

## **Final Report**

## **Custard Apple Despatch System 2 (CADS 2)**

**Project leader:** 

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**Delivery partner:** 

**GFAPS Pty Ltd** 

**Project code:** 

CU15000

#### **Project:**

Custard Apple Despatch System 2 (CADS 2) - CU15000

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#### **Summary**

The project updated the existing Custard Apple Dispatch System (CADS) system developed and operated by GFAP Pty Ltd (GFAP).

The system allows registered custard apple growers to generate and transmit dispatch advices electronically, wholesalers and exporters to enter and transmit payback prices electronically, and for reporting at grower and industry levels.

The system was upgraded before the start of the 2016 season. The upgrade converted the dispatch and payback forms from Formatta e-Forms technology to GFAP web forms technology, allowing growers with Apple computers to use the system more efficiently and for the system to operate on tablet computers.

The format, look and feel or the GFAP web forms remained identical to the Formatta e-Forms.

Further upgrading of the system for the 2016 season provided aggregated and real-time reporting of crop flow [dispatch quantities] and crop value [payback prices].

GFAP continued to independently administer the system to ensure the confidentiality of grower data is maintained.

Custard Apples Australia Inc. (CAA), with support from GFAP, continued to be responsible for promoting CADS to increase participation from an estimated 30% of national production to an aspirational target of 60% of production in the 2018 season.

GFAP met annually with CAA before the harvest season (February) for review and planning, as well as participating in the associated industry field day.

Through the project GFAP also presented to North Queensland, South QLD and North NSW CAA roadshow events and met with growers and wholesalers to gain and maintain their participation.

29 growers used CADS 2017 season [2 North QLD, 3 Central QLD, 7 South QLD, 17 North NSW]. This is a net increase of 5 growers over 2016 with all growing regions now represented.

Whilst 26 growers used CADS 2018 season 2018 throughput represented a 38% increase on 2016 throughput.

The increased throughput reported was encouraging however will fall short of the aspirational target. Had one larger grower participated as per their commitment, the throughput would have been roughly in line with the aspirational target.

CAA, and participating growers and wholesalers, have strongly endorsed the value of the CADS system to the industry and their businesses. GFAP is currently in discussion with CAA to finalise commercial arrangements for the continued provision of the CADS system for 2019 season and beyond.

### **Keywords**

Custard apples; CADS; dispatch; system; crop flow; industry reporting.

#### Introduction

The original system was developed under the Tropical Fruits Industry Partnership Program that CAA participated in. Participating growers were members of the Queensland and NSW Jadefruit Custard Apple Marketing (JCAM) groups. The system evolved and was finessed over its life and adapted to deal with different marketing coordination approaches taken by the QLD JCAM group.

The system took a different approach to other industry data capture systems developed and maintained by GFAP. Rather than retrospectively capturing crop flow data the CADS system captures the data from real time dispatch advices generated by participating growers. The other systems do not value the produce dispatched. CADS does by allowing wholesalers and exporters to enter payback prices, or for the grower to enter this where the wholesaler or exporter refuses.

Funding for the system for the 2014-2016 seasons was minimal with updates and improvements not possible.

The committee of CAA overwhelmingly supported the continued operation of the CADS system for 2016 season and beyond.

Participation in the CADS system had been hampered by limitation in access from Apple computers. There was an expressed need to upgrade CADS to allow wider accessibility by both Apple and tablet computers and introduce aggregated reporting.

Project CU15000 provided for the system to upgraded as early as possible in 2016 to convert data entry forms from Formatta e-Forms technology to GFAP web forms technology, allowing growers with Apple computers to use the system more efficiently and for the system to operate on tablet computers.

Project CU15000 also provided for CADS to be upgraded in 2016 to provide aggregated and real-time reporting of crop flow [dispatch quantities] and crop value [payback prices].

