

KUSA ONLINE PORTAL

FEEDBACK REPORT – MICHAEL ALBERTS

June 2026

KUSA Online Portal – June 2026 Update

June has seen continued progress following the successful registration of the first litter on the new portal and the commencement of limited member access. Feedback received from the initial group of users has been encouraging, with members actively engaging with the system and providing valuable insights into both functionality and usability.

The primary focus during the month has been on addressing issues identified through real-world usage and implementing suggestions aimed at improving the overall user experience. As expected, member interaction has highlighted a number of scenarios and workflows that were not fully apparent during internal testing. These findings are being prioritised and incorporated into ongoing development.

Particular attention is also being given to strengthening form controls and validation rules throughout the system. The objective is to reduce the likelihood of incorrect information being captured, improve data quality, and minimise the need for manual intervention by the office.

In parallel, testing and validation of the financial components of the portal remain a key priority. Continued emphasis is being placed on payment processing, transaction tracking, financial reporting, and integration with QuickBooks to ensure that all financial information is accurately recorded and reconciled throughout the transaction lifecycle.

The phased onboarding approach continues to prove beneficial, allowing issues to be identified and resolved in a controlled manner before broader adoption. While the feedback received to date has been positive, the focus remains on maintaining stability and steadily refining the platform as additional members are introduced.

The project continues to move in the right direction, with each stage of live usage providing greater confidence in both the system and the processes that support it. As more members gain access over the coming months, the emphasis will remain on continuous improvement, data integrity, and ensuring a smooth transition to wider adoption.