

Q-10

## Components of electronic commerce applications ?

### (1) Suppliers and Supply chain management:

You are on plan to be a retailer in an increasingly competitive market. It means a to come up with the great idea, drive good traffic and convert it to sales but you can't do that without the right products, delivered at the right time, with a price the market willing to pay.

### (2) Warehouse operations :

So all the deal with suppliers and it's off to the warehouse, the magical place where online retailers pick products from the shelf, pack them neatly and prepared these products to be delivered.

### (3) Shipping and Returns →

Just as mentioned above your merchandise may be displayed and marketed online but it has to be packed and reach its destination in real world.

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## (4.) Client Relationship Management (CRM) software and policies!

Before even considering selling you need to think about how you are going to treat your customers and keep him coming back.

### \* Characteristics of a internet-based EDI :-

(1) Ability to add missing required data using rules (cross-border information, country codes, carrier specific elements)

(2) Ability to create rules for inserting missing information provided by the customer.

(3) Ability to use destination fields to identify shipments crossing international borders (in case of EDI 204 load tender, LHM etc).