#### Methodology

The following tasks were planned for Project CU15000:

- 1. Finalise grower registrations for 2016 season with CAA.
- 2. Document changes required to dispatch and payback forms for 2016 season.
- 3. Convert system from Formatta e-Forms technology to GFAP web forms technology. The format, look and feel for the GFAP web forms was to be identical to the Formatta e-Forms.
- 4. Prepare new user instructions for dispatch and payback forms and access to reports for 2016 season.
- 5. Prepare functional specification for aggregated and real-time industry reporting. Confirm with CAA.
- 6. Develop, test and deploy the aggregated industry reporting function available to participating growers.
- 7. Provide support as required to participating growers, wholesalers and exporters.
- 8. Meet annually with CAA committee in February to review the operation of CADS for the completed season and plan for the next season; participate in associated road show.
- 9. Prepare report to HIA after the conclusion of each season [in October 2016-2018] on the operation of the system, grower participation and estimated share of national production in relation to aspirational target.
- 10. Travel to North QLD in February 2016 with CAA and QLD Department of Agriculture & Fisheries to meet with growers to gain and maintain their participation.
- 11. Prepare final report to HIA in January 2019.

#### **Outputs**

- 1. Grower registrations completed prior to each season and new participant growers added during each season.
- 2. A dispatch system (CADS):
  - a) Available for use by participating growers, wholesalers and exporters
  - b) Which captures dispatch quantities and values automatically
  - c) Which provides a standardised system for growers to generate and transmit dispatch advices and recording of payback prices.
  - d) Which provides aggregated and real-time reporting of crop flow [dispatch quantities] and crop value [payback prices].
- 3. CADS system updates completed conversion from Formatta e-Forms technology to GFAP web forms technology, and aggregated industry reporting function.
- 4. Annual meetings held with CAA committee and participation/presentations at relevant industry road show events in North QLD, South QLD and North NSW.
- 5. Milestone and final reports to HIA.

#### **Outcomes**

The key outcomes of the Project CU15000 were:

- 1. Improved and more efficient business processes for growers by allowing growers and users to make more objective business decisions on farm and along the value chain.
- 2. Automated capture of dispatch quantities and values allowing for accurate aggregated industry level reporting of crop flow [dispatch quantities] and crop value [payback prices].

In respect of participation and throughput:

- 3. An aspirational target that CADS throughput would equate to 60% of production in the 2018 season was set. The assumption was made that CADS throughput represented 30% of production at the start of the project.
- 4. 29 growers used CADS 2017 season [2 North QLD, 3 Central QLD, 7 South QLD, 17 North NSW]. This is a net increase of 5 growers over 2016 with all growing regions now represented.
- 5. Whilst 26 growers used CADS 2018 season 2018 throughput represented a 38% increase on 2016 throughput.
- 6. The increased throughput reported was encouraging however will fall short of the aspirational target. Had one larger grower participated as per their commitment, the throughput would have been roughly in line with the aspirational target.
- 7. The table below is a summary of annual throughput during the project.

Origin State	Year	Trays	Bulks	Total Units	Total Kg	Year on Year	3 Years
QLD	2018	25,037	7,710	32,747	252,969	-1%	+57%
QLD	2017	22,644	9,741	32,385	255,918	+59%	
QLD	2016	14,693	5,817	20,510	161,021		
NSW	2018	32,448	3,326	35,774	260,396	+9%	+23%
NSW	2017	26,597	5,373	31,970	239,909	+13%	
NSW	2016	26,853	2,376	29,229	211,731		
QLD + NSW	2018	57,485	11,036	68,521	513,365	+4%	+38%
QLD + NSW	2017	49,241	15,114	64,355	495,827	+33%	
QLD + NSW	2016	41,546	8,193	49,739	372,752		

Independent of this Project CU15000, GFAP provided a new function for the NSW JCAM Marketing Group to report weekly crop flow and payback prices to their members.

#### Monitoring and evaluation

All tasks outlined in the Methodology section of this Final Report have been delivered.

2018 throughput represented a 38% increase on 2016 throughput.

The increased throughput reported was encouraging however will fall short of the aspirational target. Had one larger grower participated as per their commitment, the throughput would have been roughly in line with the aspirational target.

The real test of the value of Project CU15000 is whether the industry continues to use CADS beyond the 2016-2018 period of the project.

CAA, and participating growers and wholesalers, have strongly endorsed the value of the CADS system to the industry and their businesses. GFAP is currently in discussion with CAA to finalise commercial arrangements for the continued provision of the CADS system for 2019 season and beyond.

