

BSBITU315 Purchase Goods and Services Online - Resource



**BSB30115 Certificate
III in Business**

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COURSE INTRODUCTION

ABOUT THIS GUIDE

This learner guide covers one unit of competency that is part of the BSB30115 Certificate III in Business Training Package:

BSBITU315 Purchase goods and services online

This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of conducting online transactions to provide technical advice and support to a team.

ABOUT ASSESSMENT

This guide contains a range of learning activities which support you in developing your competence. To apply this knowledge to your assessment you will be required to complete the assessment tools that are included in your program. The assessment is a competency based assessment, which has no pass or fail; you are either competent or not yet competent. This means that you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent.

For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Third-party reports from a supervisor
- Practical demonstration of your skills in a classroom situation
- Projects and assignments
- Portfolio of evidence
- Written or verbal questioning to assess knowledge and understanding of business policies and procedures
- Oral presentation
- A combination of these methods

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer.

To be successful in this unit you will need to be able to join you're learning to your work place, this should be achievable for those who are employed and for those who are not yet employed and you will be required to use observations of examples that can take place in a workplace environment.

ELEMENTS AND PERFORMANCE CRITERIA

1. Identify suitable suppliers online	1.1 Identify purpose for goods or services to be procured
	1.2 Conduct research to identify potential suppliers of required goods/services by accessing a range of digital sources/marketplaces
	1.3 Assess service provider confidentiality, security and privacy facilities in accordance with individual and organisational requirements
	1.4 Assess potential products/services for authenticity
	1.5 Select most appropriate supplier of goods/services, in accordance with organisational budget, policies, and procedures
2. Procure goods or services online	2.1 Engage with supplier in a professional and appropriate manner via the relevant online platform
	2.2 Identify risks in the digital transfer of information and take steps to ensure that information is secured in accordance with organisational requirements
	2.3 Place purchase order with the relevant supplier using appropriate online functions to obtain required goods/services
	2.4 Report any difficulties in accessing or using online facilities to the supplier as required
	2.5 Make payment or receive invoice to complete transaction in accordance with terms of online transaction and organisational policies and procedures
3. Maintain records of online transactions	3.1 Maintain banking and other records of transactions in accordance with organisational policy, procedures and level of authority
	3.2 Compare organisational records with online records and deal with irregularities according to organisational policy and procedures
	3.3 Review goods/services obtained, assessing quality, timeliness, and level of customer service

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential knowledge and skills and their level required for this unit.

REQUIRED KNOWLEDGE

- Communication skills to negotiate with online service provider/s
- Literacy skills to read and analyse information for its relevance and sufficiency, and to follow policies and procedures
- Numeracy skills to work with and evaluate monetary figures
- Technology skills to operate computer and software appropriate to transaction being performed

REQUIRED SKILLS

- Key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - Anti-discrimination legislation
 - Ethical principles
 - Codes of practice
 - Privacy laws
 - Occupational health and safety
- Policies and procedures relating to use of the internet and online purchasing
- Service provider requirements
- Legal and ethical requirements relating to a range of online transactions

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Identification and selection of appropriate services to meet defined needs
- Use of appropriate security considerations
- Knowledge of policies and procedures relating to the use of the internet and online purchasing

Context of and specific resources for assessment

Assessment must ensure:

- Access to an actual workplace or simulated environment
- Access to office equipment and resources

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- Direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- Analysis of responses to case studies and scenarios
- Demonstration of techniques
- Oral or written questioning to assess knowledge of legal and ethical requirements relating to a range of online transactions
- Review of recommendations made regarding continued or future use of online service provider

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- Other information and communications technology units

PRE-REQUISITES

This unit must be assessed after the following pre-requisite unit:

There are no pre-requisites for this unit.

TOPIC 1 – IDENTIFY AND INVESTIGATE ONLINE SERVICE PROVIDER

UNDERTAKE ONLINE RESEARCH TO IDENTIFY SUPPLIERS OF REQUIRED PRODUCTS/SERVICES

Finding the right suppliers is essential for building a successful business. Whether you are pricing raw materials for manufacture, buying stock from wholesalers or looking for the best internet service provider, you'll need to find suppliers who are both reliable and can meet your specific needs.

