Fraud Management in the E-Commerce Payment Systems

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Abstract

Despite the fact that money has been and always will be a hot topic, research has ignored it especially when it comes to payment issues in online commerce. It seems that people in the money business are busy making and spending it and have no time to study it and publish their findings. Come to think of it, why would one publish a methodology to save money when he/she can use it solely for themselves? To that effect, this paper investigates the Pay Pal e-payment system, identifies fraudulent activities that have occurred in this system, proposes a simple process to reduce these frauds and reports the results of a Canadian company before and after the application of this process.

Keywords: Fraud management, e-commerce, online payment, virtual organizations

Biographies

Dr. **Raafat Saadé** is an assistant professor at the DSMIS department, John Molson School of Business, Concordia University, Canada. Dr. Saadé obtained his Ph.D. in 1995 from Concordia University. He subsequently received the Canadian National Research Council postdoctoral fellowship, which he completed at McGill University in Montreal. He has been recognized twice as a North Atlantic Treaty Organization ASI award winner. Dr. Saadé has over 15 years of industrial experience (engineering, elearning and ehealth). He very active in research with over 25 peer refereed journal articles. Dr. Saadé has published in Information and Management, JITE, JIST, Computers in Human Behavior, IJIKM and Expert Systems with Applications. Dr. Saadé is also a co-founder of a non-profit organization (Viéquilibré) targeting the health, educational and spiritual needs of seniors, for a balanced life.