The operation of CADS through the 2016-2018 seasons has demonstrated that accurate and real-time aggregated industry level reporting of crop flow [dispatch quantities] and crop value [payback prices] can be achieved.

CADS takes a different approach to other industry data capture systems developed and maintained by GFAP. Rather than retrospectively capturing crop flow data the CADS system captures the data from real time dispatch advices generated by participating growers. The other systems do not value the produce dispatched. CADS does by allowing wholesalers and exporters to enter payback prices, or for the grower to enter this where the wholesaler or exporter refuses.

#### Recommendations

This was a contracted service delivery project for CAA. Specific recommendations regarding CADS should be made by CAA.

It is up to CAA to determine if CADS provides enough value to members and the industry to warrant continued operation of CADS.

This Final Report for Project CU15000 has stated that CAA, and participating growers and wholesalers, have strongly endorsed the value of the CADS system to the industry and their businesses. GFAP is currently in discussion with CAA to finalise commercial arrangements for the continued provision of the CADS system for 2019 season and beyond.

The project has also demonstrated a different approach to the traditional retrospective data capture for industry level reporting. CADS delivers accurate and real-time aggregated industry level reporting of crop flow [dispatch quantities] and crop value [payback prices] based on recording transactions in real time.

Assuming CAA commits to use the system in 2019 and beyond, the primary challenge will be to engage with non-participating growers and convert them to users of CADS. There are also new growers that have indicated they will use CADS when their trees move into production.

The primary communication vehicles must continue to be:

- 1. Word of mouth.
- 2. CAA roadshows.
- 3. CAA newsletters.

The communication message should continue to emphasise the business benefits from recording dispatches and payback prices, and access to real time aggregated industry level reporting of crop flow [dispatch quantities] and crop value [payback prices].

Finally CAA should consider how wholesalers and exporters can be engaged further as "influencers" of their grower clients who are currently not participating.

### Intellectual property, commercialisation and confidentiality

No project IP, project outputs, commercialisation or confidentiality issues to report.

## **Appendices**

- A. User Instruction Summary CADS Growers
- B. User Instruction Summary CADS Consignees





## USER INSTRUCTION SUMMARY - CADS - GROWERS

V02 15/3/2016

	Connect to Fresh ProduceLink AU to Login
1	Connect to <u>www.freshproducelink.com.au</u> . See this on page 3 screen 1.
2	On screen 1 select ProduceLink Login. Screen 2 page 3 displays. Enter your username & password. Click "Login". Screen 3 page 3 displays. Your business name displays in the top banner. The menu opens with the option to "Create Product Dispatch Advice" highlighted by the red asterisk.
3	Screen 3 displays function buttons for "Dispatch Advices" & "Payback Prices". Select "Dispatch Advices" to create & view your dispatches. Select "Payback Prices" to view your payback prices.
4	CADS forms will display on any computer or tablet including Apple iPads with any of the main browsers, Internet Explorer [V9-11 only], Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari. We recommend Google Chrome for Windows computers.

	Entry of your Brands & QA Data [Once only task]
5	On screen 3 hold mouse over "Services" in banner menu & select "Profile Forms". See
	this on page 4 screen 4.
6	Click the link in the "Saved Forms" column to display your User Profile form.
7	Enter your custard apple brands under "Brands" at bottom left of form so they display
	on your dispatch advice form. See this on page 3 screen 5.
8	Enter your QA accreditation details at bottom middle [optional]. Page 3 screen 5 again.
9	Click "Send" at top or bottom right to update the ProduceLink database.

	Create & Send Dispatch Advice
10	Using the menu on page 3 screen 3 to create a Dispatch Advice select the "Customer",
	"Deliver To" & "Invoice To". Then click "Submit" to display screen 6 on page 4 with pink
	button.
11	Click the pink button to display the Dispatch Advice form. See this on page 4 screen 7.
12	Now enter your dispatch data on the form. You may now enter quantities in the 110,
	130 & 160 columns. Fields with red labels are mandatory.
13	Click "Send" at top or bottom right to update the ProduceLink database and email the
	form to your Customer. A popup will display "This form has been locked and forwarded
	to the form server". CADS will automatically email the form to your customer and to
	your own email with links to a PDF version of the form and to the payback form. See
	example of the email on page 4 screen 8.
14	Should you wish to print the dispatch advice, click the "PDF" button highlighted on page
	4 screen 7. When the PDF has displayed click the print option.

