

KUSA ONLINE PORTAL

FEEDBACK REPORT – MICHAEL ALBERTS

August 2025

Development & Testing

Work on the Minimum Viable Product (MVP) has continued through August, focusing on the core modules:

- Membership
- Affixes
- Dog and litter registrations
- Dog transfers and exports

The critical blockers identified in July, preventing transactions from completing at the commit stage, have now been partially resolved. Early tests confirm that certain transaction types can progress end-to-end, although stability is still inconsistent and further refinement is required. This marks the first tangible forward movement in functional testing since June.

User testing has intensified, with broader engagement across the group. Several workflow and usability issues have been logged. Most are minor, but collectively highlight the need for consistent user interface improvements. These are being triaged for later resolution, with priority remaining on achieving reliable transaction completion.

Payment Gateway Hurdle

A significant setback has arisen with the withdrawal of the payment gateway provider currently integrated into both the existing administrative system and the new portal. The provider has been bought out and will cease offering payment services, with only 30 days' notice given.

This creates three major issues:

1. Continuity of Transactions

- From 1 September 2025, the current Member's Portal will no longer be able to transact unless a new payment gateway is implemented before the cut-off date of 31 August 2025.

2. Dual-System Implementation Requirement

- Because the same gateway underpins the existing admin system, changes must be implemented in both environments.
- This means additional unanticipated development is required on the old site to ensure continuity, while simultaneously adapting the new system.

3. Costing, Budget & Vendor Selection

- Alternative payment gateways each carry different fee structures and charging models.
- This does have a direct impact on the KUSA budget for income from services rendered.
- A detailed costing exercise is therefore required to compare options, assess their effect on KUSA's revenue, and ensure the long-term sustainability of the model.
- The exercise may delay vendor selection and the implementation of a replacement gateway.

The combined impact of this development is considerable, representing a critical project risk. It diverts resources from MVP stabilisation and rollout, introduces new dependencies, and raises both operational and financial concerns.

General Observations

While August saw the first tangible progress on transaction functionality, the sudden loss of the payment gateway represents a major hurdle that alters both the project's immediate priorities and long-term trajectory.

Momentum remains fragile: resources now have to be split between stabilising the MVP, redesigning the payment workflow, ensuring continuity of the existing system, and conducting a vendor selection and costing exercise that will directly affect KUSA's income projections.

Conclusion

The August update reflects both cautious optimism, with end-to-end transactions beginning to function, and serious concern due to the unexpected payment gateway withdrawal. Delivering a stable MVP remains the priority, but unplanned work, budget implications, and revenue considerations now add further complexity to the project.