

Online Shopping

Beginner



Finding the right website and product.

The simplest way to start is to type a shop or a product you are looking for into your search bar (you can online shop both from your phone or a computer). You will then get different results which you can click through to compare products, prices and online stores in many cases you will also be able to see reviews of the product or store.

Tips: Make sure the website you choose to use is secure, make sure that the website starts with HTTPS (the S stands for Secure).



Adding a product in your basket

Once you have chosen the right website for you and the product you want to purchase; then you can choose quantity, color, or size and add it to your basket.

Tips: Sometimes purchasing multiple items or subscribing to the website can reduce your shipping cost.



Completing your purchase at checkout

Once you have added your product of choice to the basket you can carry on to 'check out'. Depending on the website you might need to add your email account. Following, the site will help guide you through the next payment steps.

Tips: for regular purchases (eg, groceries) it might be useful to create an account with the online store for a faster experience, it will remember your details, address etc.



Pay Safely

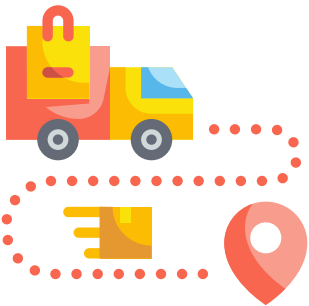
When paying at check out for the first time at a website you will need to enter your:

1. Card number
2. Expiry date
3. Card verification value (CCV) -->
Usually located at the back of your card containing three digits

Most sites accept online payments with both debit and credit cards (eg. Visa)

As an additional verification from your bank you might need to add your address or post code.

Sometimes there will be more additional verification steps requested by your bank which might require additional information. For this process you will be guided through by the site and usually there is no need to download or install anything.



Receiving your Delivery

Some online shops will let you decide the day and time your order will be delivered. In other cases it will give you an estimation of the days it will take to arrive and then send you a message or an email on the day of arrival with further details on approximate time etc. This way you can plan your day accordingly and always try to be home to receive the parcel.

Tips: Before checkout, check what the stores return policy is. In many cases stores will allow you to return an item if you are not happy with it; some will even let you do so free of charge.



Activities

Exercise 1

Fill in the blank

1. When paying at check out for the first time at a website you will need to enter your: , and
2. Once you search for your product you will see different results which you can click through to compare products, prices etc in many cases you will also be able to see written of the product or store.
3. Before checkout, check what the stores is.
4. When delivery is on the way make sure someone is at home to receive the
5. The simplest way to start online shopping is to type a shop or a product you are looking for into your

Exercise 2

Choose the correct answers

- | | | |
|---|-----------------------------------|---|
| 1. You can pay online with: | 2. The 'S' in HTTPS stands for: | 3. You can add the items you want to buy to your: |
| a. Debit card | a. Strong | a. Basket |
| b. Loyalty card | b. Shopping | b. Trolley |
| c. Credit card | c. Secure | c. Box |
| 4. When you complete your purchase you go to: | 5. You wait for your items to be: | 6. For additional verification your bank might require: |
| a. Exit | a. Delivered | a. Your insurance number |
| b. Check out | b. Discharged | b. Your address |
| c. Departure | c. Transferred | c. Your postal code |

Answer Key

Exercise 1

Fill in the blank

1. Card number, expiry date and card verification value (CCV)
2. reviews
3. return policy
4. parcel
5. search bar

Exercise 2

Choose the correct answers

You can pay online with:

- a. Debit card**
- b. Loyalty card
- c. Credit card**

2. The 'S' in HTTPS stands for:

- a. Strong
- b. Shopping
- c. Secure**

3. You can add the items you want to buy to your:

- a. Basket**
- b. Trolley
- c. Box

4. When you complete your purchase you go to:

- a. Exit
- b. Check out**
- c. Departure

5. You wait for your items to be:

- a. Delivered**
- b. Discharged
- c. Transferred

6. For additional verification your bank might require:

- a. Your insurance number
- b. Your address**
- c. Your postal code**