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## A Big Night For Radfords

In our first ever entry into the Westpac Tauranga Business Awards, we were delighted to come away as winners of the **United Travel Corporate Retail and Service Excellence Award** and runner up for the **Results.com Innovation and Entrepreneurship Award**. It was a great result for us and does reflect the substantial effort that all the team have been putting into the development, testing and support of all our applications.

It was a huge event, with more than 600 people attending. Our congratulations to Farmer Auto Village for winning the Westpac Supreme Business of the Year Award.



## KiwiPlus 2010

Work is already well underway for next season and we have a solid list of changes and enhancements from requests you have made throughout the 2009 season. We are also starting work on a prototype module for the new KiwiPlus.Net product (see comment on page 3) and therefore we will be limiting the work in the current Visual

FoxPro application to those areas of a season-critical nature, holding off on less-critical areas with a view to including them in the new product.

We are still tackling four major areas for 2010 – a new **Management Summary Reports** module, expanding the **RF Manager** module to allow its use in limited wi-fi environments and on a wider range of hardware, doing considerable work on **R600/PSR** holds management and developing a new **Market Plan (M-Plan)** management tool.

User group workshops have been undertaken to ensure the relevance and usability of these new or revised modules and we look forward to giving you further details early in the New Year.

Our testing procedures for KiwiPlus are also undergoing a revamp – a process which started with KiwiPlus International 2009 (which runs in Europe & Asia for the northern hemisphere's kiwifruit season) and proved extremely beneficial. Whilst the process is very time-intensive, the benefits in terms of minimising rework of the application will be substantial.

We will also be changing the level of information available to you regarding updates of KiwiPlus throughout the course of the season – greater detail will be included in the emails sent out and there is likely to be more structure in the update process. Some of these processes will be driven through our new website which is under construction.

More detail on that in due course...



## Europe

This will be our fourth season in Italy and the second season for us in France. Andrew Neil and Daniele Di-Giandomenico spent four weeks in Sept/Oct onsite in Italy, based at Zespri's head office in Imola. Looking after four gold kiwifruit packhouses and one green, they were there for the start of packing which went very smoothly.



*Salvi Head Office in Ferrara, Italy*

*Salvi is one of the packhouses in Italy that packs Gold kiwifruit for Zespri and uses KiwiPlus International*

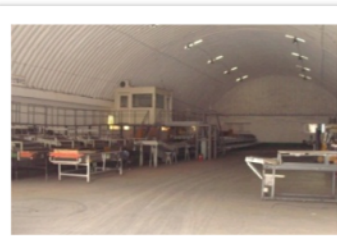
Stephane David was contracted to assist in France and this involved a week of installation, testing and training. French being Stephane's native tongue made this all the easier...

## Korea & Japan

Lee Marshall has just completed a week in Korea, with time spent mostly at Korean Kiwifruit Marketing Co (KKMC) which has just started packing kiwifruit for Zespri. The two existing packhouses in Korea had KiwiPlus installed remotely this year with testing and training handled by Zespri's staff. This being Lee's second trip to Korea, he is now finding his way around restaurant menus a little better! The installation in Japan has been done remotely from New Zealand this year, with the Zespri team being confident in the testing and training requirements.



*KKMC Packhouse*



*KKMC Kiwifruit Grader*

The KiwiPlus International application is quite novel that it is actually one central application, working simultaneously in four different languages. This has presented some challenges in areas that are not easily translated by computer code but it does simplify the overall maintenance of the application significantly.

Many of you will be aware of the work that we have been doing in the general fresh produce sector. For several years this has focused on bins management for the potato and onion sectors as well as trucking logistics applications.



Relationships with fresh produce players in the Auckland and Northland regions have now taken us into full packhouse applications from receipt of picked produce through to despatches and grower payments. These are different in detail and complexity to the work we do in the kiwifruit industry although the broad processes and traceability requirements are inherently similar.

We have two large installations currently nearing completion and two further projects in the pipeline for 2010. These packhouse applications are written in VB .Net with a SQL Server back-end and represent our current strategy in terms of the development of new applications at Radford's. Almost half of our development team are now .Net "fluent" and training is under way to bring the entire team up to speed within the next two years.



For more details on our fresh produce applications, contact Les Dimond on (07) 579 1106

## Apples, Apples...

The next apple season will soon be under way and we are currently readying our apples coolstore application for clients in the Hawkes Bay and Motueka regions.

Whilst there are no major functionality changes, the application is constantly reviewed and minor enhancements incorporated, the latest being a modification to CSV export files.

The Produce Industry IT Standards Association (Piitsa) had raised an issue regarding market access changes but it would appear there is no adjustment for the upcoming season. There has been a change to Masterdata, however. As requested by Pipfruit NZ, the field for orchard block RPINS has now been lengthened and modified to allow alpha-numeric combinations.

