

Maturity **CLEARANCE SYSTEM**

Frequently
Asked
Questions



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LOGIN & ORCHARD INFORMATION

If you change your Canopy password does it automatically change the MCS password?

Yes, the MCS will pull the username and password from the same database that Canopy uses. This means only one username and password is needed for all Zespri applications.

Who has access to this area and can make changes? E.g. growers, managers

There are several different types of users within the system that have different levels of access. These include primary contact user access, and post-harvest representative user access. Both will have access to make changes to orchard information.

Is it worth having a choice of two primary contact details?

With contact information, the sampling service provider will be provided with the primary contact details, the packhouse contact details and the sample requester details, so they will have three contacts if there are issues with sample collection

Do we expect post-harvest to do all data input for orchards?

Historically post-harvest have been the ones doing the bulk of data input. We will also train the specific growers or primary orchard contacts who need to do it. The data that is already available in Zespri e.g. orchard contact info, orchard name, address etc. will already exist in MCS.

Is there a bulk upload function?

Bulk upload of maturity areas, hazards, site requirements, and maps will be supported.

Will the orchard information updates be done annually?

Yes, as part of season rollover activities.

How will I know if changes have been made to my orchard information?

A message on the orchard information screen will detail any changes made to orchard information in the last week. This allows anyone with access to the orchard to see what changes have been made and by whom.

MAPS & HAZARDS

Please confirm there is a bulk upload map function? And file or file size limits?

There is a bulk map upload function. Maps can be JPG or PDF files. There is no size limit for uploading files, as a result ZIP files are not necessary or supported.

Do you have a timeline to make hazards spatial, not tabular?

With time constraints we were unable to include a GIS system as part of this project. We are looking at a GIS as part of a wider project. It is likely several years away from being implemented.

What is the latest requirement for orchard maps regarding hazards?

Permanent hazards must be identified and located on the map. Please note: We encourage people to adopt the new industry good practice as soon as possible but recognise this may take some time.

Prior to sample collection if an orchard has an additional hazard, do they have to ring MCS Support to add it? Or is that managed on the day of collection through the sample collection company who will add the hazard to the system?

If you are aware that a sample will be requested please ensure your H&S information is up to date to avoid any delays in passing H&S information to Service providers

If it is the day of collection, any updates to site access requirements or hazards will need to be updated in the MCS as well as noted on hazard boards or Onside/health & safety apps if you use them on your orchard.

Alternatively you can contact the MCS Support team so that they can be entered into the MCS. This will ensure the service providers have the most up to date H&S information.

Will there be a requirement to ensure the hazards are accurate and updated before requesting a sample?

Yes, and the responsibility sits with primary orchard contact. Zespri will not be reviewing hazard information as we do not have enough knowledge to validate this. MCS (system) requires the primary contact to review their hazards and confirm the hazards have been reviewed and are accurate (agreeing to a statement before proceeding forward).

MATURITY AREAS

Can maturity area set up still be imported in bulk via .CSV and exported as well?

Yes, MA's can be set-up via bulk upload and exported.

Is there the ability to have part blocks in a maturity area? And if so, does this affect the rule of one block per day? The few scenarios of part blocks in our portfolio are blocks being over 4ha, some growers have trials in half the block, or select picks.

Part blocks can be created in the system and as long as they are named differently, they can be sampled on the same day. The rule applies to the block or part block name so the same part block cannot be part of 2 MA's sampled on the same day.

What is the dispensation process, including timing and criteria?

Applications for dispensation for a maturity area now happening directly through MCS at the point of maturity area creation. A form for submitting a dispensation will be made available if any of the following criteria occur when creating a maturity area:

- The 4 hectare maximum size will be considered where the proposed maturity area blocks are a contiguous area, with similar maturity and dry matter throughout the area and has traditionally been one Maturity Area.
- The 4 hectare maximum size will be considered if the proposed maturity area is marginally larger than this maximum size and it is difficult to reorganise the Maturity Areas of the orchard in a sensible manner.
- The 4 hectare maximum size will be considered if the proposed maturity area is first year production and the expected yield per hectare is immaterial.
- The 60,000 TE maximum size will be considered when a grower has exceeded this maximum size based on an explainable overrun from their estimate.
- The combining of first year production with other age production will be considered where either the first year production or other age production area is immaterial to the total proposed maturity area hectares.

