



Mobile Money Exercise Sheet

MODULE 5

Exercise 1

Exploring E-Commerce Website Structures and User Experience

Estimated duration

40-50 min

Material

Computer, tablet or smartphone
Internet access

Instructions

Select Three E-Commerce Websites
Explore the Homepage Layout
Navigate Product Categories
Evaluate the Checkout Process (Without Completing a Purchase)
Present Your Findings



Step 1: Select Three E-Commerce Websites: Choose from popular websites like Amazon, eMAG, eBay, Aliexpress, or any other you prefer.

Step 2: Explore the Homepage Layout:

- Identify key components such as:
- Homepage banners (e.g., promotional offers, new arrivals)
- Navigation menus (e.g., product categories, search bars)
- Featured products and recommendations

Step 3: Navigate Product Categories:

- Choose a category (e.g., electronics, clothing) and explore the sub-categories.
- Use filters (e.g., price range, brand, ratings) to refine search results.

Step 4: Evaluate the Checkout Process (Without Completing a Purchase):

- Add a product to your cart and proceed to checkout.
- Observe how easy it is to input shipping details, apply discount codes, and choose payment methods.

Step 5: Present Your Findings:

- Create a comparison table evaluating the user experience of each website based on the factors above.
- Write a short reflection on which website provided the best navigation experience and why.



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Exercise 2

Evaluating Online Payment Methods and Security

Estimated duration

40-50 min

Material

Computer, tablet or smartphone
Internet access

Instructions

Simulate a Purchase
Identify Available Payment Methods
Verify Website Security
Simulate a Fraudulent Scenario:
Write a Security Report



Step 1: Simulate a Purchase:

- Select a product on any e-commerce site and proceed to the checkout page without completing the purchase.

Step 2: Identify Available Payment Methods:

- List the payment methods provided (e.g., Credit/Debit Card, PayPal, Apple Pay).
- Research the security features of each method (e.g., PayPal offers buyer protection, credit cards have fraud protection).

Step 3: Verify Website Security:

- Check if the website uses SSL encryption (look for https and a padlock icon in the address bar).
- Read customer reviews about the site's reliability.

Step 4: Simulate a Fraudulent Scenario:

- Imagine receiving a suspicious email asking to confirm your payment details.
- Describe the steps you would take to verify the legitimacy of the email and protect your personal information.

Step 5: Write a Security Report:

- Summarize the safest payment method and explain how to identify secure websites and avoid phishing attacks.



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Exercise 3

Understanding Consumer Rights and Handling Returns

Estimated duration

40-50 min

Material

Computer, tablet or smartphone
Internet access

Instructions

Research Consumer Rights
Simulate a Return Scenario
Draft a Complaint Message to Customer Support
Simulate Customer Support Response
Evaluate the Outcome



Step 1: Research Consumer Rights:

- Visit an official source (e.g., European Consumer Centre or local consumer protection websites).
- Identify key rights such as the right to return products, refund policies, and data privacy protections.

Step 2: Simulate a Return Scenario:

- Imagine you received a defective or incorrect product from an online order.

Step 3: Draft a Complaint Message to Customer Support:

Include the following details:

- Order number
- Description of the problem (e.g., damaged product, wrong color/size)
- Desired solution (e.g., refund, replacement)

Step 4: Simulate Customer Support Response:

- Write a response from customer support offering either a refund, replacement, or store credit.

Step 5: Evaluate the Outcome:

- Reflect on whether the response from customer support aligns with your rights as a consumer.
- If not satisfied, describe further steps (e.g., escalating the issue to a consumer protection agency).