



Software that works
Support that really helpsSM
1-800-321-7826

DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

December 2007

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You can check for updates any time in DrugPak. Open the Help menu and select Program Updates.

[Updates to version 6 have been posted as recently as 10/17/07.](#)

[Updates to version 5 have been posted as recently as 7/3/07.](#)

Turbo Charge Your DrugPak

DP Client/Server is an add-on to DrugPak that makes it possible for a network installation of DrugPak to run faster and more reliably. Scanlon Associates made DP Client/Server available because many companies that use DrugPak are growing and require the

We're Here to Help You!

We appreciate that you have chosen DrugPak to manage your substance abuse testing data. This newsletter is an opportunity for us to pass on news, helpful hints, and suggestions. If you ever have any questions or problems, don't hesitate to contact us.

Using Version 6: Informer Report Automation



One of the most powerful aspects to the DrugPak Software Suite in version 6 is the ability of DP Informer to automatically transmit email and fax copies of nearly any report that DrugPak can produce.

In version 5, and prior, DP Informer was able to send result letter and result list reports and no more. In version 6, a DrugPak Contact can be configured with as many reports as you wish. You can experiment with the options in the report tab of the Contact window. (A quick way to find a contact is to first look-up the Company or Home Base and use the Contact section to find each person.) In Contact Reports you can add reports and customize the report options per each contact's requirements.

Consider having your random selection documents, DP Billing invoices, DOT MIS forms, active participant lists, as well as result letters all delivered automatically via email or fax based on pre-configured settings. How much money could that save in postage? In man-hours?

For more information on setting up reports for contacts please visit the [DrugPak 6 Learning Center](#) where you can find [tutorial videos](#) on this and other topics.

DrugPak Version 6 Classroom Training

Space is still available for the December session of DrugPak Classroom Training in Albuquerque, NM. But you better hurry because the class will start Monday December 10th!



additional power that Client/Server provides.

DP Client/Server is not like the other add-on modules of DrugPak. It is not another DP program. It does not add new buttons or new reports and there is nothing new to learn. What it does is make all of your DrugPak modules run FAST ... really, really fast!

How DP Client/Server Works

DP Client/Server changes the way that DrugPak operates across your network by shifting most of the workload from the workstation to the server.

When you are using DrugPak on a network without DP Client/Server, large volumes of data are transferred through your network from your server to your workstation. Then the processor in the workstation works with the information and stores it back on the server when it has completed its task.

When using DP Client/Server, the workstation directs the server to perform the task. Since the server doesn't have to wait for the information to move across the network, tasks execute much faster. Also, since the data is not moving across the network, many of the possible problems caused by network or workstation failure are eliminated.

How DP Client/Server Saves You Money

The essential return from an investment in DrugPak

The October DrugPak Classroom Training session held in State College received high marks for being useful and informative from experienced users and new users alike. Don't miss out on this opportunity to expand and update your understanding of DrugPak.

The many changes to DrugPak in the update to version 6 make training more valuable than ever. Visit www.drugpak.com/training.shtml for more information.

The Math of Support Renewal

We sometimes receive calls asking about our support policies and pricing for annual support agreements. DrugPak Support renewal fees are determined for each client to ensure that everyone is fairly charged based on their estimated support needs. Here are a few facts about DrugPak support that might help you understand more about these procedures.

- When you purchase DrugPak, a period of support is bundled into the purchase. Once that initial period ends each client is invoiced for their first annual agreement.
- When you purchase a DrugPak add-on module there is also a period of support bundled into the purchase. Since the annual support agreement includes support fees for each module and is charged only once a year, support for a new add-on module will be pro-rated so its support expiration will synchronize with your annual renewal.
- Support rates are influenced by the number of users for which your DrugPak is licensed. This is because organizations where DrugPak is used by several users generally rely on DrugPak support services more heavily than single-user installations. When user counts increase, support will increase slightly as well.
- Separate support rates are charged for each add-on module. This is because organizations that use more aspects of DrugPak rely on DrugPak support service more heavily than simpler installations. Since software updates are included with support, more modules means more program updates will be available to you.

And please remember that staff at the DrugPak Help Desk and Programming Department are working hard for you even if you don't call us. We are constantly improving DrugPak with more features as well as refining the existing features to provide the most user-friendly software experience possible.

Client/Server is increased productivity. Typical operations are reduced 50 - 75%. but you don't need to take our word for it as you can try Client/Server yourself (more on that below).

Another issue Client/Server protects you against is data corruption caused by minor events such as a workstation, power, or network failures.

The structure of DP Client/Server eliminates the potential for many workstation or network failures that effect your data. Unless you have never put your office on "standby" for a few hours while waiting for technicians to restore a back-up, or you have permanently lost data from corruption, you might easily underestimate the value of protecting against such avoidable problems.