	View Dispatch Advices
15	Using the menu on page 3 screen 3 change menu selection to "View Product Dispatch
	Advices" to display screen 9 on page 5.
16	Use the selection filters to narrow the selection options. Then click "Submit".
17	Your dispatch data displays. See this on page 5 screen 10.
18	Click the link in the "Reference No" column to display the form as on page 4 screen 7.
19	To update a form repeat points 12-13 above.

	Record Payback Prices [If your Customer refuses]
20	Please ask your Customer to complete this task. If they refuse it is up to you.





21	You may either display the Dispatch Advice form following points 15-19 above and clicking the orange "Grower Return / Shipping Advice Pricing Agreement" button shown on page 4 screen 7 OR
	Click the "Supplier Return Form Download" link in the email shown on page 4 screen 8.  The Dispatch Return form displays on page 5 screen 11.
22	You must unlock the Dispatch Return form by entering your password in the "Password" field and clicking the "Unlock" button. Both fields are at the top of the form. See this on page 5 screen 11.
23	After the form is unlocked you can adjust quantities [if different to those dispatched] and enter prices. The price must be an average for the quantities in each row. Click "Send" at top or bottom right to update the ProduceLink database.

	View Payback Prices
24	Using the menu on page 3 screen 3 change function selection to "Payback Prices" to
	display screen 12 on page 6.
25	Use the selection filters to narrow the selection options. Then click "Submit".
26	Your dispatch and payback price data displays. See this on page 7 screen 13.
27	You can download this data as spreadsheet by checking "Create CSV File" on the "View
	Supplier Returns" menu [screen 12 on page 6] and clicking the "CSV File" link that will
	display on the report screen [screen 13 on page 7].

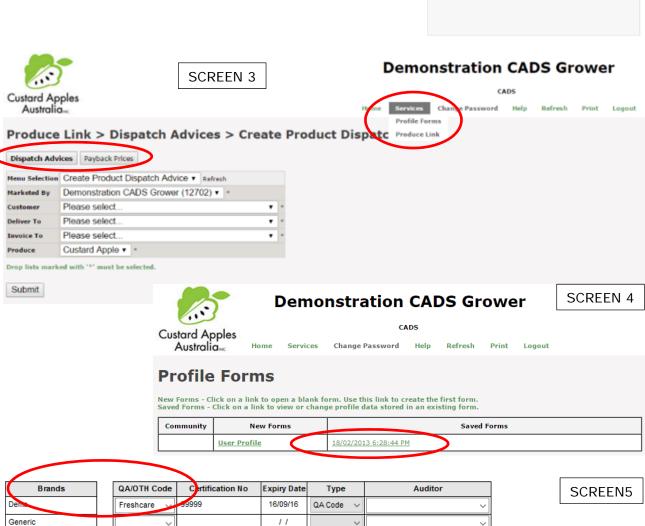
	Support
28	Contact Graeme Forsythe at Fresh ProduceLink AU on 1300 792 211 or
	gforsythe@gfassociates.com.au.

	Future Function
29	A new function is under development for aggregated reporting of crop flow and
	payback prices.

## Fresh PRODUCELINK AU













#### **Demonstration CADS Grower**

SCREEN 6

Custard Apples
Australianc Iome Services Change Password Help Refresh Print Logout

Return to Menu Selection Refresh after Sending a Form Return to Prior Menu

Produce Link > Dispatch Advices > Create Product Dispatch Advice

Create Product Dispatch Advice

Click on the pink button above to create a Dispatch Advice & Tax Invoice.