Having reliable suppliers is an important part of providing your customers with quality products and services at competitive prices.¹

FINDING SUPPLIERS

Suppliers for the business industry may include:

- Banks or other financial institutions
- E-auction
- E-brokerage service
- E-mail
- E-procurement service
- E-shop
- Third party marketplace



You will need to be able to do some research on which suppliers are close to your business and what products and services they can provide to you as well as whether they are relevant or not. These may include:

- Financial services
- Goods
- Insurance
- Loans
- Shares

¹ <http://www.business.qld.gov.au/business/starting/supplier-stock-management/finding-right-suppliers>

You can find out locations, provided services, contact information etc. on a company's website by doing a simple internet search for their name, or by searching for the service you are requiring. Using this information you can compile a list of potential suppliers with which your business can liaise.

When creating a list of potential suppliers that you will want to work with, you will need to consider a few key points.

Price:

- If you are starting a new business, a key consideration for choosing suppliers is affordability. If you are focused on managing your finances, competitively priced suppliers are an attractive option. However, cheap does not always represent the best value for money. If the quality of their product or service is poor, you may incur extra costs for returns and replacements, and risk losing business with any delays that result. If you decide to pass poor quality on to your customers, you risk damaging your business reputation

Reliability:

- Reliability should be another key consideration for choosing suppliers. Reliable suppliers deliver the right goods or services on time, as described. Large suppliers are generally reliable because they have enough resources and systems in place to make sure they can still deliver if anything goes wrong. However, you can often develop a closer relationship with small suppliers - especially if you are their main customer

Stability:

- Stability is important, especially if you are entering into a long-term contract with a supplier or they are the only supplier of a particular item you need for your business. Check the supplier's credit history to see if they are financially stable. You will want to look for suppliers that have been running for a long time.

Location:

- Location is a huge factor when choosing suppliers. Dealing with distant suppliers might mean longer delivery times and extra freight costs. If you need something quickly, a local supplier might be a better option. But be sure to investigate freight policies of distant suppliers e.g. bulk orders might get you free shipping or you might be able to combine several orders to reduce costs.²

² <http://www.business.qld.gov.au/business/starting/supplier-stock-management/finding-right-suppliers/choosing-suppliers-business>

Self-Test 1.1

When conducting an online search for product and service suppliers there are some important things to look at. What are they? Select all that are appropriate.

- ☐ Price
- ☐ Payment methods
- ☐ Reliability
- ☐ Distance

Self-Test 1.2

Fill the gaps with words from the list below:

Locations, name, contact, website, search

You can find out _____, provided services, _____ information etc. on a company's _____ by doing a simple internet _____ for their _____, or by searching for the service you are requiring.

ASSESS SERVICE PROVIDER CONFIDENTIALITY, SECURITY AND PRIVACY FACILITIES IN ACCORDANCE WITH INDIVIDUAL AND ORGANISATIONAL REQUIREMENTS

Each supplier/service provider that you have conducted a search on, and decided to include on your list of potentials, will need to have their security and privacy facilities assessed. Reasons behind doing this are involved with either organisational, legal and/or personal requirements.

The biggest reason however is that you won't want to have your business' and your customers' information, particularly banking and credit card details, easily obtainable from your supplier. Being that transactions between your businesses will be online, it is difficult to ensure total confidentiality.

Having proper online security for yourself and your clients is one of the most essential things to ensure when conducting online transactions.



