

NEWSLETTER

February 2021



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[Send your feedbacks](#)

Dear readers,

We are delighted to present the first newsletter of 2021!

In this newsletter, we introduced our new team members and our partnership with CONVALgroup and highlighted our new generation support portal.

As you are aware, there are many changes occurring in our industry right now, and we are more than delighted to share them with you.

If you have any comments or input, please feel free to contact me.

Sincerely,



WE'RE GROWING

We are pleased to announce the arrival of two new team members and would like to wish them well on their journey with advanco.



Hasan Veriñ
Director of Project Management
Istanbul, Turkey
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Hasan Veriñ has re-joined advanco as a **Director of Project Management**. He will lead the professional services team responsible for the project management and the implementation of all other activities relating to advanco's products. Having worked for advanco before, Hasan has extensive experience in automation, enterprise systems and vendors in levels 1 to 4, including integration with level 4 systems. He previously worked for Accenture in its global serialization unit.

Hasan has worked on more than 25 serialization projects with the leading pharmaceutical companies around the world. He has a strong validation experience from FS all the way through to life cycle documents, writing and executing protocols. He has experience working on the design detail / FES scoping of projects. He also has strong analytical skills, and has been responsible for RFQ submissions, and has written L3 URS's for clients.



Serpil Benzer
Quality Manager
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Serpil Benzer has joined us as a **Quality Manager**. She has 13 years' work experience within Quality Management and has occupied a number of roles across multiple projects within various pharmaceutical companies. Before joining advanco, Serpil worked as a Group Quality Assurance Manager for Polifarma & Aroma Pharmaceuticals and as a Service Manager for Mercedes Benz, Turkey. She has undergone successful inspections from domestic and international health authorities.

Serpil has experience of driving GxP e-compliance projects from a strong strategic and technical perspective by partnering with business owners, IT, QA, and external service providers to establish and maintain GxP computer systems and their data throughout the entire systems and data life cycle.

At advanco, we are looking for members for our team to deliver high quality serialization solutions to our customers. If you have anyone within your network who you feel would be a good fit, do get them to contact.

Advanco is pleased to add **CONVALgroup** to our partner portfolio. Together we can serve our customers with the ARC Software in connection with world class Auditing Services and Process-Validation by the CONVALgroup.

However, what is even more important is that advanco can make a detailed offering with the CONVALgroup to make the shopfloor secure and protect IT Systems against cyberattacks from the outside.

With this partnership, advanco can add serious value to service portfolios in important sections to make the customer a complete offer in the field of serialization and aggregation.

"We have already enjoyed a successful working partnership with advanco as we have already worked together on a couple of projects. With the added strength given by advanco's acquisition by Parabellum Investments last year, we feel our partnership with advanco will be even more valuable now. We are looking forward to making the next step with our customers around Serialization 2.0 on the shop floor." said Timur Kabadayi, CEO of the CONVALgroup.



About CONVALgroup

CONVALgroup was incorporated in Toronto Canada in 2000 as a company with a mission of serving as consultants and technology enablers to Life Sciences Industry for increasing compliance and quality in various disciplines of Life Sciences industry such as production, quality control, quality assurance, information technology and R&D.

In 2004 the daughter in Istanbul was established. Combined more than 150 years of pharma experience and is positioning CONVALgroup as a reputable and well accepted company in the European pharma industry with some of the success stories such as CSV of Quality Management Systems and ERP Projects.

<https://www.convalgroup.com>

NEW GENERATION SUPPORT PORTAL: ARC KNOWLEDGE BASE

One of the best ways to provide support to customers is through an online support portal - a one-stop shop for online support. Providing an online support portal is an essential part of creating a satisfying support experience. Our support portal provides a space for our customers to create and manage their tickets, keep track of activities that matter most, check the status of their support tickets, review updates to knowledge base and community contributions, and watch instructional videos.

Our support portal collects all your self-service features in a convenient, accessible area, displaying all support related information in a way that's easy for you to understand. You can take care of all your below support needs in one convenient location.

