KUSA ONLINE PORTAL

FEEDBACK REPORT – MICHAEL ALBERTS

July 2026

KUSA Online Portal – July 2026 Update

July has seen the **Early Access Programme** gain significant momentum, with an increasing number of members successfully using the new portal to submit live transactions. Feedback from these initial users has been overwhelmingly positive, with members commenting on how straightforward, intuitive and easy the system is to use. This is particularly encouraging, as providing a modern, user-friendly experience has been one of the primary objectives of the redevelopment.

As expected, real-world usage has also proven invaluable in identifying workflow scenarios and edge cases that could not be fully replicated during internal testing. During the month, refinements have been made to areas including payment processing, email notifications, draft application handling, registration certificate generation, historical data visibility, and transfer of ownership workflows. These findings have been documented, prioritised and incorporated into the ongoing development programme, ensuring that the platform continues to mature before wider rollout.

In parallel with resolving these issues, development has increasingly focused on strengthening business rules and improving data quality. Additional validation controls are being introduced to prevent incorrect information from being captured, while enhancements to breed-specific functionality and administrative tools continue to improve both the member experience and the efficiency of KUSA office staff.

Testing of the financial components has also continued, with particular emphasis on payment processing, transaction tracking, financial reporting and integration with QuickBooks. These remain critical elements of the project as transaction volumes increase and confidence in the platform continues to grow.

The phased rollout strategy continues to demonstrate its value. Rather than exposing the wider membership to a system that is still undergoing refinement, the controlled Early Access Programme is allowing genuine member transactions to validate business processes under real operating conditions. This approach has enabled practical issues to be identified and resolved in a controlled manner, significantly reducing the risk associated with a full-scale rollout.

The next milestone is now firmly in sight. During the coming weeks, KUSA office staff will undergo focused training and final onboarding in preparation for the transition to the new platform. The objective is to commence processing all applicable transactions exclusively through the new portal from **1 September**, aligning with the start of KUSA's new financial year. This will simplify financial management by ensuring that all transactions for the new financial year are generated and reported from a single system, while marking the transition of the KUSA Online Portal from controlled early access into day-to-day operational use.