



DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

March 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 \(1/12/2006\)](#)

Go Paperless with Document Manager

One of the newest modules of DrugPak is Document Manager. Document Manager is an electronic document library that gives you the potential to save time and provide better service to your clients.

Scan Documents

Document Manager uses any TWAIN-compliant scanner to create document images. With a multi-sheet scanner you can store a stack of COC forms in seconds and have

• Support Procedures Analyzed

Customers across the board are reporting that they often have to leave a message when they call our DrugPak Support Help Desk. We are receiving more comments like "DrugPak support isn't what it used to be when a live person answered nearly every time." So what's up? Believe it or not, this is to be expected because of stricter support protocols that have recently been put in place.

You see, we normally have between two and four support technicians available during different times of the day. Shifts are slightly skewed to permit more techs to be on board during the heavier calling hours which usually occur in the afternoon. We stagger lunch breaks so that there is always someone available at every hour of the day. Often one or two techs are working the Help Desk for an hour after our advertised ending support time of 5:30 Eastern in order to make sure that all issues are closed for that day. But sometimes, calls have to be sent to our support queue voice mail as everyone is already dealing with a customer issue.

immediate, easy access whenever you need the images in the future.

Store Any File

Document Manager can be used to store any kind of computer file and link it to data in DrugPak. Archive documents like Word, Excel and Acrobat. Images such as JPG, BMP, TIF, and multi-media like WAV, AVI, WMV. Any file on your computer that you want to store and link to a DrugPak result, participant, company, collection site, or laboratory record!

Find It In a Flash

Once an item has been brought into Document Manager you can create key references that allow you to manage and search your documents in a variety of customizable ways. Access documents linked to DrugPak records using the camera button in the DrugPak Tool Bar or search Document Manager using customizable keywords and filters.

You Will Wonder How You Functioned Without It

One of the primary uses of Document Manager is to scan chain of custody forms.

When used in conjunction with MRO Management it can be used to insert information such as COC Received Date, Participant Name, and other essential information.

Document Manager lightens your workload in other ways as well. For example, your customers can have access to documents at any time--even after normal business hours--through the Internet using DP Live. The latest v5.5 release of DP Live

Previously, when the technicians were all busy, calls would go to voice mail (VM). Then when the technicians were free, as more calls came into the Support Center, they would be answered "live." This would cause more calls to be answered "live," but the callers' messages in VM would be left to wait. Our new protocols are designed to make sure that everyone who calls is responded to in the order in which their call was received. This means that once a message is left in the voice mail queue, it is taken next. Other callers are then sent to the VM queue to leave a message and receive a call back in the order in which their call came in. This procedure continues until the VM queue is cleared and calls can be taken "live" once more. This procedure results in more voice messages, but allows everyone to be serviced in the order in which their call was received.

We would be disingenuous if we said that wait times for returned calls were not longer in January and February than customers previously experienced. We received a record-setting number of calls during these months--as many as 125 calls per day. In addition to our normal year-end crunch (which mirrors the challenges faced by our clients), we added a record number of new clients, many of whom started their DrugPak systems on January 1. Some of you also know that we had two new babies born within three weeks of each other and these happy events took our new fathers (who had to provide support to their families during this time) away from the office. (Congratulations to Charles and Barry!)

These events notwithstanding, Scanlon Associates is taking several major steps to improve our support services. One thing that happened in the last weeks of December was the sale of our DOT driver log auditing product, LogPak, to another company. This sale was made to permit SA to focus all our resources on DrugPak issues. We are also near the end of our search for additional support team members to have on board soon. In the coming months after appropriate training, you will be hearing new voices at our Help Desk hotline. Finally we continue to survey customers (over a thousand surveys per year are faxed to customers) to learn where we can do better. Only a fraction of the surveys are actually returned, but every one of those is read and acted upon if appropriate. If you get a survey asking about your support, orientation, sales, or custom programming, please take one minute to tell us about your experiences. Both praise and criticism are welcome. The one who will benefit the most is you, the customer.

There are some things you can do to help yourself receive better support response (and in some cases eliminate the need for contacting us altogether). Here are some

supports this feature.

Document Manager can be used for much more than just COC forms. You can store any document that you might want to access in the future such as invoices, MRO notes, telephone recordings, notices, correspondence, maps--anything!

Contact our sales team today to learn more. Take advantage of our 30-day no obligation trial. Like all DrugPak modules, you can "try before you buy" to be sure Document Manager will meet your needs. Call 800-321-7826 x203 today and harness the productivity of document manager!

suggestions:

- Call earlier in the day. Our Help Desk opens at 8:30 AM Eastern and the calls are lightest in the first hours of the morning.
- Relay clear and accurate information when describing your issues. This will help us resolve them faster and get you on your way more quickly.
- Unless you are working on an open issue with one of our staff, avoid calling and asking for your favorite technician. The techs are certainly not allowed to play favorites with customers, but many customers "zone in" on one technician and won't talk to any other team member. This is usually because that technician resolved a tough issue for them in the past. Asking to talk to only one team member virtually guarantees a delay in a response.
- Call back in the meantime if you have resolved your issue. By calling back and leaving a message that you have resolved the issue on your own (it actually happens a high percentage of the time), it frees our resources to focus on others.
- Go to the right source to solve the problem. Often a customer will call about an issue unrelated to DrugPak. Sometimes it is difficult for a customer to know, but when an issue is related to your spreadsheet software, the network, a virus, your ISP, or computer hardware, it is outside the area of our software support expertise. Calling the wrong party, Scanlon Associates in this case, results in a delay in resolution of your problem.
- Try support via e-mail for routine issues. For many situations, e-mail support is easier and more convenient. **However if your issue is urgent, please do not e-mail, but call.**
- Don't use the "shotgun" approach. Sometimes, not knowing to whom to send their support request, customers sometimes send their request to every individual SA staff member they know. This results in an uncoordinated response or no response at all. The best way to contact us via e-mail is to support@drugpak.com.
- Learn more about the DrugPak software and its procedures. Quality time spent during initial orientation, in webinars, and in classroom and Internet training pay big dividends in knowledge and convenience for those who take advantage of these opportunities.
- Back up your data every single day! This is the most common oversight that later results in major work for clients. Just imported 4,000 new participants into the wrong company? There will be a lot of manual work involved if a recent backup isn't available.
- Keep your support coverage up-to-date. By doing so, you can avoid delays while accounting details are handled and your issues in the meantime are put on hold.

At Scanlon Associates, providing personal, friendly, helpful, and competent technical support is our number-one priority. We feel that we "live or die" based on our

reputation for client support. The next time you have the opportunity, please share your views with us by responding to the customer satisfaction surveys you receive.

- * * ***WARNING*** * *

- **Do NOT try MS Internet Explorer 7**

Microsoft is offering many people the opportunity to join in the beta testing of their new release of MS Internet Explorer (version 7). **INITIAL TESTING SHOWS THIS NEW RELEASE ADVERSELY AFFECTS DOCUMENT MANAGER.** We have found that the update cannot be uninstalled and until the issue is resolved in Microsoft's testing, MSIE 7 will prevent Document Manager from properly displaying images and files.

- **March 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

Tuesday March 28th 2:00 PM Eastern Time*



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

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!

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

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

- **Think About It**

"Divide each difficulty into as many parts as is feasible and necessary to resolve it."

--Rene Descartes 1596-1650, French Philosopher, Scientist

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