Confidentiality, security and privacy services that you will want to assess may include:

- Access to independent reviews of financial services such as:
 - Australian Competition and Consumer Commission (ACCC)
 - Financial planning association of Australia (FPA)
- Authentication services to restrict access to those with an account and password
- Disclaimers that set down limitations of any claims that can be made against suppliers
- Secure connections – purchasing sites should have "https" as part of their URL or web address where the s stands for secure. This security will help protect the purchaser's private information
- Jurisdiction – the geographic area which has the authority over proceedings
- Level of encryption that is used to protect data during transmission
- Limit of liability
- Personal identification number (PIN)
- Physical site security of web server
- Receipting
- Terms and conditions of website use
- Use of 'cookies' - small files automatically downloaded from a web server to the computer of someone browsing a website -information stored in cookies can be accessed any time computer returns to the site
- Username and password
- Warranties

You will be able to access the majority of this information by checking through the company's privacy statement when researching them. For some of the harder to assess ones, you may need to directly contact the supplier and request the necessary information.

This also applies to your business as well. You will need to ensure that your own security, privacy and confidentiality facilities are secure and reliable.

Self-Test 1.3

Why is it important to check security, confidentiality and privacy screening on a prospective supplier?

- ☐ To protect customer information from being accessed by unauthorised persons
- ☐ To protect your order from being hacked
- ☐ To ensure you get the correct product at the right price
- ☐ To ensure payment is received on time

ASSESS POTENTIAL PRODUCTS/SERVICES FOR AUTHENTICITY

After having chosen a supplier to work with your business, you will need to assess their products/services to make sure that they are genuine and authentic. This is important due to the need to provide high quality products and services.

The other, and possibly most important, reason to assess the authenticity of products/services is to ensure that the product/service is exactly how it is described. Many suppliers of products and services will have descriptions of each product and service that they deliver and these product descriptions will detail information about each product.

An example of this is an electronics store. It will provide all of the specifications for its products, what condition they are in, any warranties that may be applicable, price of the product etc... By assessing their products, you will be able to gain an insight into the real condition of the product and the accessories that come with it, whether the specifications match the product and if the price is actually worth the final product that you are assessing.

Some ways to assess potential products/services are to:

- Request samples of product for physical assessment – some service providers will be able to send out product samples for you to assess
- Request details of the provided service – this should outline how they will proceed to implement their service to your business and how it will function, cost etc.
- Where a physical inspection is not possible, request photographic details – if you are unable to physically inspect the product or service, then you may be able to request photographs of the product that you wish to inspect. Make sure that you clarify with the service provider that you want the photographs to be unaltered and have a timestamp where possible, to ensure that the product was photographed as recently as possible in its legitimate form
- Speak to a representative of the supplier and gather all necessary information from them
- Check that they are authorised resellers by going to the manufacturer's website

You should also ensure that the supplier you are considering to use is a genuine and legitimate business. Companies, businesses and other traders must be registered before they can operate legally in Australia. While having the correct registrations doesn't guarantee that the company or business is totally genuine, it is a good start.

All Australian companies must be registered with the Australian Securities and Investments Commission (ASIC). Companies registered under the *Corporations Act 2001* can conduct business throughout Australia without needing to register in individual state and territory jurisdictions. The ASIC website has several registers that you can search for free, such as the Organisations and Business Names register, which indexes Australian corporate and registered business names. It also includes some incorporated associations.

If the business is not a company (such as a sole trader, a joint venture or a partnership), it will need to be registered in each state and territory where it operates. Search the Organisations and Business Names register on the ASIC website or the Australian Government website www.business.gov.au using the ABN Lookup function.³



If at any time you are unsure about the authenticity of a product, service or the supplier that you are to be dealing with, then you should avoid using that product, service or supplier. Cease any ongoing dealings and find a new product or service provider.

Activity 1.1

Review the information provided on the Australian Competition and Consumer Commission website at <http://www.accc.gov.au/consumers/consumer-protection/identifying-a-genuine-business> - use the links to ASIC and the Organisations and Business Names Register to search for your company or companies you deal with.

Self-Test 1.4

You should always assess a product or service for authenticity before purchasing. Below are some examples of how you can do this. Which one is incorrect?

- ☐ Request samples of product for physical assessment – some service providers will be able to send out product samples for you to assess.
- ☐ Request details of the provided service – this should outline how they will proceed to implement their service to your business and how it will function, cost etc.
- ☐ Ask others for their opinion on the supplier and their authenticity. People who have experience in online transaction can help with this.
- ☐ Speak to a representative of the supplier and gather all necessary information from them.

