



DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

April 2006

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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.

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

The following modules have recently been updated:

[Document Manager \(2/01/2006\)](#)

[SSN Masking Report utility \(1/25/2006\)](#)

[MRO Management \(1/12/2006\)](#)

Turbocharge 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 additional power that Client/Server provides.

• **DrugPak Report Margin Control**

Most DrugPak reports use the same interface for adjusting the margins, so if you are trying to get the envelope window to line up with the address on your result letters or trying to get one more record on the result list, the method is basically the same. The margins button, pictured here to the right, opens the margin control pop-up window.



Normally every DrugPak report margin is set to "-1". This might seem a crazy number, but it is not a really a number in this case. Rather "-1" tells the report to use the default margins set by the DrugPak programmers. You can set your own margins and adjust the values to get exactly the page position that you want. The values are measured in inches, so a top margin of 0.25 will be rather small while 2.50 would be rather large. Be aware that minimum margin settings (typically a quarter of an inch or less) are dependent on the model of the laser printer you are using.

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, nearly all 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 Client/Server is that you will save time. 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).

Every printer has minimum margins and each one is different. Experimentation will teach you the capabilities of your printer.

[Interested in DrugPak training? Click Here!](#)

- **Background Checking**

Is your company performing background checks for your clients? If not, have you thought about expanding into this arena? Scanlon Associates believes that there may be a business opportunity for you to add these services to your roster. We want to learn what is happening with our clients today and also learn what features might be useful to add in DrugPak to facilitate this potential service.

Right now we are in "listening mode" and we want to hear from you. If you think you have some insights to share (and every insight is useful and important), please click on the link below and send us an e-mail. We'll respond and arrange a follow-up. This is your chance to influence early development in DrugPak, so if you have something to say, don't miss this chance to say it!

[Send e-mail to let us know you want to share your opinions / experiences on background checking.](#)

- **April Webinars**

Random Selection Webinar

Learn how to use DrugPak's Random Selection Expert to quickly and easily perform random selections. In-depth coverage of random selection profiles, the random selection expert and random selection program statistical analysis.

**DrugPak Random Selection - 90 minutes - \$69
Thursday April 6th 2:00 PM 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." 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



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 most 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://DrugPak.com)

intend to participate in the advanced webinars.
Basic Filter Building - 60 minutes - \$59
Tuesday April 11th 11:00 AM Eastern Time*

Advanced Data Export

Basic and advanced techniques for creating export files from DrugPak. Learn how to export data such as participant lists, mail-merge data, and other common export tasks. *This Webinar requires that you have attended a session of the Basic Filter Building webinar.*

Advanced Data Export - 60 minutes - \$59
Thursday April 13th 1:00 PM Eastern Time*

(Support Plan members receive an automatic \$10 discount to 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!

[Our webinar schedule is now projected several weeks in advance. Click here to learn more!](#)

• Your Voices Heard

After our article in March's newsletter on how to get the most from DrugPak Support and the changes we are making to improve customers' support experience, we heard from several of you. All were supportive of our efforts to bring you the best software support experience available to the drug and alcohol testing industry. One of these comments, received by e-mail, was particularly representative of what you had to say:

Hi. I just received Scanlon's newsletter where you addressed long wait times for service. I just wanted to write and tell you that I have been so happy with your service. I have called and have had to wait for a call back, but I guess I would expect that with any company - there are times when you're just very busy. I have been very happy with the service I've received, and I think your staff has been great to deal with. No matter what my question or problem has been, I've always gotten an answer and have hung up the phone smiling.

Thanks!

Jeanne Polden
Partners In Health
Chippewa Falls, WI

• Changes in the DrugPak Support Staff

The DrugPak Support Team has added a new voice.

Mehwish Aziz has joined Scanlon Associates as a DrugPak Support Technician and has been working hard to get ready to help you use your DrugPak. She is from New York City and graduated recently from DeVry. It may be a few weeks until she is on the phones full time, but when you speak to her, please join us in welcoming Mehwish to the DrugPak team.

One of our long time support team members will now lead the team. Doug McKown was named to the new position of Support Manager effective April 10. Doug will be making sure that customers are getting the quality support they need and deserve.

As DrugPak continues to grow, so too does our dedicated staff. You can depend on us!

support@drugpak.com
<http://www.drugpak.com>

(800) 321-7826 U.S.
(866) 293-2495 Canada

- **Think About It**

"The trick is to make sure you don't die waiting for prosperity to come."

--Lee Iacocca 1924-, American Businessman, Former CEO of Chrysler



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