

End-user experience: Hosted e-commerce services

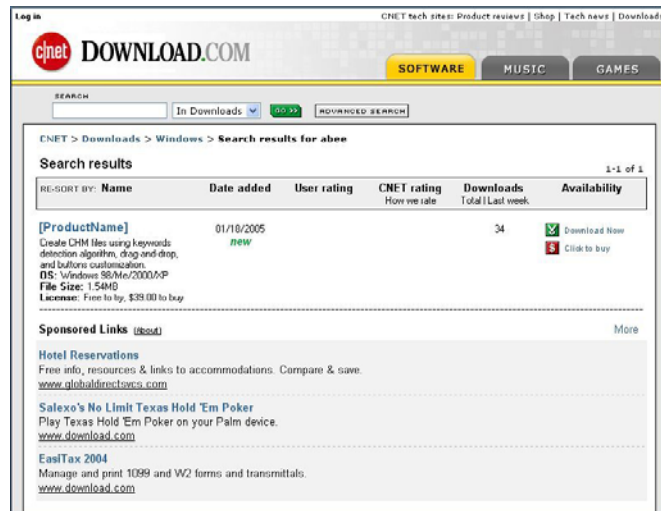
Hosted e-commerce services provide secure payment processing for publisher's products. Customers can choose from credit-card payment options such as VISA, Mastercard and American Express.

A purchase web page collects the customer's contact and payment data. We validate the credit card and process the transaction. A confirmation page displays a serial number for the customer to copy or print out.

The following sequence shows you exactly what customers see when they buy a product with hosted e-commerce services enabled.

Download.com page

On the download.com Search Results page, the end user clicks the red Click To Buy button on the right side.



The screenshot shows the Download.com website interface. At the top, there is a navigation bar with 'Log in', 'CNET tech site: Product reviews | Shop | Tech news | Downloads', and the 'c|net DOWNLOAD.COM' logo. Below the logo are buttons for 'SOFTWARE', 'MUSIC', and 'GAMES'. A search bar is present with a dropdown menu set to 'In Downloads' and a 'GO' button. The main content area displays search results for 'abec' under the path 'CNET > Downloads > Windows > Search results for abec'. The results are presented in a table with columns: 'Name', 'Date added', 'User rating', 'CNET rating', 'Downloads', and 'Availability'. The first result is for '[ProductName]' with a date of '01/16/2005', a 'new' status, a CNET rating of 'How we rate', and 34 downloads. It includes a 'Download Now' button with a green checkmark and a 'Click to buy' button with a red price tag icon. Below the table, there is a 'Sponsored Links' section with three links: 'Hotel Reservations' (www.globalinstructor.com), 'Salexo's No Limit Texas Hold 'Em Poker' (www.download.com), and 'EastTax 2004' (www.download.com).

RE-SORT BY:	Name	Date added	User rating	CNET rating How we rate	Downloads Total Last week	Availability
	[ProductName]	01/16/2005	new		34	<input checked="" type="checkbox"/> Download Now <input type="checkbox"/> Click to buy

First purchase page

The first purchase page displays product information at the top (name, quantity, and price) followed by contact information fields.

Required fields are bolded.

The end user clicks Purchase Now at the bottom of the page to display the second purchasing page.

PROTEXIS
Powering e-commerce success

Product Purchase

Step One of Four -> Contact Information

Common Questions

- How safe is buying online?
- Who is Protexis?

HACKER SAFE
TESTED DAILY 30-JUN

VeriSign Secured
VERISIGN

Order Summary

Item	Quantity	Price	Subtotal
(ProductName)	1	USD 19.99	USD 19.99
Total			USD 19.99

To complete your secure online order, please enter your billing information below. For your protection, the billing information must be entered EXACTLY as it appears on your credit card statement.
If you have any questions regarding this payment or need support with your purchase, please email support@protexis.com

Contact Information

Required fields are in bold

First Name

Last Name

Email

Company

Address 1

Address 2

City

State / Province

Required ONLY for USA, Canada, South Africa, Australia

Country

ZIP / Postal Code

Second purchase page

The second purchase page confirms the purchasing information and the user contact information, provides billing information, provides an email address for billing queries, and prompts for the type of credit card.

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Product Purchase

Step Two of Four -> Payment Method

Common Questions

- How safe is buying online?
- Who is Protexis?