Any queries on the above can be directed to Lindy on (07) 579 1106



As many of you will be aware a new version of KiwiPlus is now "on the radar".

This will be developed using Microsoft's latest development tools, similar to several of our other applications like Caboodle, Harvest Manager & R600.

Our objective is to run a trial coolstore module at a few selected sites in the second half of next year's kiwifruit season, and then progressively roll out the full application across our other clients over the next three years.

Historically, KiwiPlus has focused on core transaction recording. The kiwifruit industry has changed hugely over recent years and we are planning to bring some completely new perspectives to this new version of our key industry tool. There will be modules focusing on end-to-end quality management, inventory optimization, operational efficiency and reporting.

Further details will be made available as this exciting project rolls out.

## PaymentsPlus '09

### One-click Backups

We have recently added the ability to back up your pool data from within the Payments Plus application. This backup only requires a single click, and will zip up your pool to a safe place with a sensible name.

We have also created a restore screen that will allow you to select a backup to restore, and will help you to send your backup to Radford's support staff if necessary.

### Applying Cost Centres to Fruit Sizes

You can now create Grower Auto-Tray cost codes that will only apply to trays of specific fruit sizes. If left empty the cost code will apply to all fruit sizes as normal.

Auto and Direct Grower Transactions:

Default Rate:	<input type="text" value="-0.3000"/>	<input type="button" value="Reset All Grower Rates with This Rate"/>
Apply to Size Groups (enter size groups separated by commas):	<input type="text" value="01.PL"/>	
Apply to Sizes (enter sizes separated by commas, or leave blank to apply to all sizes):	<input type="text" value=""/>	
Apply To:	<input type="text" value="GS"/>	<input type="button" value="Gross Submit"/>

For further details, chat to Craig Williams on (07)579 1106

Our KiwiPlus training courses at the beginning of the season were a great success in 2009 and we will be running similar courses in early 2010.

Our three standard courses are:

### Beginners Module

*Specifically aimed at new users this module touches on most areas of KiwiPlus, introducing the user to all day-to-day functions.*

*We utilize facilities at the Bay of Plenty Polytechnic to enable all attendees to get on-keyboard exposure.*

*Morning and afternoon teas are provided and it usually runs from 9.00am to 3.00pm, with a maximum group size of 10.*

*The typical cost is \$150.00 per user and includes the cost of course material.*

### Setup Packruns & Label Printing

*An "in - the - packhouse" style training session, usually in small groups of up to 10 people at a packhouse in the Tauranga area.*

*The morning session covers Batch Mode and the afternoon session Online Mode.*

*These sessions are primarily aimed at the new user but will also provide a useful refresher for existing users.*

*Typical cost is \$100.00 per session, per user.*

### KiwiPlus Refresher Course

*This was a new course this year, offering more detail on specific topical seasonal issues than the Global Users Seminar we hold at the beginning of each season.*

*It provides an ideal opportunity for more experienced users and EDI operators to delve into the KiwiPlus application.*

*This is a flexible course that can be geared around specific areas of query – we send out a list of subject options prior to the course and then design up the content accordingly.*

*This is usually a half-day course, costing \$100.00 per user.*

### **(Dates for the above courses to be advised)**

One-off training sessions, either onsite at your packhouse or at our offices in Bethlehem, Tauranga, can always be arranged to suit you, based at an hourly rate per trainer of \$125.00 p/hr + travel charges (subject to confirmation)

*(All prices exclude GST)*



## New Hardware

Radfords continues to offer a fully supported sales service for handheld computers/scanners.

When it comes to handheld data capture the Motorola MC9090-G is the new kid on the block and full of new features.

A revolutionary device, it provides a combined short and long range scan engine. This effectively removes the need for an additional tethered long range scanner and a forklift mounted Mobilebase, thus reducing capital cost.

The Motorola MC9090-G is fully ruggedised and is designed to withstand the usual operating environments of Packhouses and Coolstores.

Service Contracts are available, giving you the peace of mind that if the device is accidentally damaged it will be repaired or replaced within 3 working days – no questions asked.

Please contact Lindy if you would like further information or an on-site demo of the Motorola MC9090-G, or would like to discuss other hardware alternatives, on (07) 579 1106



## Christmas Timetable

Most of our clients have low demands on us over Christmas, so most of our team are taking the opportunity to have some time off and enjoy the Christmas holidays with family and friends.

Our offices will be closed from:  
**Thursday 24 December 2009 at 12pm (midday)**

and will re-open on :  
**Tuesday 5 January 2010 at 8am**

Should anything urgent come up during this time, you are welcome to contact Les Dimond on 021-2468-243.



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*Merry Christmas from the team @ Radfords*