³ <http://www.accc.gov.au/consumers/consumer-protection/identifying-a-genuine-business>

TOPIC 2 - PERFORM ONLINE TRANSACTIONS

CONFIRM ORGANISATIONAL REQUIREMENTS FOR PRODUCTS/SERVICES TO BE OBTAINED

Once you have selected a service provider to use and have authenticated their products/services you will need to consult your organisational requirements on obtaining these products/services.

There are many reasons for purchasing products/services via online transactions. They are convenient and easy to access for purchase. It makes comparing several different suppliers and products at once to find the right product/service at the right price. You have access to a wider selection of products and services and have the ability to sight reviews from others that have used the service provider previously to check for reliability and product quality.

Some other reasons that purchasing online is useful are:

- There are no queues online, so you are able to purchase products immediately
- Transaction statements allow for easier tracking of expenditure

The organisational requirements should contain all information relating to:

- The process of purchasing products/services. This includes:
 - What payment method to use
 - Where to have the products/services delivered to
 - Procedures for storing receipts and transaction information
 - The list of pre-approved suppliers and service providers, as determined by research into the area
- Procedures on methods of contacting suppliers and service providers – phone, email, website, fax etc.
- The frequency of placing orders
- Procedures on what to do when the product arrives
- Methods for storing transaction information



These requirements will need to be followed and updated as necessary. If you are unsure as to your organisational requirements you can ask a supervisor or manager to provide you with a copy, or assistance.

Self-Test 2.1

Fill the gaps with words from the list below:

Products, payment, purchasing, access, direct

The reasons for _____ online may include; easier _____ to _____, direct for products ordered, products can be delivered and there is a wide range of websites to compare products from.

Self-Test 2.2

What might not be contained in an organisation's procedure for purchasing online?

- ☐ Recommended suppliers
- ☐ Payment type
- ☐ Frequency of ordering
- ☐ Delivery instructions

ENSURE AUTHENTICATION INFORMATION IS SECURED IN ACCORDANCE WITH ORGANISATIONAL REQUIREMENTS

Whilst performing online transactions it is necessary to ensure that the data, transactions and documents that are being exchanged between both parties, your business and either a client or service provider, are genuine. It is also important that both parties are who they claim to be. When you register with an online purchasing website, you will have to provide your personal details and, in many cases, your banking details. To protect these details, most purchasing websites use a password protected authentication system.



In your organisation, you will have requirements on how to implement authentication systems when completing transactions with other people. These requirements should outline what authentication systems need to be in place, how and when they are to be used and what to do with the received information.

There are many types of authentication systems. The most common of these systems is the username/password authentication. The problem with this is that it is one of the least secure methods.

All of the authentication methods involve up to three factors. These factors are:

- Knowledge/Something the user knows – PIN or password
- Possession/Something the user has – security card or authenticator key
- Attribute/Something the user is – biometric characteristics such as a fingerprint or iris scan

Taking these three factors into account means that authentication systems are either single factor or multi factor.

Single factor systems use only one of the above factors, i.e. username/password authentication. Multi factor systems use a combination of the three.

Some of the most common authentication forms are:

- Passwords – the primary and best known means of providing security. These are known by both the user and the authenticating entity
- One Time Passwords – similar to normal passwords except that a random password is generated and changes for every use. These OTP's can be sent directly to the user via SMS, email etc.
- Time Based – time based systems involve password authentication. The password that is used is generated by an authenticator key. This key has a display which generates a new password code every minute or so and is linked to the system which matches up the generated code with the required password
- Challenge Response – this system is one of the more secure form of authentication. There are two ways it can work:
 - The first way is the user has an authenticator key which requires a PIN to access. This key generates a response to a challenge that the authenticating entity produces when you enter your initial username and password.
 - The second method is an inbuilt system whereby the user creates answers to several questions which can be used to authenticate. After the user has attempted to login, the system will randomly choose one, or more, of these secret questions which must be answered correctly before access is granted.

