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KZNERA Liquor Board Project - Technical Coordination Meeting Minutes

Location: Virtual Meeting / Conference Room

Date: 14 October 2025

Time: Not specified

Attendees: Sabata Mereeotlhe, Sherwin Charles, Mahmood Lockhat, Peter Thembane, Juliet Van Der Byl, Judy Naidoo, KZMira (late), Nkuleleko, Tinumzi Lubelwana, Mr. Twyla

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Agenda Items

1. **Meeting Coordination and Attendance**
   - Coordination of key participant attendance and scheduling
   - Discussion of time constraints and meeting start protocols
2. **Strategic Focus: New Application vs Renewal Process**
   - Review of priorities between new application and renewal workflows
   - Data retrieval strategy and blocker resolution
   - Executive approval requirements for project direction changes
3. **Staging Server and ERD Structure Updates**
   - Current status of staging server configuration
   - Access requirements for development and testing
   - Service provider coordination and timeline
4. **Payment Integration and Wallet Development**
   - Wallet system as exclusive transaction method
   - Fund allocation per application mechanism
   - Bank file structure integration requirements
   - Transaction statement functionality
5. **Payment Gateway Implementation Challenges**
   - Bank referencing rules and requirements
   - F&B payment issues and reference number concerns
   - Multi-bank connectivity requirements

6. **Document Verification Process Framework**
   - o Systematic verification process requirements
   - o Compliance and legal team input coordination
   - o Questions preparation for stakeholder feedback
7. **Data Migration from Paper-Based Applications**
   - o ELMS system migration requirements
   - o Manual submission automation focus
   - o Backlog management strategy
8. **System Structure and Mandatory Fields**
   - o License types and dependencies clarification
   - o Completed application examples requirement
   - o User terminology changes (consultant classification)

Action Items

Action Item	Owner(s)	Deadline	Status
Provide update on staging server configuration status and user profile creation timeline	Mahmood Lockhat	End of day 14 Oct 2025	🔴 Critical - In Progress
Discuss project priorities with CFO to ensure executive alignment	Sherwin Charles	After meeting	🟡 Important - Pending
Liaise with service provider to obtain timeline for staging server access	Sherwin Charles	17 Oct 2025	🔴 Critical - In Progress
Share examples of bank file structure for wallet integration	Sherwin Charles	On-going	🟡 Important - Pending
Nkuleleko to send information on Compliance and legal structures	Nkululeko/ Juliet	ASAP	🔴 Critical

Discussion Summary

1. Strategic Direction: Application Process Prioritization

Current Situation:

- Team previously focused on renewal process development
- Questions and blockers encountered during renewal process requiring resolution
- Need for comprehensive dataset to support both renewal and new applications

Key Points Discussed:

- Advocated for shifting focus to new application process to resolve fundamental data structure questions
- Understanding new application process essential for developing complete dataset
- Comprehensive data foundation will ultimately support renewal process more effectively
- Sherwin Charles expressed concern about losing momentum on renewals
- Suggested working from existing renewal form to ensure continuity

Decisions Made:

- **Strategic shift approved:** Prioritize new application process development
- **Rationale:** Better data retrieval and resolution of existing blockers
- **Executive approval required:** NTO approval needed before implementing direction changes
- **Timeline maintained:** Mid-December delivery deadline remains firm
- **Parallel workstream:** Project continues without delay while CFO correspondence proceeds

Follow-up Required:

- Sherwin Charles to obtain CFO approval and executive alignment
- Peter Thembane to ensure delivery timeline adherence

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2. Staging Server Configuration - CRITICAL BLOCKING ISSUE

Current Situation:

- Staging server configuration in final stages by service provider
- User profiles pending creation after configuration completion
- Development team requires access for effective testing and development
- Access to live environment remains a concern

Problem Identified: Without properly configured staging environment:

- Testing and development activities significantly hindered
- Risk of project delays increases
- Cannot validate integrations or system functionality effectively

Actions Required (URGENT):

