Dear Formpak User

Welcome to the Formpak December newsletter, we hope you find it interesting and insightful.

Formpak Newsletter - December 2016 contents:

- Monitoring support response times and Client Survey
- Integration and Implementation Capabilities
- GHS Hazard Communication poster
- Getting started with Projects
- Key software updates
- Training and support content
- Events
- Support during Christmas

Monitoring support response times and Client Survey

We continually strive to provide great software and brilliant support; client feedback is a vital part of monitoring this and we welcome all comments.
We requested specific feedback by sending a brief survey to users which asked for ratings on our software and support. Thank you to everyone who made time to complete the survey, your feedback greatly appreciated. The survey is still available if you would like to contribute. We will publish the results on the website in January.

Additionally, we monitored our response times for 4 weeks on support questions received through the support desk, via phone and email. The support included usability and training, regulatory, technical and custom requests. More detailed information will be published in January.

GHS Hazard Communication Poster

This year we have been giving out free GHS Hazard Communication Posters at various events. The poster works as a read across, combining the Pictogram, Signal Word, IFRA IOFI Labelling Manual Abbreviation, GHS Category, Class of Danger, Hazard Code and Statement and Transport Class for each GHS Hazard. The posters are available to download from our website.

Integration and Implementation Capabilities

Formpak Enterprise edition now includes many additional SOAP web services. Instructions and example web service calls are available for developers during ERP implementation for testing purposes.

We have additionally developed a variety of tools to improve speed and reduce cost of custom data imports and implementations.

Please contact us for more details.

Getting Started with Projects

Following feedback that it can be difficult to get started with Projects on Formpak, we have made several improvements designed to make it easier. New installations of Formpak will include a basic Project Template, including task types and project properties to act as a starter template. We've also introduced a new import and export facility, so we can set up a Project Template and export it to you. Also, we've produced a presentation in addition to the general help articles on the support centre. The presentation is a screen by screen guide to Projects, highlighting common processes and showing how different departments interact over the flow of a typical project. This is a large presentation, so please contact us if you would like us to send you a copy.

Key Software Updates

We have published a list of Key Software updates on the [Support Centre](#). This is a list of key updates with a brief description, date and the Application build number for 2016. This is a good way to find out about new features and improvements. Some recent improvements are described below:

- Find Matching Items – Add ability to Search on 'Used in Complex Raw Materials / Formulations'
- Introduced process formulation composition to productionise format (like Simplify with a minimum weigh quantity)
- Optimised speed of 'Revise Documents'
- Introduced facility to request multiple copies of documents and labels for direct printing in 'Print Document Services'
- Improved the performance of 'Suitability Check' to make it faster
- Updated dilution property calculation in 'Suitability Check' to make it faster
- Introduce ability to organise project properties in 'Modify a Project Template'
- Improved process and speed for exploding compositions for property calculations
- Added 'Deep Search' option to additional functions to improve speed of searching
- Improved the speed of loading, checking and saving a composition in CDT
- Improved the speed of property calculation in 'Automatic Processing'
- Enabled calculation for property 'WGK' based on GHS criteria

Please note, these are not automatic updates. Please contact us if you would like to arrange an update to your Formpak Software.

Training and Support Content

We have updated the Training Matrix, first published in April 2016. The Training Matrix includes focused and recommended content for users in specific areas such as System Admin, Regulatory Affairs, Document Producer, Product Development.
The Training Matrix is available to download from our [Support Centre](#).

We have updated the support centre within the software, and since June we have added 16 new articles to our online Support Centre, including:

- Suitability - Add Exceptions Based on Application
- Suitability - Add Constraint for Acute Toxicity
- Batch Import Analysis Report Type

We have created 4 new Quick Start Guides in the following areas: Add a New Property, Adding an Item Code Sequence, Adding Attachments and Find Matching Items.

We have been to the following events this year:

- **B.E.O.A Symposium** - April
- **BSP Symposium** - May
- **IFRA Forum** - October
- **SCS Formulate** - November
- **Flavour UK Regulatory Day** - November

It's been great to see so many of you and we look forward to seeing you at events next year.

Thank you for taking the time to read our newsletter.
We would like to wish you a Merry Christmas and a successful 2017!