Self-Test 2.3

The most well-known form of authentication is the authenticator key.

- ☐ True
- ☐ False

USE APPROPRIATE ONLINE FUNCTIONS TO OBTAIN REQUIRED PRODUCTS/SERVICES

Upon having initiated an online transaction with a service provider you will now be required to input all of the necessary information in order to procure the product/service that you require.

After you first visit the website that you are using to purchase the products/services, you will need to locate the exact products you are looking for. Depending on the design of the service provider's website, you will either need to search through a product database or utilise a search toolbar function to find what you are looking for. If they don't have a search function then they should have a series of dropdown tabs which categorise their products/services, and can be used to locate the required ones.

Once you have located the required product/service you will need to follow the prompts on how to purchase them. Generally this will involve clicking a button which will "add to cart" allowing you to purchase several items at once by saving them in a wish list of sorts, which you can review and modify as required before proceeding to the purchase screen.

Some sites will require you to create an account to protect your details, and if your organisational guidelines permit, you should perform this action. It is also useful in the sense that once you have entered all of this information, you won't have to repeat this process for future purchases.



Some of the information that you will be required to enter may include:

- Your name
- Name of your business
- Billing information – payment method and details

- Shipping information – where the product/service is to be delivered to (if applicable)
- Quantity required
- Purchase order number
- Method of shipping – express post, airmail, cargo shipping etc.
- Any other information that needs to be known by the supplier

Once all of this information has been entered you can now proceed to submit the order and arrange payment either through an account, bank transfer, credit card or Paypal. Always check that the page from which you are making your payment is secure by checking its address has the HTTPS prefix. There will be a secondary information screen to allow you to check your inserted information for accuracy before you submit the final purchase.

Self-Test 2.4

Match the information type with its partner.	
1. Name	A. Business information
2. Name of business	B. Personal information
3. Payment method	C. Order information
4. Quantity required	D. Shipping information
5. Address	E. Shipping information
6. Express post	F. Order information
7. Quantity	G. Billing information

REPORT ANY DIFFICULTIES IN ACCESSING OR USING ONLINE FACILITIES TO THE SERVICE PROVIDER

Most service providers will have a section where you can leave feedback on your purchasing experience. These are important to fill out as it lets the supplier know about how their service is running and if there are any issues in the execution of the service. You should provide your contact details, transaction number and details about the problem.

You should also endeavour to provide additional feedback after your order has been delivered and received. This will allow you to provide additional information on the delivery itself and if the product was of the expected standard.



To assist with the process of providing accurate feedback to the service provider you will need to maintain and keep all records of the transaction. This includes all receipts, shipping information, quantity, expected delivery time etc. Doing so will allow you to refer back to concrete information on the delivery should any irregularities arise, and give you the ability to provide solid information to the service provider about what has occurred.

Self-Test 2.5

When reporting difficulties with access to online facilities what would you include in your information?

- ☐ Contact details
- ☐ Occurring problem
- ☐ Record of transaction
- ☐ All of the above

Self-Test 2.6

Fill the gaps with words from the list below:

Email, contact, accessing, report, problem

To _____ a problem _____ a website or order form you should _____ or _____ the service provider detailing the _____.

COMPLETE TRANSACTION AND ENSURE THAT PRODUCTS/SERVICES ARE RECEIVED IN ACCORDANCE WITH TERMS OF ONLINE TRANSACTION

Before you finalise and complete the transaction you should take the time to review the service provider's terms of transaction statement that is usually displayed on their website. These terms of use are the company's terms and conditions that all patrons who purchase off them must follow.

These terms will be inclusive of information such as:

- Ownership of copyright materials, products etc...
- Purchasing requirements
- Rights of the supplier
- Rights of the consumer
- Terms of delivery



- Procedures for defective products and lost deliveries
- Policy documents

After you have completed the transaction itself, by purchasing the products that you require, and after having collected and stored all receipts of purchase you will have to wait for your product to be delivered. The delivery should be conducted in accordance with the terms and conditions as outlined by the supplier, such as delivered within 5 business days etc... They will also provide you with a tracking number where applicable so that you can track your order as it is being delivered.