*There has been a change to the dispensation field in the Create a Maturity area page. Fill in the MA information as normal, select your blocks and if any of the reasons above occur then the dispensation status will change to required. Select the reason(s) for needing a dispensation from the options listed (eg. Over max. Ha) – this will allow you to select any blocks that have been greyed out - then enter your explanation in the field provided.

If you are using the CSV template to bulk upload maturity areas you can enter your explanation for requiring a dispensation in the free text field. **If you do not require a dispensation leave the field blank** otherwise a dispensation request will be created.

The request will be submitted to the MCS Team and a decision will be relayed to the person who made the request. The status of the dispensation (submitted, granted, not granted) will be listed in the MCS system.

If bulk uploading maturity areas there is a column for dispensation. This is a free text field to enter the reasons for requiring a dispensation. The time to grant a dispensation may vary depending on the volume of requests and the quality of information provided with each request.

What happens if I change the name of a maturity area after a dispensation has been granted?

If the name of a maturity area is changed after a dispensation has been granted it will revert to a pending status.

SAMPLE REQUESTS

Is a 5th digit (grower number) required to raise a clearance test? And if so, is the sample transfer tool still available?

No 5th digit is required to raise a clearance test (we don't require an active grower number to request a sample, however this is still required to submit fruit).

How will residue samples be picked up and reported

The new maturity clearance system will be used for residue sample request and the sampling service providers will collect both clearance and residue samples. Residue sample results will continue to be reported through Zespri spray diary, as in previous years.

Is the 5pm cut off time non-negotiable?

Yes, the service providers need to have time to organise resources. It is also a health and safety matter for samplers, so they have sufficient time to organise their day before an early morning start.

Is sample collection still done on foot & quad bike for 2021?

For 2021 collection will only be done on foot, but there is opportunity for vehicle enabled sampling in the future.

SAMPLE RESULTS

If there is no requirement for a grower number does this mean all facilities see the results of all tests?

Yes, anyone with access to the KPIN in the system will see all the samples, maturity areas, maps and results for the KPIN.

If another post-harvest facility requests a clearance and it passes, can this clearance result be transferred to another facility?

We have changed how maturity areas that are shared between post-harvest facilities are dealt with by the system. This will be covered in the system training we provide.

Have you worked with Radfords on integration? As we used to get data automatically through to Radfords programmes'

Yes, Radfords have been consulted and they have been working with service providers and post-harvest and looking at the impact on various systems.

Are you confident the system will be able to cope with a load of data being dropped all at once (2pm) with potentially 100s of growers trying to access the data all at the same time?

The system is being built in a modern architecture and is expected to be able to handle our data loads.

What is the rationale for a 2pm release? You are now expecting reps to contact and confirm new tests within a 3 hour time frame?

2pm release time is to provide sufficient time to complete test results, calculate clearance metrics and resolve issues. The 3 hour time window is expected to mainly impact maturity areas that are repeat testing.

What is the process for clearance release, including early release?

All sample results will be bulk released by 2pm the day following collection. If a large proportion of results are consistently available prior to 2pm we will look to bulk release prior to 2pm.

It would be better to know if a sample has failed asap rather than 2pm the next day.

Not publishing provisional results will hopefully remove some tension from the clearance process with users chasing why results have not been completed. It also allows for results to be released at a similar time, reducing any equity issues. Provisional results are also subject to change so not publishing them helps reduce risk.

Will there be retesting of samples that don't appear true and will the results for these only be released at 2:00pm the following day

The MCS team will not be looking at variability for samples across a maturity area. Due to this if a sample is within an expected range then it will be released as usual at 2pm.

If a grower and/or postharvest representative decide there is a variance in sample results then the decision will need to be made between the grower and postharvest representative if they would like to request a new sample.

If the grower and/or postharvest representative believe a sample is significantly different from other samples they can request a review of their sample charges at the end of the season. This would occur after harvest is complete.

How does the compromised sample process work and who is notified throughout?

A sample may be compromised for a number of reasons such as;

- Wrong location;
- Incorrect sampling pattern;
- Bag/Fruit Damaged;
- Sample lost;
- Sample identification lost;
- Fruit contamination;
- Wrong variety;
- Incorrect number fruit collected;

- Incorrect number of fruit tested;
- Test missed;
- Sample dropped;
- Drier tray dropped;
- Instrument problem;
- Human error;
- Other

There may be other circumstances not listed that could cause a sample to be compromised.

