	7
7.3.1 General.....	7
7.3.2 Placement of electronic order.....	7
7.3.3 Confirmation of electronic order.....	7
7.3.4 Choice of payment method.....	7
7.3.5 Payment for purchased products.....	8
7.3.6 Delivery of purchased products.....	8
7.3.7 Customs clearance.....	8
7.3.8 Receipt with confirmation.....	9
7.4 Activities during post-transaction phase.....	9
7.4.1 General.....	9
7.4.2 Performance evaluation.....	9
7.4.3 Resolving disputes.....	9
7.4.4 Return of products.....	10
7.4.5 Refund of payment.....	10
7.4.6 Compensation for transaction loss.....	10
7.4.7 Maintenance and technical support.....	10
8 Assurance elements.....	11
8.1 General.....	11
8.2 Identity information.....	12
8.3 Qualification information.....	12
8.4 Terms of use.....	12
8.5 Third-party service rule.....	12
8.6 Online reputation information.....	13
8.7 Product information.....	13

8.8	Transaction document.....	14
8.9	Multiple payment methods.....	14
8.10	Payment security rule.....	14
8.11	Delivery rule.....	14
8.12	Customs clearance rule.....	15
8.13	Performance evaluation rule.....	15
8.14	Dispute resolution rule.....	15
8.15	Return and refund rules.....	15
8.16	Compensation rules.....	16
8.17	Maintenance and technical support rule.....	16
Annex A (informative) List of principles in e-commerce and equivalent activities.....		17
Annex B (informative) List of principles in e-commerce and equivalent assurance elements.....		19
Annex C (informative) Correlation between transaction activities and assurance elements.....		21
Bibliography.....		22