Should any delays occur with your delivery the service provider should send you a message, by email, phone call etc. as described in your preferred method of contact in the billing information section, informing you of the delay.

Upon receiving your delivery you should record all information involving your dealings with the supplier and use it for providing feedback where necessary.

Self-Test 2.7

You would find the delivery information in the terms and conditions of the company's website.

- ☐ True
☐ False

Activity

Watch the video at <http://www.youtube.com/watch?v=UrBA-cxpDU> . While it is aimed for consumers rather than businesses, most of the tips are very relevant.

TOPIC 3 - MAINTAIN RECORDS OF ONLINE TRANSACTIONS

MAINTAIN RECORDS OF TRANSACTIONS IN ACCORDANCE WITH ORGANISATIONAL POLICY, PROCEDURES AND LEVEL OF AUTHORITY

All online transactions that you have performed need to be recorded, maintained and stored. Records of transactions are documents that have been created to detail the contents of each transaction.

Some different types of documents that you would keep after a transaction can include:

- Invoice/receipt of the transaction from the service provider
- Bank statements
- Copy of the list of requested products/services
- Cheque butts
- Copies of agreements
- Any other documents relating to the transaction including emails, contracts and warranties

The reason you want to keep all of the transaction records is to adhere to legal and tax requirements, measure expenditure against income for profit/loss statements and to protect your rights as a business by providing concrete evidence when required. They can also be essential for protecting your reputation as an ethical employee.



ELECTRONIC AND MANUAL RECORD KEEPING

While some business owners prefer manual record keeping systems, most businesses use an electronic record keeping system - making it easier to capture information, generate reports and meet tax and legal reporting requirements.

There are a number of issues you should consider when setting up an electronic or manual record keeping system, as each has certain advantages and limitations.

ELECTRONIC RECORD KEEPING

Most businesses use accounting software programs to simplify electronic record keeping, and produce meaningful reports. There are many other advantages to using electronic record keeping, as listed below.

ADVANTAGES

- Helps you record business transactions, including income and expenses, payments to workers, and stock and asset details
- Efficient way to keep financial records and requires less storage space
- Provides the option of recording a sale when you raise an invoice, not when you receive a cash payment from a client
- Easy to generate orders, invoices, debtor reports, financial statements, employee pay records, inventory reports
- Automatically tallies amounts and provides reporting functions
- Keeps up with the latest tax rates, tax laws and rulings
- Most accounting programs have facilities to email invoices to clients, orders to suppliers, or BAS returns to the Australian Taxation Office
- Allows you to back up records and keep them in a safe place in case of fire or theft

CHOOSING ACCOUNTING SOFTWARE

Your business may require more than one software program to meet all of your tax and legal needs, so it's important to:

- Seek advice from your accountant or financial adviser before purchasing software for record keeping
- Check which accounting software is tax compliant on the Australian Taxation Office website

ELECTRONIC BACKUP

Set up a secure electronic backup system to ensure records are safely stored and regularly backed up. Daily backups are recommended, particularly for important records. Make sure the backup copies are stored in a separate location to your business in case of fire, theft or a natural disaster.

For small businesses, the cheapest backup options are CDs and memory sticks. If your business has large amounts of data, external hard drives are a popular backup option.

CLOUD BACKUP

Cloud computing provides a way for your business to manage your computing resources and records online. The term has evolved over recent years, and can be used to describe the use of a third party for your storage and computing needs.

Cloud backup services are becoming more popular and can be automated for your convenience, but you should make sure the method you choose protects the privacy and security of your business and customers.

MANUAL RECORD KEEPING

Some business owners may want to use a simple, paper-based record keeping system. There are certain advantages to using manual record keeping, as listed below.