Produce Chain Management System

Produce Chain Management System

Custard Apple Dispatch

Suppler:

Fax:

Customer:

Fax:

From: admin@gfap.com.au
To: @gforsythe@pfascotates.com.au; graeme.forsythe@bigoond.com; @tdghton@opturnet.com.au
Cc
Subject: Custard Apple Dispatch (JPD161055 Ver1) from Demonstration CADS Groups.D-line administration Regen Young September 100 Amounts of Complete the Supplier Return Form, please follow the innovations of the form: Download Custard Apple Dispatch
To complete the Supplier Return Form, please follow the innovations of the form: Supplier Return Form Download
Enter your password at the trans of the form and click the Unlock button to unlock the form:
Enter your payback prices.
When complete click the 'Send' button to update the CADS Database.

Please email support@freshproducelink.com.au or call 1300 792 211 for assistance.
Thanks for your assistance.

4







#### **Demonstration CADS Grower**

SCREEN 9

CADS Home Services Change Password Help Refresh Print Logout

Produce Link > Dispatch Advices > View Product Dispatch Advices						
Dispatch Advices	Dispatch Advices Payback Prices					
Menu Selection	View Product Dispatch Advices ▼ Refresh					
Marketed By	Demonstration CADS Grower ▼ Refresh					
Customer	All ▼ Refresh					
Deliver To	Demonstration Agent JCAM ▼					
Invoice To	Demonstration Agent JCAM ▼					
Variety	African Pride Pinks Mammoth					
Brand	CADS Dem Demo Generic					
Class	Grade 1 Grade 1 Grade 2					
Pack Type	110 130 160 Bulk 10 Kg net					
Count Size	"Mixed"					
Sale Type	☐ Commission ☐ Shipping Advice					
Reference No Range	То					
Dispatch Date Range	18/09/2015 To 16/03/2016					
Summary						
Create CSV File						
Printer Friendly Report						
Submit Refresh						



#### **Demonstration CADS Grower**

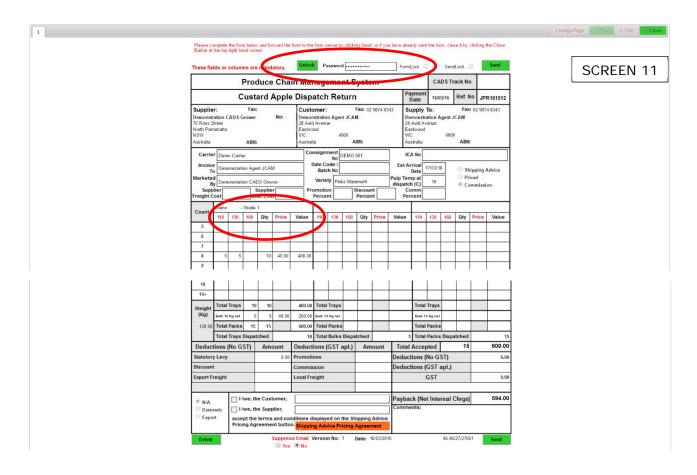
CADS

SCREEN 10

		and I make a second		-1													
Return to N	Menu Selection	Return	to Prior Menu	ı													
'Unit Price" a	nd "Gross Sale	Value" are onl	y displayed wh	ere sale typ	e is list	ed as "Priced	ł"										
Selection Criteri	ia:- MarketedBy(	Demonstration (	ADS Grower)De	verTo(Demi	ostration	Agent JCAM)	InvoiceTo(	Demonstratio	n Agent JC	AM) Fron	n(16/03	/2016)	To(16/0	3/2016)			
Marketed By	Customer	Deliver To	Invoice T	Reference	To als	Packhouse	C.Note	Disastal	Variety	Brand	Class	Dl-	Count	Sale Type	04	Unit	Const
магкетей Бу	Customer	Deliver 10	Invoice i		Number		Number	Dispatch Date	variety	brand	Class	Туре		Sale Type		Price	
Demonstration CADS Grower	Demonstration Agent JCAM	Demonstration Agent JCAM	Demonstration Agent JCA 1	JPD161055			DEMO 001	16/03/2016	Pinks Mammoth	Demo	Grade 1	110	8	Commission	5		
	Demonstration Agent JCAM	Demonstration Agent JCAM	Demonstration Agent JCA	JPD161055	15		DEMO 001	16/03/2016	Pinks Mammoth	Demo	Grade 1	130	8	Commission	5		
CADS Grower		Demonstration	Demonstration	JPD161055			DEMO	16/03/2016		Demo	Grade			Commission	5		
Demonstration	Demonstration Agent JCAM	Agent JCAM	Agent JCAM		/		001		Mammoth		1	10 Kg net					