- **Mahmood Lockhat** - Provide comprehensive status update by end of day
- **Sherwin Charles** - Obtain definitive timeline from service provider for full access
- IT team to complete final configurations immediately
- User profiles to be created upon configuration completion

Timeline Impact: Staging server access identified as critical path item affecting multiple workstreams

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3. Payment System Architecture and Wallet Integration

Key Points Discussed:

- Agreement reached with CFO on wallet system implementation
- Wallet will be exclusive transaction vehicle for all KZNERA payments
- Other payment methods limited to loading funds into wallet
- Clear separation between transaction processing and fund loading mechanisms

System Functionality:

- Funds allocated per application through wallet system
- Transaction statement generation capability for users
- Bank file structure integration required for user account management
- Examples of bank file formats to be provided to development team

Implementation Requirements:

- **Sherwin Charles** to share bank file structure examples
- Integration between wallet system and user accounts
- Transaction tracking and reporting functionality
- Statement generation for audit and user records

Benefits:

- Centralized financial processing
- Better control over transaction management
- Improved audit trail and reconciliation capabilities
- Simplified payment verification process

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4. Payment Gateway Challenges

Problem Identified: Banks require establishment of clear rules for transaction referencing to ensure proper payment tracking and reconciliation

Current Issues:

- F&B experiencing operational difficulties due to missing reference numbers
- Transaction reconciliation challenges without proper referencing
- Need for reliable gateway supporting multiple bank connections

Key Concerns Raised by Mahmood Lockhat:

- Payment gateway must handle complex multi-bank connectivity
- Reference numbering system must be robust and reliable
- Gateway rules need to accommodate various banking requirements
- Current issues with F&B highlight urgency of proper implementation

Solution Requirements:

- Select payment gateway with proven multi-bank integration capability
- Implement reliable transaction referencing system
- Ensure gateway accommodates various bank rule requirements
- Prevent user experience issues related to payment processing

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5. Document Verification and Compliance Process

Current Challenge: Compliance and legal teams (represented by Juliet and others) not fully present due to competing commitments, requiring efficient alternative approach for gathering input

Solution Proposed:

- Prepare structured list of questions for compliance and legal teams
- Enable feedback collection before end of week without requiring full meeting attendance
- Minimize back-and-forth communication as emphasized by Tinumzi Lubelwana and Mahmood

Objectives:

- Incorporate systematic verification process into KZNERA system
- Ensure all compliance and legal requirements addressed
- Establish clear verification protocols reducing manual intervention
- Improve processing efficiency while maintaining compliance standards

Action Required:

- Prepare comprehensive questions list by end of week
- Questions to cover all verification process requirements
- Compliance and legal teams to provide structured feedback
- Verification workflow to be documented and systematized

6. Data Migration and Application Management Strategy

Problem Identified: Need to manage transition from paper-based applications to digital ELMS system while continuing to process new submissions efficiently

Discussion Points:

- concerns raised about migration complexity
- Suggested provisions needed for smoother transition process
- Sherwin Charles acknowledged challenges of migrating existing applications

Strategy Agreed:

- **Primary Focus:** Automate new manual submissions through portal
- **Secondary Workstream:** Manage backlog of existing applications separately
- **Rationale:** Prevent historical data challenges from impeding new system progress
- **Approach:** Dual-track strategy handling new and legacy applications differently

Implementation Considerations:

- Future requirements for migrating paper-based applications to be assessed
- Current priority on automating forward-looking processes
- Backlog management to be handled through separate process
- Efficiency balance between new and existing application handling

7. System Structure, License Types, and Mandatory Fields

Information Requirements: sought comprehensive understanding of:

- All license types and their interdependencies
- Mandatory fields for application process
- System terminology and user classification

Action Recommended by Sherwin Charles: Request examples of completed applications from Juliet to:

- Clarify mandatory field requirements
- Improve system design accuracy
- Ensure proper field configuration and validation rules
- Understand real-world application scenarios