

AMAZON LAGOS

AmazonLagos is an innovative business aimed at bridging the international online shopping gap between Nigerians and leading global e-commerce platforms like Amazon, AliBaba, and AliExpress. The business is designed to cater to two distinct customer segments:

1. **Nigerians without Dollar Cards and U.S Shipping Address:** This segment allows customers to shop from international platforms using Naira, eliminating the need for a dollar card.
 2. **Nigerians with Dollar Cards but without a U.S. Shipping Address:** This segment focuses on logistics, enabling customers to ship their purchases to a U.S. warehouse, from where AmazonLagos will handle the shipping to their Nigerian addresses.
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Functionality Requirements

1. **User Registration and Profile Management**
 - **Registration:** Simple and fast registration process with options for social media logins.
 - **Profile Management:** Users should be able to manage their shipping addresses, payment methods, and order history.
2. **Automated Currency Conversion**
 - **Daily Exchange Rate Updates:** Integration with a reliable API for real-time currency exchange rates.
 - **Automatic Conversion:** Once the user inputs the dollar price of a product, the equivalent amount in Naira should be calculated and displayed instantly on the next page.
 - **Sophisticated Calculation Mechanism:** The conversion tool should factor in real-time exchange rates (black market rates), tax, and a minimal service fee which can also act as a buffer..
3. **Product Request Form for Non-Dollar Card Holders**
 - **Link Submission:** A field for users to paste the product link from Amazon, AliBaba, or AliExpress.
 - **Price and Weight Input:** Fields for users to input the product price in dollars and the estimated weight.
 - **Automated Price Calculation:** After inputting the price and weight, the system should display the total amount in Naira, including shipping fees, and allow users to proceed to payment.
 - **Order Summary Page:** Display a detailed summary of the order, including product details, total cost, and estimated delivery time.
 - **Automated Email Confirmation:** Users receive an email confirming their order and payment.
 - **Disclaimer Notice:** A notice informing customers that additional charges may apply if the actual weight exceeds the estimated weight.

- **Tracking System:** Integration with a tracking system to allow users to monitor the status of their shipment from the U.S. to Nigeria.
- 4. **Logistics Service for Dollar Card Holders**
 - **Warehouse Address Provision:** Users will be given a U.S. warehouse address to which they can ship their purchases.
 - **Weight-Based Shipping Fee Calculation:** Users will input the weight of their packages, and the system will calculate the shipping fee.
 - **Disclaimer Notice:** A notice informing customers that additional charges may apply if the actual weight exceeds the estimated weight.
 - **Tracking System:** Integration with a tracking system to allow users to monitor the status of their shipment from the U.S. to Nigeria.
- 5. **Payment Gateway Integration**
 - **Naira Payment Gateway:** Integration with Quickteller for Naira transactions.
 - **Dollar Payment Gateway:** An option for customers to pay in dollars if they choose (Stripe).
 - **Automated Receipts:** Customers receive automated receipts via email after successful payments.
- 6. **Customer Support**
 - **Live Chat:** A real-time chat feature for immediate customer support. We can make use of AI here but they are mostly paid.
 - **Ticketing System:** A ticketing system for handling customer inquiries and issues.
 - **FAQs Section:** A comprehensive FAQ section to address common customer queries.
- 7. **Admin Dashboard**
 - **Order Management:** An interface for managing all orders, tracking shipments, and updating order statuses.
 - **Customer Management:** Tools for managing customer accounts and resolving issues.
 - **Payment Management:** A system to monitor all transactions and handle refunds if necessary.
 - **Analytics and Reporting:** Tools for tracking sales, customer behaviour, and market trends.