ADVANTAGES

- Less expensive to set up
- Correcting entries may be easier with manual systems, as opposed to computerised ones that can leave complicated audit trails
- The risk of corrupted data is much less
- Data loss is less of a risk, particularly if records are stored in a fire-proof environment
- Problems with duplicate copies of the same records are generally avoided
- The process is simplified as you don't need to be familiar with how accounting software calculates and treats your information

STREAMLINE YOUR MANUAL RECORD KEEPING

- Sort and store all paperwork, receipts and payments in 12 separate months
- Keep all original documents and date all correspondence
- Record all transaction dates and payment amounts
- Save all online financial transactions by month and financial year in your inbox and in a separate folder on your hard drive
- Backup all electronic records on an external hard drive or other storage device other than your computer's internal hard drive
- Capture nearly all of your income and expenses in statements from both your bank and credit card accounts
- Request that all statements and bills be sent on a monthly basis - allowing you to reconcile all financial records each month

Your workplace will have its own requirements on which method of record storage to use and on who has the level of authority for certain documents for processing and storage.



Self-Test 3.1

What types of documentation might you have to keep relating to online transactions?

- ☐ Payment details
- ☐ Invoice
- ☐ Delivery instructions
- ☐ Number of items received
- ☐ All of the above

Self-Test 3.2

What is one disadvantage of manual records?

- ☐ The need to sort and store all paperwork, receipts and payments for 12 separate months
- ☐ The need to keep all original documents and date all correspondence
- ☐ The need to record all transaction dates and payment amounts
- ☐ All of the above

COMPARE ORGANISATIONAL RECORDS WITH ONLINE RECORDS AND DEAL WITH IRREGULARITIES ACCORDING TO ORGANISATIONAL POLICY AND PROCEDURES

Irregularities between your recorded documents and the records that have been retained by the service provider aren't uncommon, but can be disastrous if not discovered quickly.

You will need to compare your records with those of the service provider and even with online bank statements to ensure that there are no irregularities between them, such as:

- Incorrect price charged
- Incorrect change given (where applicable)
- Incorrect quantity of products sent/received
- Wrong products sent/received

These are just a few of the more common errors that can occur.



Should any irregularities be identified between your records and the supplier's then action will need to be taken to attempt to rectify the situation. This can be something as simple as contacting the supplier and bringing the error to their attention. Generally these errors are just a simple mistake or oversight and can be easily fixed through redemptions or updating information.

However, if the supplier refuses contact with you or avoids repairing the issue, then there may be something more sinister happening and all deals with the supplier should be ceased immediately to prevent any potential losses for your business.

Your organisational guidelines and policies will be able to give you some insight into the methods and procedures for handling irregularities between records. In some cases external auditors may be needed to get an independent assessment of the extent and causes of any discrepancies.

Self-Test 3.3

What irregularities might occur in relation to online purchasing? You may choose more than one.

- ☐ Incorrect price charged
- ☐ Incorrect change given (where applicable)
- ☐ Incorrect quantity of products sent/received
- ☐ Wrong products sent/received

Self-Test 3.4

Fill the gaps with words from the list below:

Situation, irregularities, records, rectify, action

Should any _____ be identified between your _____ and the supplier's then _____ will need to be taken to attempt to _____ the _____.

TOPIC 4 - REVIEW ONLINE TRANSACTIONS

REVIEW OBTAINED PRODUCTS/SERVICES RENDERED TO DETERMINE QUALITY, TIMELINESS AND LEVEL OF CUSTOMER SERVICE IN RELATION TO ADVERTISED PROFILE

Upon the acquisition of your order, you will need to review the products/services to ensure that they meet the standards as previously set out by the service provider.

This is an important step in the transaction process as this is the first moment you have to physically inspect your order to ensure that it matches the specifications that were provided by the service provider.

Now is also the time when you are able to document the aspects of the transaction and comment on how the process culminated. You should record information on the level of customer service provided by the supplier, whether positive or negative including the timeliness of the delivery, and the quality of the product itself.

This documentation should be completed accurately and honestly, as it will be used to provide a basis of whether you will recommend the services to others or for future use.

The completed review document will need to be filed, either manually or electronically, in a database where other supplier reviews will be located. These need to be kept for future reviewing purposes as required.

