

KUSA ONLINE PORTAL

FEEDBACK REPORT – MICHAEL ALBERTS

December 2025

KUSA Online Portal – December 2025 Update

As of December, I am pleased to report that the KUSA Online Portal has entered a significant new phase. Following the progress outlined in previous updates, the system is now undergoing a soft launch.

At present, the KUSA office staff are actively using the portal and familiarising themselves with its functionality and workflows. This hands-on phase is an important step in ensuring that the office is fully prepared to support members as they begin transitioning to the new system. As expected at this stage, a small number of minor issues and bugs have been identified. Subsequently, the developers are continuing to resolve the issues and bugs experienced by the office staff. We are eagerly awaiting the completion of these fixes, which will allow staff to resume testing and further familiarise themselves with the system.

In terms of rollout planning, member onboarding will commence in a phased manner from January. This approach allows for controlled onboarding rather than moving all members onto the system simultaneously, reducing risk and allowing lessons learned in early phases to be applied as the rollout progresses. The intention is that, by the end of March 2026, full member onboarding will be completed and the system will be operating at full functional capacity in the production environment.

Data migration into the production environment is nearing completion. The remaining work largely involves final verification and confirmation to ensure that all member data and historical records are correctly reflected before wider access is granted. Initial feedback on the migrated data has been positive, and we are awaiting final confirmation that all checks have been completed.

The new payment gateway is now fully integrated and functioning within the portal, removing one of the most significant risks identified earlier in the project. With payment processing stable and the overall system environment proving reliable under real-world use by the office, the project is well positioned for the next phase of rollout. In summary, the project remains on track. December marks a transition from development and testing into controlled real-world use, with a clear and measured plan in place for full member onboarding in the new year. The focus for the coming months will be on supporting users, refining workflows based on real usage, and completing the transition to the new platform.

We are entering 2026 with strong momentum and confidence in a successful rollout.