

KUSA ONLINE PORTAL

FEEDBACK REPORT – MICHAEL ALBERTS

August 2026

KUSA Online Portal – August 2026 Update

August has been characterised by continued refinement and preparation for the planned operational rollout of the KUSA Online Portal.

Building on the success of the Early Access Programme, development efforts have focused on incorporating feedback received from members and KUSA office staff. Enhancements have been implemented across a number of workflows, with particular emphasis on usability, validation controls, and data quality.

A significant area of attention has been data synchronisation, with ongoing work to resolve legacy discrepancies and ensure that member ownership and historical registration records are accurately reflected within the new portal.

Attention has also been directed towards refining internal office workflows to align with the changing nature of day-to-day operations. As members capture and submit applications directly, office staff are increasingly focused on validation, guidance, and quality assurance rather than manual data capture. This shift represents a positive operational change and supports greater efficiency, improved data integrity, and enhanced member service.

Comprehensive testing has continued across all major business processes to verify stability and ensure that recent enhancements perform as intended. Preparation for the transition has also included office training, final onboarding activities, and the development of member communication and support resources to ensure a structured and well-supported rollout.

The project remains on track for the **1 September** operational milestone.

Work completed during August has been directed towards ensuring that the platform, supporting business processes, and operational readiness are fully aligned for the transition. This will enable KUSA to commence the new financial year with a modern, integrated online system that provides a single source for member transactions, financial reporting, and operational management.