

KUSA ONLINE PORTAL

FEEDBACK REPORT – MICHAEL ALBERTS

September 2026

KUSA Online Portal – September 2026 Update

September marked an important transition for the KUSA Online Portal, with the project moving beyond implementation and into day-to-day operational use. Following the cutover on 1 September, the KUSA office is now processing transactions through KUSA Online wherever the relevant functionality is available.

Live transactions, including litter registrations, are being successfully processed through the new system. A small number of transaction types are not yet supported on KUSA Online and therefore continue to be processed through the existing K9 Admin system.

The office has also continued working through applications that were submitted manually prior to 1 September. As expected with any major system implementation, the move to live operation has highlighted practical workflow adjustments that were not apparent during testing. These have been addressed as they arise, ensuring that both the system and internal processes continue to mature in the live environment.

Feedback from members who have used the new portal has been overwhelmingly positive, with many commenting on how intuitive and straightforward the system is to use. Equally encouraging has been the way in which KUSA office staff have embraced the new platform and adapted to their evolving roles. As members increasingly capture and submit their own applications, office staff are shifting their focus from manual data capture to validation, guidance, and member support.

A significant amount of work has also gone into maintaining synchronisation between the legacy K9 Admin system and KUSA Online. While a limited number of transaction types remain on the legacy platform, it is essential that information captured there continues to flow accurately into the new system. As additional functionality becomes available on KUSA Online, the corresponding processes will be progressively retired from K9 Admin in a controlled and measured manner.

The migration to QuickBooks Online has also been completed successfully. Transaction flows between KUSA Online and the financial system have been tested and verified, providing confidence that financial reporting, reconciliation, and transaction management are operating as intended.

The immediate focus remains on clearing the remaining pre-transition applications, continuing to refine workflows based on live operational experience, and preparing for broader member access once the office has completed the current backlog. Development has now largely shifted from delivering core functionality to refining workflows, improving usability, and enhancing the overall operational experience.

While refinement will continue, September represents another significant milestone in the project. KUSA Online has successfully transitioned from a development project into KUSA's primary operational platform, laying the foundation for the organisation's continued digital transformation.