Scanlon Associates offers a 30 day, no obligation trial of the Client/Server--and it only takes a few minutes to install. It is very easy to evaluate the changes caused by Client/Server as they are immediate and obvious! Call today for more information and get your full trial version. Our DrugPak Sales Team is available at 800-321-7826. After the phone system answers, press 1 for Sales and then 3 to discuss your specific DrugPak needs.

[Visit DrugPak.com to learn more](http://www.drugpak.com)

phone : 800-321-7826
fax : 814-237-4193

Renewing your DrugPak support agreement is easy! Simply respond to the annual support invoice that is automatically mailed at the same time each year.

Finally, remember that **renewing on-time is the path to the lowest long-term cost of ownership**. Timely renewals avoid future price increases and other fees associated with renewing a lapsed support agreement. As always, call our office if you have any questions regarding DrugPak support agreements or renewals.



Scanlon Associates End-of-Year Holiday Schedule

Good friends and customers like you make our business successful all year long. We wish to express our sincere gratitude for your confidence and support.

This year, so we can spend time with our families and loved ones, our offices will be closed on Monday December 24, Tuesday December 25, and Tuesday January 1, 2008.

From all of us at Scanlon Associates who create and support the DrugPak Software Suite, please accept our warmest wishes that you and your families have a Happy Holiday Season!

December Webinars

DOT MIS Form

Learn how to best prepare and generate the DOT MIS Form directly from DrugPak.

Understand how participant records, random selections, and result records combine to produce the MIS report. This helps ensure accurate numbers and printing. Grouping options can get your reports generated quickly. Now is the easiest time to get ready for the MIS reporting season. By entering your actual test data correctly, you can avoid a lot of headaches at year end.

DOT MIS Form - 60 minutes - \$59

Friday, December 7th 3:00 PM Eastern Time*

Introduction to Version 6 - Main Module

DrugPak version 6 has now been sent to all customers with a support agreement. Now is the time to learn about the core changes to the Main Module of DrugPak in version 6, steps for upgrading, and ways you can plan to take advantage of new features. *This webinar is a great introduction for anyone who uses the DrugPak Main*



support@drugpak.com

Module. It also contains essential information for any customer who has more than one DrugPak module.

Introduction to Ver. 6 - 90 minutes - \$69

Friday, December 14th 2 PM Eastern Time*

Introduction to Version 6 - DP Billing

Flexible, versatile, and powerful ... If you loved DP Billing in version 5, then you will be crazy about the new features in version 6. If you were frustrated by limitations in version 5, then you might find that DP Billing in version 6 has the features you need to create invoices exactly the way you need them. This class will address the new price structure, using the new interface, and billing rules. *The changes to DP Billing in Version 6 are quite extensive.*

This webinar is highly recommended for anyone who will use or configure DP Billing in the new Version 6.

Intro. to Ver. 6 - DP Billing - 90 minutes - \$69

Wednesday, December 19th 1 PM Eastern Time *

Introduction to Version 6 - DP Informer

Email and/or fax more reports with more options through DP Informer in version 6. In the new version you can use Informer to send result letters, random selection reports, DP Billing invoices, DOT MIS reports--nearly every report that DrugPak can produce. You can also specify more options for individual reports. This class will address the expanded "Contacts" database, report scheduling, and what to expect after you update to version 6. *DP Informer is one of the most significantly enhanced aspects of DrugPak version 6. If you use DP Informer (or plan to start using it soon), this is a webinar that you should attend.*

Intro. to Ver. 6 - DP Informer - 90 minutes - \$69

Thursday, December 20th 11 AM Eastern Time *

Support Plan members receive an automatic \$10 discount on all webinars!

Seats are limited and DrugPak webinars fill up quickly.

Contact Scanlon Associates today to make your advance reservations. Call (800) 321-7826 x202.

Attendees are welcome to have **one** computer connected to the on-line portion and **one** phone connection to the conference call, but have as many people view and listen in your office as you wish. Advance payment is necessary to reserve your place and includes the cost of the web connection and the toll-free conference call.

***Please note: all times for webinars are Eastern.**

Adjust for your location accordingly and please be prompt!

There is a limited number of "seats" available for each webinar. Please be considerate of others who may wish to attend. In the event you cannot attend a webinar for which you have registered, kindly give at least one day notice that you will not attend. We will be unable to give refunds or reschedule webinars unless we receive your cancellation at least one day before the scheduled webinar start time.

Think About It

"The art of life lies in a constant readjustment to our surroundings."

--Okakura Kakuzo, Japanese scholar, writer, and philosopher

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