

**Welcome to the Radford's pre-season newsletter!**

Topics covered in this edition:

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- **Kiwi International**
- **Payments 2008**
- **Caboodle**
- **New Team Members**
- **Enhancement Request Form Process**

Kiwi Plus 2007 review and outlook for 2008

The 2007 edition of Kiwi Plus for us was the result of some of the most intense development work we have had. We piled our plate high with client requests and made it our mission to present a final product that satisfied everyone's needs. All the hard work put in has resulted in our most polished Kiwi Plus application to date.

The number of general support calls received during the 2007 packing season dropped significantly again from the previous packing season. For us, this is a very heart-warming statistic. Once again, we are very proud of the performance and stability of our track and trace modules. We are very aware that our users have become more sophisticated and have developed a strong familiarity with these modules over the past couple of years, which has contributed to this drop in support calls significantly. In addition, we are very impressed with the quality of in-house training occurring at major sites. This trend of sites focusing on continuing training above and beyond the preseason training that we provide has greatly contributed to this success as well.

One area that support was up a little on from 2006 was with the Handhelds/Kiwi RF software. This was mainly due to batteries going flat and access point maintenance. Coolstore to Coolstore transfers and bin receipting were new features on the RF software last year and the feedback indicates they have worked well for those who used them.

Kiwi Plus 2008 will see the addition of bin locations similar to normal pallet locations. We are also looking at managing market holds per packrun more effectively. Also, there will be an interface from our new R600 QC module added to Kiwi Plus for next year.

We would also like to welcome aboard OPAC as our newest Kiwi Plus users. They have sites in Opotiki, Riverlock and Gisborne with all three sites using the Kiwi Plus application.

Kiwi International

Last year saw a major leap forward for Radford Software in terms of making our Kiwi application a truly global product. Kiwi Plus was again present in Italy and has been serving them well for the past couple of months. In addition to this, we have also branched out to Korea and Japan. Members of our staff spent two weeks in Korea and Japan setting up and training the packhouse staff from scratch. It proved to be a real challenge but the result is now a stable product suited to their needs with packing now in full flow.

A special thanks must go out to Sandra Roberts who is a Seeka EDI specialist. Sandra kindly offered her services in helping with onsite training in Korea over a two week period and we are extremely appreciative of all the hard work put in by her.

We hope to continue a strong working relationship with our overseas partners throughout the remainder of the current season and into the next. We also look forward to the possibility of branching out to further parts of the world in 2008!

Payments 2008

Julie Reiser has joined us recently, and one of her first projects was to document this application, so 2008 should see us supplying a user manual.

If you have a wish list for 2008 please go to our Website and complete the Enhancement request form and email this back to Stephane.

Caboodle

Recently we have performed a major Caboodle overhaul, which has resulted in many improvements in the user interface and overall functionality offered by the Caboodle suite of applications. We are also in the process of completely updating the program help and supplying a formal user manual.

There have been many improvements to the Pest Monitoring application, as well as the addition of a new Harvest Manager application, which provides maturity area harvest scheduling and clearance to pick reports.

Overall, the Caboodle suite of applications continues to play an important and integral part in the organizational needs of our user groups.

New Team Members

Radfords has recently seen the addition of four new staff members to our team. Julie Reiser has joined us as a systems analyst/business support manager, Stephane David has come on board as a project manager and Bernice Grant has joined us as a financial accountant. Joel Meikle is our new dot net developer.

Enhancement Request Form Process

We wish to take this opportunity to advise that we are currently in the process of implementing a "Best Practice" process to ensure customer enhancement requests are appropriately logged and effectively managed. All enhancement requests will be individually evaluated to determine technical and economical feasibility.

Process:

1. Go to our Website www.Radfordsoftware.co.nz
2. Click on **Industry News > Software Enhancement Form**
3. Complete the form. This fillable form allows you to print, save, email to Stephane.
4. Stephane will receipt and apply unique reference #
5. Stephane to respond using our Quotation / acknowledgement form.
6. Client confirmation required before work starts.

The analysis will conclude as to whether the enhancement request will be beneficial to a majority of other program users or if it may be considered as a custom development. Radford Software will notify the requestor as part of our standard assessment process.

Tentative dates:

4 February – KiwiPlus 2008 training information faxed out

7 February - Release of 2008 Season Prices and Order form

25 February - KiwiPlus training beginning this week

10 March – Radford's start installing KiwiPlus 2008