# Fresh PRODUCELINK AU







Submit Refresh

#### **Demonstration CADS Grower**

CADS

SCREEN 12

Australia Home Services Change Password Help Produce Link > Payback Prices > View Payback Prices Dispatch Advices Payback Prices View Payback Prices ▼ Refresh Menu Selection Marketed By Demonstration CADS Grower ▼ Refresh All Customer Demonstration Agent JCAM v Deliver To Demonstration Agent JCAM ▼ Invoice To African Pride Pinks Mammoth Variety CADS Dem Demo Generic Brand Grade 1 Grade 2 Grade 1 Grade 2 Class ☐ 110 ☐ 130 ☐ 160 ☐ Bulk 10 Kg net Pack Type 0 10 0 11 0 12 0 13 0 14 0 5 0 7 0 8 0 9 0 Mixed Count Size Commission Shipping Advice Sale Type Reference No Range То 18/09/2015 🛅 то 16/03/2016 🛅 Return Date Range ummary Create CSV File inter Friendly Report







#### **Demonstration CADS Grower**

SCREEN 13

CADS

Home Services Change Password Help Refresh Print Logout

#### Produce Link > Payback Prices > View Payback Prices

Return to Menu Selection Return to Prior Menu

Selection Criteria:- MarketedBy(Demonstration CADS Grower)DeliverTo(Demonstration Agent JCAM)InvoiceTo(Demonstration Agent JCAM) From(16/03/2016) To(16/03/2016)

Marketed By	Customer	Deliver To	Invoice To	Batch No	Reference No	Track Number	Packhouse Batch Number	C.Note Number	Return Date	Variety	Brand	Class	Pack Type		Sale Type	Qty	Unit Price	
			Demonstration Agent JCAM	JPD161055	JPR161012			DEMO 001	16/03/2016	Pinks Mammoth	Demo	Grade 1	110	8	Commission	5	40.00	200.00
Demonstration CADS Grower		Demonstration Agent JCAM	Demonstration Agent JCAM	JPD161055	JPR161012			DEMO 001	16/03/2016	Pinks Mammoth	Demo	Grade 1	130	8	Commission	5	40.00	200.00
Demonstration CADS Grower		Demonstration Agent JCAM	Demonstration Agent JCAM	JPD161055	JPR161012			DEMO 001	16/03/2016	Pinks Mammoth	Demo	Grade 1	Bulk 10 Kg net		Commission	5	40.00	200.00
	ji				Total											15		600.00

Return to Menu Selection Return to Prior Menu





## USER INSTRUCTION SUMMARY - CADS - CONSIGNEES

V02 30/3/2016

	Grower Dispatch Advices
1	Custard apple growers may use the CADS system to generate electronic dispatch advices.
2	When you are the nominated consignee you will receive an email with a link to a PDF copy of the dispatch advice form and a second link to a payback advice form.
3	To display the dispatch advice form, click on the first link in the email. See this on page 2 screen 1.

	December 1 Products Dates
	Record Payback Prices
4	Growers using CADS want consignees to use the system to provide their payback prices.
5	Click the "Supplier Return Form Download" link in the email shown on page 2 screen 1.
	The Dispatch Return form displays on page 2 screen 2.
6	CADS forms will display on any computer or tablet including Apple iPads with any of the
	main browsers, Internet Explorer [V9-11 only], Microsoft Edge, Google Chrome, Mozilla
	Firefox and Apple Safari. We recommend Google Chrome for Windows computers.
7	You must unlock the Dispatch Return form by entering your password in the "Password"
	field and clicking the "Unlock" button. Both fields are at the top of the form. See this on
	page 2 screen 2.
8	After the form is unlocked you can adjust quantities [if different to those dispatched]
	and enter payback prices. The price must be an average for the quantities in each row.
	Click "Send" at top or bottom right to update the ProduceLink database.

	Support
9	Contact Graeme Forsythe at Fresh ProduceLink AU on 1300 792 211 or
	gforsythe@gfassociates.com.au.







