



## HOW THE SPRAYWATCH SYSTEM IS SET UP AND OPERATES

### BACKGROUND:

Regional Council Air Plans require that neighbours of properties are advised prior to the spraying of agrichemicals. Most neighbours prefer this notification the day before spraying takes place. Advising neighbours can be very time consuming, and the Spraywatch automated telephone notification system was developed so that this required notification could be achieved quickly and cost effectively.

### REGISTRATION:

#### Group set-up:

- Contract Sprayers, lessees and property owners can be approved by Spraywatch Ltd to use its automated notification system. Our system identifies these people as "Super Users".
- Contact Spraywatch by email on [service@spraywatch.com](mailto:service@spraywatch.com) or phone 07 576 5650 to start your discussions about using the system.
- The Spraywatch system conforms to New Zealand privacy requirements.

#### Property set-up:

- Spraywatch provides a Super User with a Password into the system, a Property Identification number for each property and a PIN for persons called Senders who are approved to send messages from the system
- Spraywatch will use the KPIN number to identify Kiwifruit properties; otherwise a Property ID Number will be randomly allocated by Spraywatch.
- Each Property will be recorded with the name and telephone number/s of each Recipient to whom automated messages are to be sent. Changes to the list of Recipients (neighbours) or their telephone numbers can be made either by emailing [service@spraywatch.com](mailto:service@spraywatch.com) or by arranging with Spraywatch for special access to do it yourself. This capacity for Super Users to change Property or Recipient information is a new service.

**CALL NOW**  
**0800 888 144**

Contact: Brian or Lyndsay Bluck 07 576 5650;  
Email: [service@spraywatch.com](mailto:service@spraywatch.com)

## MESSAGE SENDER REGISTRATION:

- A person authorised to send messages will normally be a Spraying Contractor, a Property Lessee/Manager or a Property owner.
- More than one Sender can be authorised and each will have a Personal Identification number (PIN) allocated by the Spraywatch system.
- No one can use the system without using a valid PIN
- Senders can record messages in the system at any time, day or night. Obviously this will need to be fit in before the delivery time of the message.
- For example existing Senders record their messages before 6 pm which is the earliest time recommended for the delivery of messages to Recipients the day before spraying is to take place.

## RECORDING AND TRANSMISSION OF MESSAGES:

The sending of messages is standardised so as to ensure all information required by Regional Council Air Plans is observed. The message will use a template and drop-down box choices via the Spraywatch website.

- The computer Message format will be: “(name of sprayer) will be spraying (names of orchards being sprayed) orchards on (date e.g. 26 Sept) weather permitting with (name of agrichemical/s) Enquiries to (name of contact for further information e.g. Paul on 0127 1234 5678).
- The use of the template ensures that all messages will fit within the 160 characters that cell phone companies have fixed as the maximum for one txt message

## MESSAGE RECEIPT:

- Messages may be sent by computer or by mobile phone.
  - Cell phone delivery: Cell phone txt messages will be sent exactly as per the specimen computer Message format shown above. Messages will be sent at the time/s agreed by the Recipient who will receive them then and/or when the cell phone is switched on.
  - Land line delivery: This same message will be converted to a voice message for delivery via land lines by using latest technology. To receive the message by land line the Recipient is asked by the system to press button “1” on their phone. This is a precaution against small children answering the phone and not understanding there is a message – and therefore not informing an adult. Where button “1” is not pressed the system will close and try again in 45 minutes time. It will do this 3 times, leaving the message on an answer phone where this is in use on the third occasion..
- Spraywatch will normally only deliver messages between the daily hours of 7 a.m. and 9 p.m. Experience has shown that the a very good time for delivery of messages in the Kiwifruit industry is between 6.00/ 6-30pm and 9pm the day before spraying is intended.
- Another option being used is to log against each Recipient the receipt time for messages of between say 7pm to 8pm, and 7am to 8am. This means the Spraywatch system will try first at approximately 7pm, secondly at approximately 7-45pm, and the third try will be delayed until 7am on the following morning.
- Any individual Recipient however can elect to receive messages at any time during the day/night more suitable to themselves.
- The system allows for more than one telephone number to be used by Receivers, in which case the first two calls go to the land line and the third call to another land line or a cell phone.

## CHARGES

### Charges exclusive of GST as from 1 June 2010 are:

- Where Spraywatch Ltd is asked to set up new properties, an \$8.00 once only set up charge per property will be made. As stated earlier Super Users can set up new properties themselves in which event no charge will be made.
- Call Fees: -The charges for each property are shown on invoices as usage per second, that is both for the recording of senders message (inbound) and the delivery to Receivers (outbound).
- To calculate the approximate charge for any property per annum (GST exclusive) multiply the average no. of sprays p.a. by the number of Receivers (Neighbours) by \$1.32 Thus the cost of the service for 7 sprays to a property with 5 Recipients (neighbours) is about \$47.00 per property per annum.
- Charges cover all of the functions of the system (e.g. Telephone costs, Administration, Invoicing, Audit records etc). There are no hidden charges.
- During the first week of the month an Electronic Invoice will be sent via email to the location nominated to pay the charges when the Property is first loaded into the Spraywatch system. It will show any charges due to each Property for the previous month. The total charge to each paying location is passed through the banking system by Direct Debit no earlier than 10 days after the Electronic Invoice has been sent.

The New Zealand Bankers Association has approved Spraywatch Ltd using the Direct Debit Banking system to charge the Bank account of the nominated payer. The use of Direct Debiting has significantly reduced charges for the overall use of the system.

## AUDIT TRAIL

Spraywatch stores a detailed Audit Trail so that when authorised, evidence can quickly be provided showing exact delivery and/or sending times and content of the messages. This assists to quickly resolve any complaints.

Super Users will be given access to the system to examine a screen to verify the status of messages they have sent.

## SPRAYWATCH LTD

Benefits:

- Timely notification to neighbours prior to spraying.
- Fast and effective automated messaging system to assist sprayers.
- Automated notification by land lines, texts to cell phones, emails
- Quick and easy to use
- Good business practice
- Message Records kept to protect users
- Costs reflect usage
- Available Nation-wide

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