

# KUSA ONLINE PORTAL

## FEEDBACK REPORT – MICHAEL ALBERTS

September 2025

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Development work during September represented the most substantial progress since June, with over 8,000 lines of new code deployed to the staging environment. The focus of this update was wide-ranging, addressing both critical functionality and broader system usability.

Significant advances were made to the email infrastructure, which now includes a complete template management system, improved delivery performance, and enhanced logging with robust error handling. These changes address longstanding weaknesses in reliability and provide the administrative team with greater oversight of communication processes. Alongside this, fee calculations have been stabilised, with corrections applied to membership fees, litter registration charges, and breed-specific fee structures. These fixes directly impact the accuracy of core transactions, which has been a source of concern in prior testing.

The user experience has also been improved with the introduction of advanced filtering for dog breeds, refinements to the search system, and clearer form content throughout the dog registration process. Updates to text, rule clarifications, and confirmation messages aim to reduce confusion and align the system more closely with established terminology. Beneath the surface, the developers have refactored code controllers, optimised database handling, and strengthened error reporting, all of which should contribute to a more stable and maintainable platform.

The testing group has been asked to prioritise validation of these new features, with particular emphasis on email delivery, fee accuracy, dog registration workflows, and the enhanced search tools. While early testing confirms many of these improvements are functioning as intended, a number of new errors have already been detected and are being investigated by the developers.

In parallel with these technical developments, considerable effort had also been directed towards research and onboarding investigations for a replacement payment gateway. With the withdrawal of the previous provider, identifying and evaluating alternatives had become a priority. Importantly, the new payment technology will only be introduced on the new portal. Retrofitting it to the old system has been ruled out as an unnecessary expense, ensuring that development resources remain fully focused on the future platform. Work on this front is progressing, though full integration still lies ahead.

Looking forward, the project is reaching a point where selected members may soon be invited to test and use certain functions directly. This will represent an important step in validating the system under real-world conditions and gathering broader feedback to guide refinements.

Although I was not able to dedicate as much of my own time to the project this month due to work commitments, I would like to record my thanks to General Manager Pascale Midgley for her hard work and dedication throughout September. Her efforts have been critical in sustaining progress and ensuring the project continues to move forward.

The September update therefore reflects both meaningful forward momentum. Core functionality is stabilising, new infrastructure is being prepared, and the first steps toward wider user involvement are on the horizon. Delivering

a reliable MVP is now closer to reality, but sustained focus on payment integration and real-world testing will be essential for success.