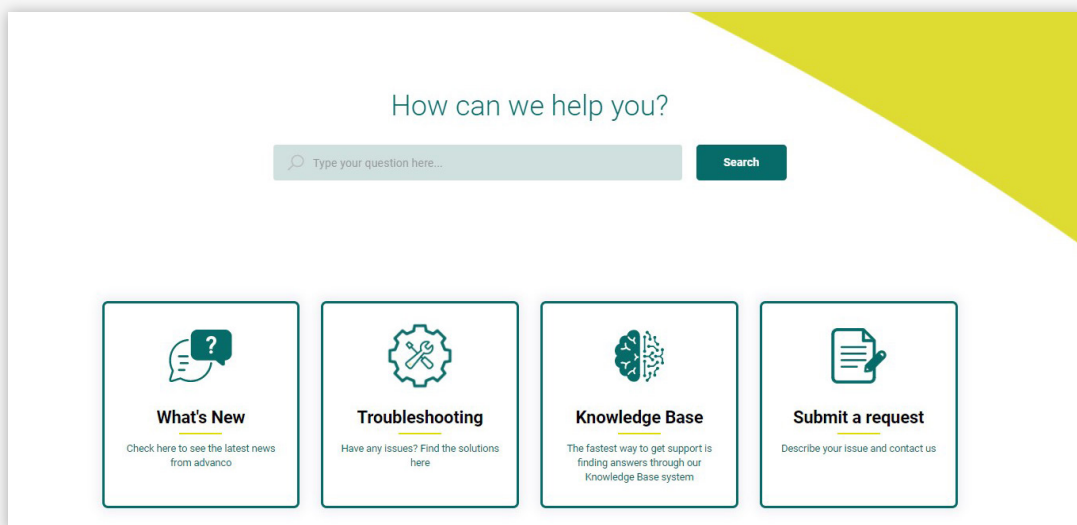
- Get the latest news from advanco

- Find solutions to the most common support issues

- Get a self-serve online library of information about ARC

- Describe your issue and request support from advanco support team

- Engage with other users and discuss about ARC in the user community



User Community

Our user community acts as both a solution and a supplement to your ARC experience. It is now ready to go live as a part of our support portal. It allows you to pay attention to the most actively discussed topics and collect helpful information to benefit your organization. User community guides new customers to popular topics to help them get started. Longtime customers can engage in more detailed conversations and propagate trending topics.

advanco - support portal > Knowledge Base > ARC MESS

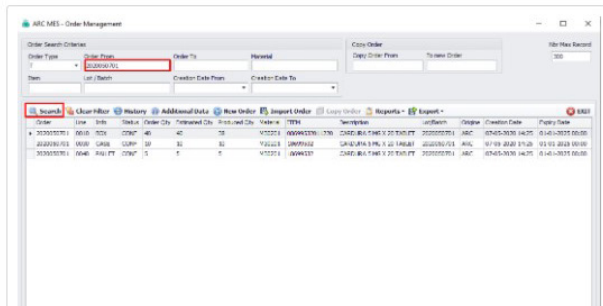
How to view serial numbers assigned to a specific partial order?



Alper Uluğbay
November 04, 2020 13:08

To view the list of serial numbers assigned to a specific partial order, follow the steps below:

- 1 Login to **ARC MESS**. Go to the **MES** → **Order Management screen**.
- 2 In the **Order From** field, enter the order number. Click "Search."



Unfollow

Articles in this section

- ▶ How to create a Serial Number Request in ARC MESS?
- ▶ What are the components of ARC MESS?
- ▶ ARC MESS Cockpit – Symbols
- ▶ How to view serial numbers assigned to a specific partial order?
- ▶ How to create a Product Master Data in ARC MESS?
- ▶ How to create a Packaging Order in ARC MESS?
- ▶ How to change the number of displayed records in ARC MESS screens?
- ▶ How to assign a Packaging Order to the Packaging Line?
- ▶ Product Master Data Management – fields
- ▶ Serial Number Management Details – fields

We would like to thank all of our customers for helping us to better understand the importance of the solutions we offer. The advanco support team is ready for any questions/issues that you may have. Reach out to us by phone, mail, or ticket. We are here to discuss your needs!

Support phone numbers: **+1 833 539 3681** and **+90 216 900 1927**

PRESS RELEASE

Chinese police seize over 3,000 fake COVID-19 vaccines

Pharmaceutical counterfeiting brought to the fore, as more than 3,000 saline filled vials being sold as COVID-19 vaccines were seized in Chinese police raids.

Alf Goebel, CEO of advanco has made this very valid comment in response:

"Pharmaceutical counterfeiting is a profoundly serious issue, one which this particular seizure of fake COVID-19 vaccines in China has brought to mainstream attention. It has therefore never been so important for product serialization services to work together and encourage an open and secure supply chain for pharmaceutical companies."

Read the original article by European Pharmaceutical Review [here](#).



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