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VERISIGN

Your Order

Order Number: SE489910051E01644E95A4FEDEC10EECA291E

Order Summary

Item	Quantity	Price	Subtotal
(ProductName)	1	USD 19.99	USD 19.99
California Sales Tax			USD 1.55
Total			USD 21.54

Contact Information

Pat Connors
1502 Fourth Street
San Francisco, CA, United States
94102

Billing Notice

If you have any questions regarding this payment or need support with your purchase, please email support@protexis.com

Payment method

Visa

MasterCard

Amex

Diners

Discover

Other

Third purchase page

After the end user clicks Submit, the Payment Information section changes to displays amount, payment method, and entry fields for the credit card number, card name, and expiry date.

The end user clicks Submit to continue.

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Product Purchase
Step Three of Four >> Payment Details

Your Order
Order Number: SE489910051E91644E55A4FEDEC10EEA291E

Order Summary

Item	Quantity	Price	Subtotal
[ProductName]	1	USD 19.99	USD 19.99
Californian Sales Tax			USD 1.55
Total			USD 21.54

Contact Information
Pat Connors
1502 Fourth Street
San Francisco, CA, United States
94102

Billing Notice
If you have any questions regarding this payment or need support with your purchase, please email support@protexis.com

Payment Information

Amount to Pay: USD 21.54
Payment With: Visa
Credit Card Number: 451112343222344
Name on Credit Card: Pat Connors
Credit Card Expiry (MM/YYYY): 04 / 2008
Security Code: 374
[Help Using Security Code](#)
[Using Amex?](#)

Please Confirm Your Credit Card Billing Address

House Number: 1502
Street Name: Fourth Street
City: San Francisco
ZIP / Postal Code: 94102

Common Questions
[How safe is buying online?](#)
[Who is Protexis?](#)

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TESTED DAILY 30-JUN

VeriSign
Secure

Payment confirmation

If the end user's credit card is validated, the payment confirmation page displays the order number, serial number, download URL, and technical support email link.

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Product Purchase
Step Four of Four >> Payment Confirmation

Purchase Confirmation

Your purchase of [ProductName] was successful. Please use the serial number displayed below. An email confirmation containing this information will be sent to you as well.

This transaction was processed by Bill Global Payment Services. Bill may appear on your card statement for this purchase.

If you have any questions regarding this payment or need support with your purchase, please email support@protexis.com.

Confirmation Codes

Order Number	SE489910051E91644E55A4FEDEC10EEA291E
Serial Number	506JR-60CC2-78F40-GNJUS
Activation Code	44AF-29B5-9052-B734-6F4B

Copy the Serial Number and Activation Code from this web page into the purchased product's activation dialog.

Download Product

To download the product please click on the following link:
<http://www.vyz.com/product.asp>

Technical Support

If you have any questions regarding this payment or need support with your product, please email support@protexis.com. Remember to specify the product name and provide your serial number in the subject line or body of the email.

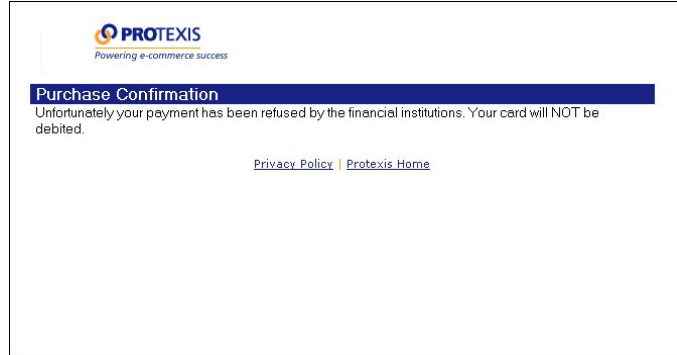
Common Questions
[How safe is buying online?](#)
[Who is Protexis?](#)

HACKER SAFE
TESTED DAILY 30-JUN

VeriSign
Secure

Purchase refusal

This page displays if the credit card is refused.



The screenshot shows a webpage with the Protexis logo at the top left, which includes the text "PROTEXIS" and "Powering e-commerce success". Below the logo is a blue header bar with the text "Purchase Confirmation". Underneath the header, a message states: "Unfortunately your payment has been refused by the financial institutions. Your card will NOT be debited." At the bottom of the page, there are two links: "Privacy Policy" and "Protexis Home".