

ISO 32112:2025-01 (E)

Transaction assurance in E-commerce - Relevant factors of evaluation and selection of indicators

Contents

Page

- Foreword..... iv
- Introduction..... v
- 1 Scope..... 1
- 2 Normative references..... 1
- 3 Terms and definitions..... 1
- 4 Conducting evaluations for E-commerce transactions..... 2
 - 4.1 Understanding the context of conducting evaluations..... 2
 - 4.1.1 What are the purposes and features of evaluations?..... 2
 - 4.1.2 Why are evaluations useful?..... 3
 - 4.2 Benefits of conducting evaluations by various interested parties..... 3
 - 4.2.1 Who should be involved when conducting evaluations?..... 3
 - 4.2.2 Where and when can the results of evaluations be used?..... 3
 - 4.3 Adopting the evaluation approach using indicators..... 4
- 5 Relevant factors for conducting evaluations..... 4
 - 5.1 General..... 4
 - 5.2 Quality of E-commerce transaction platforms and sites..... 5
 - 5.2.1 Processing capacity..... 5
 - 5.2.2 Interface..... 6
 - 5.2.3 Information security and management measures..... 6
 - 5.2.4 Compliance..... 6
 - 5.2.5 Trust and brand reputation..... 7
 - 5.3 Quality of E-commerce transaction services..... 7
 - 5.3.1 Pre-sale services..... 7
 - 5.3.2 Order services..... 7
 - 5.3.3 Payment services..... 8
 - 5.3.4 Logistic services..... 8
 - 5.3.5 After-sales services..... 9
 - 5.3.6 Miscellaneous services..... 9
 - 5.4 Local external environments for E-commerce transactions..... 9
 - 5.4.1 Business environment..... 9
 - 5.4.2 Initiatives and measures..... 10
 - 5.4.3 Supervision..... 10
 - 5.4.4 Availability of financing..... 10
 - 5.5 Sustainability of E-commerce transactions..... 10
 - 5.5.1 Sustainability in economy..... 10
 - 5.5.2 Sustainability in society..... 11
 - 5.5.3 Sustainability in environment..... 11
- 6 Guidelines on selection of indicators in relevant factors..... 11
 - 6.1 Identifying the role of indicators..... 11
 - 6.2 Characteristics of selected indicators..... 12
 - 6.3 Steps to select indicators..... 12
- Annex A (informative) Examples for indicators in relevant factors of E-commerce transaction assurance..... 14
- Annex B (informative) Matrix of factors and themes to be considered for evaluations..... 18
- Bibliography..... 19