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Welcome to the 2018 Formpak Newsletter. This newsletter will give you the headlines, highlights and goals from 2018 and a sneak-peek at some plans for next year too!

FORMPAK NEWS

This year has been a big year for Formpak. We have seen team and office growth as well as our global footprint.

Earlier this year we welcomed Sarah Byrne to our UK based Formpak Support team as our Technical Data Administrator. This role was created in response to our increasing requests for custom documents and data imports. Sarah has already been instrumental in streamlining both these processes and enhancing our customer experience when using these services.

Due to growing demands in other areas, we will be welcoming a Regulatory Manager to our team early next year. We also aim to recruit a Technical Support Analyst in the near future.

To accommodate these team expansions we have also taken on additional office space for our Support Team at Colworth Science Park.

Vicki Knight, our Customer Sales and Support Co-Ordinator, will be leaving us in December after more than 3 years with us. Vicki has been a great member of the team and will be missed by us all. We wish her all the best for the future. Emails sent to Vicki will be forwarded to support@formpak-software.com, which is the best email to use for support as the whole team will have access to it.

A key focus for 2018 was to grow the Formpak business and increase the number of users globally. We now have more than 510 Formpak Users across 70 sites. This year saw our first customers in Australia. Please see our customer map:



INTRODUCTION OF CONCURRENT LICENCES

Earlier this year we added a concurrent licencing option. This enables infrequent users of Formpak to share a licence, whilst maintaining their individual user accounts. A concurrent licence will only allow one user to log into Formpak at a time but can be shared by unlimited users.

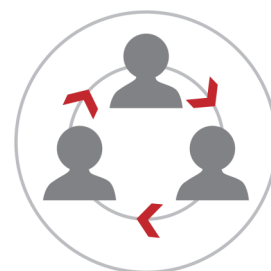


The cost of a concurrent licence is 1.5 times the cost of a direct licence, which may be more cost effective for infrequent users. Concurrent licences are available for Group and Enterprise Edition.

For more information please contact our sales team:
sales@formpak-software.com \ +44 (0)1235 250 020

IMPROVEMENTS TO PROJECTS

Throughout the last year we have made several improvements to Formpak Projects:



- New search criteria has been added in 'Search for Projects' including:
 - Additional parties
 - Account manager
 - Tasks assigned
 - Additional customised column options
- Project Managers can now use 'Task Modifiers' on a Task Type to enable other users to modify tasks.
- Project Tasks now include additional information such as the project manager, parties, focus applications and dosage.
- The new Account Manager section allows the Account Manager(s) for the project's primary party to be visible in the project.
- Additional fields in the project to include Sample Notes.
- New tab in the project for Party information. This allows you to add additional parties e.g. for suitability checking.
- Amendments to Project Web Services to improve integration with other systems.
- Improvements to 'Action Task' for additional tabs and Check Suitability option.

PERMISSION ENHANCEMENTS

We have made several improvements to permissions in Formpak. New permissions have been added to Party Classes, deleting an Item Class and modifying a project task. We have enhanced the control you have over permissions by expanding the search criteria in 'Manage a User's Permissions on Operations' and introducing a new tool 'View a User's Permissions'.

SUPPORT

We continue to try and find ways we can improve the support we offer to our Formpak Users. In February this year we introduced Tip of the Month. So far they have included tips on Find Matching Items, Using Baskets, Manage Application Settings, Manufacturing Instructions and Managing Item Code Sequences

PDF versions of previous Tip of the Month can be found in the Downloads section on our Support Centre.

Please contact us if you or a colleague are not currently on our mailing list for Tip of the Month and would like to be included.

Next year we are introducing 'Formpak Mastery' articles. These articles will explain how Formpak can be used to resolve industry specific problems.

FORMPAK OUT AND ABOUT

Earlier this year we hosted our 2nd Formpak Training Day. It was great to see so many Formpak Users in one place! We had attendees from as far as New Jersey. Hopefully everyone who attended found the content useful and insightful.

This year we covered the following topics:

- Developing formulations, calculating information and checking compliance
- Product library tools and searching with Find Matching Items
- Using projects and tasks to manage product development and other projects
- Adding and understanding properties and property calculations, including regulatory and physical calculations
- Adding suitability checks for product compliance, including applications and regions
- Applications, Parties, belonging relationships and how to use them.

We will contact you in the near future with details of future training events.

As well as hosting our own training day, Formpak also sponsored and exhibited at the following events:

- B.E.O.A Symposium
- BSP Symposium
- BSF Symposium
- IFRA Forum

Our Director Penny Williams was also a guest speaker at the Food and Drink IT Summit, where she discussed 'Governance, Risk and Compliance (GRC) - The extreme environment for food and drink product compliance requires extremely flexible solutions'.

We hope to sponsor, exhibit and speak at more events next year and look forward to seeing some of you there too!

Thank you for your ongoing business this year and we look forward to working with you next year and beyond.

Merry Christmas from

Tim, Penny, Richard, Victoria, Vicki and Sarah