If the Sampling Service Provider compromises a sample they will need to notify the Primary Orchard Contact about the compromised sample and the need to recollect the sample. If the Sampling Service Provider can still access the site they could select from the following options:

- a. The Sampling Service Provider can use the same sample number to re-collect a new sample.
- b. The Sampling Service Provider can choose to re-collect a sample under a new sample number to retain traceability and auditability if they prefer.

If the above option is selected:

- i. MCS support will action the compromised sample request in MCS, cancel and the new sample will be requested in a timely manner
- ii. MCS Support will need to allocate the new sample to the Sampling Service Provider
- iii. The Sampling Service Provider will need to assign the sample to the sampler, ready to be collected.

Can you edit blocks after a clearance has been issued?

The Spray Diary system will not stop you from editing a block if there is a clearance maturity area or if there is a sample requested/results in MCS.

If you do edit blocks that are associated to a clearance sample then that can cause the clearance to be invalid. Please ensure all block updates are made prior to creating maturity areas or requesting samples.

Will the download of raw data option that was available from Eurofins be available with this system?

Both sample level and fruit level results will be able to be downloaded from the system, similar to the existing system.

Do results still have drying times attached re bulk information data drop?

No, this has been removed from the results reporting.

Is there a graphing facility to plot sample results data online? In future seasons will we be able to compare current seasons results with past seasons?

Currently there isn't a graphing facility, however results can be easily downloaded and graphed in another program such as Excel. We will look at whether we can incorporate historic results later in 2021.

In the clearance list, can we filter by requester?

No, but this could possibly be added in the future

When would you envisage the new system incorporating packhouse monitoring data?

We will consider the feasibility of incorporating packhouse monitoring data after the 2021 season.

Will previous years data and results be accessible in the system

For the 2021 season launch there will be no historic results. We will look at whether we can incorporate historic results later in 2021.

SERVICE PROVIDERS

If there are multiple service providers available in an area are we going to be able to select the service provider? E.g. Waikato - VLS or Hills

No, sample requests will be randomly allocated to the service providers.

How do we decide who samples will be allocated to?

MCS (system) will make recommendations based on a set of rules and the MCS Support team will review to ensure accuracy and feasibility. We will also try not to allow two different providers to go onsite to an orchard on the same day.

Is there a sample capacity limit?

Yes there will be a collection and lab capacity per day that differs by region.

Are samplers required to track their sample as they collect it?

Yes, every sampling service provider will GPS track their samplers using their own systems.

How do we ensure that sampling is done in a consistent manner?

There will be an in-field audit function to check that sampling is consistent across all service providers and Zespri standards are being upheld.

What sort of comparison will there be between the different testing labs?

Results will be checked and compared against each other for inconsistencies (e.g. does one lab have more outliers). A proficiency program will run samples from the same maturity are through the labs each week that they are operating. Additionally, each lab has a systems audit at least annually.

What is the percentage of samples Zespri will audit?

Zespri has a range of Audit processes that will be in place during the season. This includes independent auditors that will audit the sample collection process, Zespri lab audits and also proficiency audits. The volume of audits is TBC

Will lab audit results be made public?

Blinded results are shared between labs. There is no plan to publish results.

Do we know what the sample costs are likely to be? Especially from a Whangarei/Northland perspective with a large distance to travel from Kerikeri to Whangarei?

Sample costs are available on the [Canopy](#). The costs for sampling are increasing in every growing region compared to previous seasons. In 2020 there was a lab in Kerikeri so there is no change in where fruit is being serviced from.

Will there be competition with pricing?

No, we will publish a list of price/sample for each growing area for a particular variety and test type.

For testing companies that are also post-harvest companies, what is the guarantee around anonymous identity of fruit ownership?

Samples provided to the labs will only be identified with a blind sample number. They will not see any of the orchard information associated with a sample. If a non- blinded sample goes to the lab they are required to stop testing and seek guidance.

Will the independence of post-harvest be audited? Are there external i.e. Zespri audit plans for service providers?

Yes, we will be auditing the independence commitments for the postharvest related service providers.

SUPPORT

Will the support team be available 7 days a week and what are their hours?

During the season the MCS Support Team will be available from 8am – 8pm, seven days a week.

Will the MCS Support team be able to tell me what time a sampler will arrive on my orchard?

No. Because the Service Providers are independent, MCS Support will have no visibility on the samplers' collection schedules.