Should you produce a negative review, you will need to inform a supervisor and recommend contact with the supplier to attempt to resolve any issues that have occurred for future orders. If issues continue to occur, then a cessation of services would be recommended.



You may also need to review your own processes and attempt to discover any problems that may be occurring within your own actions, such as late payments. A supplier will be reluctant to provide quality service if they aren't receiving quality service in return.

If you have purchased from an Australian online seller, you will be covered by Australia's consumer protection laws that we covered earlier in this unit. Note that you are entitled to a refund even if the supplier states that they don't give refunds, if the item purchased is poor quality, not fit for purpose, has defects or faults, or doesn't match the description provided. You are not entitled to a refund if you have discovered they are cheaper elsewhere, have changed your mind or decide you don't like the item.

If you purchased online from an overseas provider the purchase will come under the consumer protection laws of the country where the supplier is based. Obviously, this will then be much more complicated if you aren't happy with your purchase. Your first response is to contact the supplier to try to resolve the issue. If all else fails to resolve your issue, you might make use of a multi-country project that deals with cross-border e-commerce issues. Go to <http://www.econsumer.gov/english/> where you can read advice on how to resolve your complaint as well as make a report of the problem.

Self-Test 4.1

Why should you review all transactions and deliveries? You may choose more than one answer.

- ☐ To ensure delivery requirements have been met
- ☐ To ensure quality of products
- ☐ To check for vermin
- ☐ To make sure you get your money back if it isn't correct

MAKE RECOMMENDATIONS REGARDING CONTINUED OR FUTURE USE OF ONLINE SERVICE PROVIDER, AS SUPPORTED BY TRANSACTION HISTORY

Using the aforementioned transaction history review you will be able to create a recommendation regarding the continued or future use of a previously used service provider.

To begin you will be required to access the reviews that were created upon the completion of an order. Locate the review of the supplier that you will be making the recommendation about in the allotted file space and obtain a copy for your own use.

Taking this document, you can read over it and determine the results of the review. When creating the recommendation, ensure that you are only using facts that were provided in the review. There are a few points that you should overview when creating your recommendation and these are:

- Price – were you getting the best price? Did your supplier offer bulk discounts or other favourable terms?
- Quality – were you satisfied with the quality of your supplies?
- Delivery – were your suppliers punctual and did the products arrive in good condition?
- Account management – did the supplier respond quickly to your order?

Once you have created your recommendation you have a couple of options, depending on the outcome of the review, positive/negative. If the recommendation was positive then you will need to complete a few tasks:

- File the completed recommendation document into its appropriate location
- Update the list of recommended suppliers by adding the newest recommendation to it
- If applicable, update website information to include a new recommended supplier

If however, the review was negative and a recommendation was not created, an enquiry will need to be made into the reasons for the negative review, with potential solutions devised and discussed with the supplier to attempt to rectify any issues that had previously arisen.

As stated earlier, if there is no improvement on the suppliers end to attempt a solution then you may need to cancel your service with them.



Activity 4.1

Review the different sections of information provided from the menu items on the left pane of <http://www.safeshopping.org/>. Which of these suggestions would you NOT use in your online purchasing?

Self-Test 4.2

What would you not base a recommendation on?

- ☐ Price
- ☐ Delivery timelines
- ☐ Colour of product
- ☐ Condition of product

SUMMARY

Now that you have completed this unit, you should have the skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services.

If you have any questions about this resource please ask your trainer. They will be only too happy to assist you when required.

REFERENCES

http://training.gov.au/TrainingComponentFiles/BSB07/BSBITU305A_R1.pdf

<http://www.business.qld.gov.au/business/starting/supplier-stock-management/finding-right-suppliers>

<http://www.business.qld.gov.au/business/starting/supplier-stock-management/finding-right-suppliers/choosing-suppliers-business>

<http://www.accc.gov.au/consumers/consumer-protection/identifying-a-genuine-business>

<http://www.youtube.com/watch?v=UrBA-cxpDU>

<http://www.safeshopping.org/>