

With the 2011 kiwifruit season about to get under way, we'd like to bring you up to speed with the latest happenings from our side and how you can access all our services as the season unfolds.

KIWIPLUS 2011 USER GROUP SEMINAR – Thanks to all those who supported this event at Mills Reef Winery and particularly



to Glenda Williamson from Zespri, who came along to field EDI-related questions. Over 80 clients attended as we ran through the changes to the core KiwiPlus application for 2011. If you missed this and want to see a summary of the changes, check out our website at [Enhancements 2011](#) for a pdf (449KB) of the 2011 Enhancements.

NEW PRODUCT DEMONSTRATIONS also attracted big response, with over 40 clients attending some of the demonstrations. Being covered were our new [Quality Manager](#), our revised [Summary Reports](#) and [RF Manager](#), our



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new [Supply Plan Manager](#) (formerly called SSP) and our new [Grader Check](#), which provides a synchronising check between KiwiPlus and your Compac grader(s), if they are on the same network. If you are reading this online, a click on the title links will take you to a pdf brochure of each of these products. These products will all roll out early in the season. **Contact Les Dimond if you would like to discuss a further demo or to arrange for any of these modules to be installed at your site.**

EXCLUSIVE & NON-EXCLUSIVE ENHANCEMENTS

Those of you who regularly request enhancements to our applications will be aware of discussions regarding the handling of these with regard to exclusivity. We have now adjusted the conditions on our quotation documentation and updated our Annual Licence Agreement for KiwiPlus, which went out with our Order Form and Support Policies early in February. Copies of these can be obtained from Lindy on (07) 579 1106

The pricing for enhancements from 14 March 2011 will be as follows:

- ◆ For enhancements that are agreed as non-exclusive, the price will be \$130 + GST/hr.

At Radfords' discretion, and this will depend on whether the enhancement is believed to be of benefit to all users, this cost may be waived and recovered from Annual Licence Fees. Where this is not believed to be the case and a fee is charged, it will be understood that the enhancement will be carried out to an agreed timetable. In other words, if you are quoted a fee for a non-exclusive enhancement, you can expect that this will be treated with an appropriate degree of priority.

- ◆ Enhancements that are requested and agreed as exclusive will be charged at \$160 + GST/hr.

If you have any queries on this, contact Les on (07) 579 1106



USER MANUALS have been updated this year and a printed copy has or will be delivered to each client during installation. If you would like to order further printed copies, please chat to Lindy on (07) 579 1106. They are available at the cost of printing - about \$27.00 per copy. You can also get a free pdf copy emailed to you (a 3.4MB file – 130 pages)

TRAINING - VIDEOS - We have now started a library of training video clips to cover the basic functions of KiwiPlus. These are available in YouTube format on our website – see the



The screenshot shows the Radfords website interface. At the top left is the Radfords logo with the tagline 'SOFTWARE DESIGN AND DEVELOPMENT'. A search bar is located at the top right. Below the navigation menu, the main content area features a video player titled '3. Transfer to Coolstore'. To the right of the video player is a 'Usage Advice' section with text and a small image of a settings menu. Further right are links for 'FORUM' and 'USER LOGIN'.

“Industries” or “Support” pages. The first five are now available and should be viewed in 720p (HD) format to be able to see the detail clearly on the screen. If you would like a copy of these videos in DVD format, please contact Tamsin on (07) 579 1106. More videos will be put up on the site over the next few weeks. Let us know what you think – this is likely to be a regular format for training in the future, so we’d like to know what works for you!

TRAINING – STANDARD & TAILORED

We had a strong response this year to our Online & Batch Mode Printing training sessions – special thanks to Trevelyan’s for allowing us the use of their packhouse to give a realistic training experience.

Other training requirements are being met this year by **tailored training sessions**. In the past, our beginners’ course and our refresher course both had difficulty matching the wide variety of user levels. We have already run several tailored training sessions for clients and will do our best to meet any other training requirements that may come up during the season. **Contact Tamsin on (07) 579 1106 to discuss any training needs that you may have** – and let her know what you think of her videos!

SUPPORT – our support policies for 2011 were included with our Order Form and Annual Licence Agreement which went out in early February. If you need an additional copy of these, please contact Lindy on (07) 579 1106.

As usual, we will be offering 8.00am to 6.00pm email and phone support services to all clients and a 24/7 service for those clients running twilight and night shifts. Note that there is a premium charge for support after 6.00pm and before 8.00am.

Our email support address is kiwisupport@radfords.co.nz. The benefit of using this address is that it links to a number of our staff, to ensure prompt response. Note that when either Lee or Tamsin are involved in training or out on-site, you may not get a response from their personal email addresses for several hours. **The dedicated KiwiPlus support line is (07) 579 3615 and this line is open from 8.00am to 6.00pm, Monday to Friday.** All out-of-hours calls should be directed to the support mobile on **0274 843 579**. If you have an emergency and cannot get a response from these numbers, please call our **General Manager, Les Dimond on 021 2468 243**.

The **FORUM** is now up and running on our website! You will need to register, for us to ensure that you are a genuine user of Radford’s products.

There are a number of starter topics that we have put up, mostly related to the analysis and design of our new **FreshPack** product (the upcoming replacement for KiwiPlus). **But feel free to open any new areas of discussion you feel are relevant to what we do, product or support-wise**

For any assistance on this, contact Tamsin on (07) 579 1106

PAYMENTSPLUS 2011—Recent changes in version 1.001

- ◆ Users can now import grower cost code settings from a spreadsheet
- ◆ Users can switch off the message asking "Do you want to exit Payments Plus?"
- ◆ Per Maturity Area Pools can now use the new "Import Maturity Areas from KiwiPlus" screen
- ◆ There’s now a cancel button on the Payment Advice progress bar
- ◆ Per Maturity Area Pools have the option to import trays from the Zespri Payment File instead of importing from KiwiPlus
- ◆ We’ve moved the "Import Maturity Areas from KiwiPlus" button to the main Payments Plus page above "Import from Pay File"
- ◆ Users can now email grower forecasts via SMTP

Any queries relating to PaymentsPlus can be referred to Craig on (07) 579 1106