**ABSTRACT**

Kuwait Express is an import, export and commission agent for the first time (a directory of Chinese products and exhibitions) in Arabic and English to facilitate trade between Arab-speaking countries and China, the world's trading giant. Copyrights reserved to Kuwait Express Import & Export and commission agent. All information and data contained in this manual are up to date of publication. Kuwait Express, Import, Export and Commission Agent shall not be responsible for any damage resulting from the use of such information until the time of publication.

**MODULE**

The main 2 modules of Q8Express are **order management**, and **customer listing**. Order management consist of 1) search, 2) return/exchange, 3) pre-orders. Customer listing consist of 1) search, 2) photo status, 3) privileges, 4) message, 5) complaints. We can perform search based on order number, status, and purchase date. Return/exchange consist of return/exchange details. Pre-order contains previous order details. Search in customer listing is based on name, city, country, mobile number. Photo status is used to upload user picture, customer name, email address and stating user active/inactive status. Privileges is used to check whether a customer is prime member or not (platinum, gold, silver). In message function we can view user messages based on time, date, subject, from and send/received. We can search and view complaints/feedback using complaints option.