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Subject: News from DrugPak Software Suite
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Support that really helpsSM
1-800-321-7826

DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

March 2007

Current Articles

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Quick Links

Be sure to regularly check for DrugPak updates at www.drugpak.com/update and remember to read the release notes to learn more about the changes.

The following modules have recently been updated:

[DrugPak Main Module](#)
(1/4/2007)

[Document Manager](#)
(12/21/2006)

[MRO Management](#)
(12/21/2006)

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Automate Result Reporting With Add-On Modules

Reporting test results to clients is one of the most time consuming aspects of the substance abuse

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.

Getting Ready for Version 6: Planning Your Upgrade



Scanlon Associates has been installing the new Version 6 of DrugPak in various beta test sites and reactions have been very positive. Over the coming months more and more DrugPak users will be installing this update and your organization might be one of them. Our experience with beta test installations shows that some planning might be helpful.

Consideration #1 - How much pre-upgrade testing and training will be necessary?

DrugPak Version 6 is significantly enhanced from version 5.5, but the general concept and design remains the same. DrugPak is still focused on company and consortium records, participants, random selections, results, along with the same result letters and other reports that are still available. Most users will be comfortable using the new version based on experience with version 5.5, but users will find it helpful to preview the new version so they can prepare for the changes and learn what new features can be used to improve efficiency. Installing your own test version will help you understand so that you can prepare.

Consideration #2 - What do you need to do to get benefits from new features?

Through pre-upgrade testing and training you will identify

testing industry. That is why Scanlon Associates has several add-on modules that let you leverage technology to save time.

DP Informer helps automate transmission of result information. You can specify the format and transmission method for each of your clients and then let DP Informer take care of the rest.

Documents can be transmitted via fax, e-mail, or both. Using filters, you can even limit which results are sent through DP Informer. You can address documents to multiple recipients in the same company and different recipients for different groups of tests. All of these systems work without having to check a list of which-clients-get-what-format and without having to hover over the fax machine all day.

DP Facts-On-Demand works with DP Informer to allow your clients to use a touch-tone telephone to request documents. They can request lists of new results or results for specific donors. Facts-On-Demand can send the information via e-mail or fax. Results can even be verbalized over the phone to deliver immediate information. Now your clients can have their documents sent to them when they want them. They can even have the results sent to a different fax number so they can get their results when they

features that will make your office work easier. Consider how these new features will affect your daily procedures, but also try to gauge the work necessary to take advantage of these features. For example, in DP Version 6 a contact can have reports configured for automatic e-mail distribution. It will be necessary to configure reports for each contact to take advantage of this feature. If each contact gets 3 reports from the Random Selection Audit Trail and there are 15 contacts associated with a selection then 45 reports must be set up before DrugPak can automate the reporting for that selection.

Consideration #3 - Might upgrading cause downtime in your office?

While every effort is being made by our programmers, technicians, and testers to ensure that your upgrade to Version 6 is smooth, since every client is unique, problems could still arise. Because some users have made custom reports and developed utilities to work with DrugPak, Scanlon Associates cannot guarantee a problem-free upgrade for all DrugPak users. To reduce surprises plan to test an upgrade of your DrugPak data and run a parallel operation for as long as needed.

Consideration #4 -When is the best time to perform your upgrade?

While Version 6 is in beta testing, users are being selected for installation based on a number of criteria. We focus on complexity of the upgrade, clear and open communication with the end-users, and our ability to provide resources to support all current test sites. Even after the beta test period is over, it is up to you when your office will actually "go live" on Version 6. Try to choose a period of time when your office is typically slow and avoid rush times such as just before / after random selections or at month-end billing or quarterly reporting. If your pre-upgrade testing showed reasons for concern, then contact the DrugPak Support Desk to arrange for needed assistance before going live.

Consideration #5 - Upgrading cannot be reversed!

Once you go live on DrugPak Version 6 you will not be able to reverse the upgrade. It is possible to restore from backup immediately after performing the upgrade if problems arise, but after you have started using the new version DrugPak cannot be "down-graded" back to version 5. If you do not consider yourself quick to accept change, pre-upgrade testing and training will be very helpful to prevent problems after you go live.

Look for more news about DrugPak Version 6 in future newsletters.

are on the road or at a remote location.

DP Live gives your clients a secure interactive web site to access and update their data. Your clients can log in with their own user name and password and retrieve the information they need, when they need it. Through your DP Live web site, your clients can view new results and print result letters, but that's only the beginning! Visitors can create their own result lists and participant lists or search for specific items. They can also see lists of outstanding random selection tests, add and remove participants from random selection pools, and request alternates.

If you are not comfortable giving some clients total access, you can specify the rights and restrictions of your DP Live visitors.

You can use filters to restrict them by company, home base, test status, and many parameters. After giving your clients access to your DP Live web site, you will probably notice a significant drop in phone calls as well as a significant increase in customer satisfaction.

Scanlon Associates understands how important it is to increase your productivity. With DP add-on modules you can choose how to automate your office without losing control.

For more information on

DrugPak at DATIA in April

Scanlon Associates will be attending DATIA's 2007 Annual Conference and Exposition in Memphis, TN April 19 - 21 as an exhibitor. DATIA, the Drug and Alcohol Testing Industry Association, is a prominent and influential association that emphasizes education, networking, and standards among its members. Several representatives of the DrugPak team will be at our exhibit booth. Please stop by and visit us! It is always great to see familiar faces and meet new friends.



Look for us under the DrugPak banner in the exhibition hall. Also, look for other attendees and exhibitors displaying the DrugPak logo. Every person and company who wears a DP button or displays a DrugPak sign is a DrugPak user. Most are often eager to exchange their views and opinions on DrugPak!

Something special for 2007: Stan Scanlon, President of Scanlon Associates, and David Goncalves our General Manager have been selected to lead one of this year's new breakout sessions. They will be making their presentation *Are Your Randoms Truly Random?* which is tentatively scheduled for Friday afternoon, April 20.

[Visit DATIA.org](http://DATIA.org) for more information

March 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.

DOT MIS Form - 60 minutes - \$59

Thursday March 8th 11:00 AM Eastern Time*

Basic Filter Building

In this short summary of Symbolic Logic 101, learn the basic concepts for building and using filters in a variety of situations. Filters can be used to handle the special situations for viewing and retrieving data in the unique ways your clients demand. After learning about filters, people have made comments like "The doors of DrugPak have really opened for me after I learned how to do this."



any of these products, a FREE live evaluation with product orientation, or a CD of all DrugPak Software Suite modules, call our Sales Team today at 800-321-7826 x203 or write to sales@drugpak.com.

phone : 800-321-7826
fax : 814-237-4193
support@drugpak.com

The Basic Filters class is a prerequisite for additional advanced webinars that will be offered in the future (Using Custom Billing Features and Advanced Data Export). However, anyone can take it now and learn how to implement filters in DrugPak right away even if you don't intend to participate in the advanced webinars.

Basic Filter Building - 90 minutes - \$69
Friday March 16th 11:00 AM Eastern Time*

Participant Import Webinar

Basic and advanced techniques for importing lists of participants into DrugPak. Importing is one of the most in-demand topics for our support Help Desk. This session will cover all aspects of taking client-prepared files and getting the data correctly into your DrugPak system.

Participant Import - 60 minutes - \$59
Thursday March 22nd 12 noon Eastern Time*

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

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

"No sensible decision can be made any longer without taking into account not only the world as it is, but the world as it will be."
--Isaac Asimov

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