

# ASCO Group Registration Information and Frequently Asked Questions (FAQ's)

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## ASCO Group Registration Information and Frequently Asked Questions (FAQ's)

### 1. What do the badges look like?

Registration Type	What's on the Badge	Sample Badge	Badge and Holder Description
Group Delegate	FULL NAME, DEGREE INSTITUTION CITY, STATE OR COUNTRY  TWITTER HANDLE (OPTIONAL)	<b>JOHN DOE, MD, PHD MAIN STREET ONCOLOGY AMES, IA</b>  <b>@JOHN_DOE</b>	<b>Members</b> Badge in a clear badge holder with a blue extension, "Member" <b>Nonmembers</b> Badge in a clear badge holder with red stripe at the bottom, no extension
Exhibitor Attendee	FULL NAME, DEGREE EXHIBITING COMPANY NAME CITY, STATE OR COUNTRY  TWITTER HANDLE (OPTIONAL)  EXHIBITOR AND ATTENDEE	<b>JANE DOE, PHARMD LARGE PHARMA PARIS, FRANCE</b>  <b>@JANE_DOE</b>  <b>EXHIBITOR AND ATTENDEE</b>	Badge in a clear holder with a teal green stripe at the bottom. Badge will say "Exhibitor and Attendee". Members will have a blue "Member" ribbon affixed to the holder.
Exhibitor	FULL NAME, DEGREE EXHIBITING COMPANY NAME  TWITTER HANDLE (OPTIONAL)  EXHIBITOR	<b>CHRIS DOE, MBA LARGE PHARMA</b>  <b>@CHRIS_DOE</b>  <b>EXHIBITOR</b>	Badge in a teal green badge holder
Spouse	FULL NAME  GUEST	<b>PAT ANDERSON</b>  <b>GUEST</b>	Badge in a yellow badge holder

### 2. Registration Type Definitions

Registration Type	Description
Attendee	Individual attendees who manage their own registrations in advance or onsite. Only the attendee can make changes, cancel, and pick up their registration materials. Individual Attendees may register online at <a href="http://am.asco.org">am.asco.org</a> .
Group Delegate	The Group Administrator manages Group Delegate registrations and is allowed to make changes, cancellations, and substitutions in addition to making arrangements for onsite materials pickup. Group Administrators must register their group through the <a href="#">Group Registration website</a> if they do not meet the minimum requirement of registrants (over 50) to submit a group import spreadsheet. Once payment is complete, the group delegates must remain attached to the group.
Exhibitor Attendee	Exhibitor Attendees are exhibitors who also attend the Annual Meeting sessions. Annual Meeting registration fees apply to this registration type and are based on the registrant's ASCO Member/Nonmember status. Exhibitor Attendees must register through the <a href="#">Exhibitor Registration website</a> . Once payment is complete, the exhibitor attendees must remain attached to their company's group.
Exhibitor	Exhibitors are individuals working in their company's booth in the Oncology Professionals Hall who do not attend the Annual Meeting sessions and thus have access to the Hall only. A complimentary allotment of Oncology Professionals Hall ONLY badges are given to the exhibiting company depending on the amount of booth space purchased. Any exhibitor registrations over the allotment are subject to a registration fee of \$150 fee per registrant. Total allotment and allotment availability can be viewed at the <a href="#">Exhibitor Registration website</a> .
Spouse	Spouse registrants have access to the Oncology Professionals Hall only (must be 18 years or older). Only one spouse registration is permitted per registrant. A spouse registration may be added online at the respective registration websites above.

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### 3. What is a Group Administrator?

Group Administrators manage their groups by creating a contact account that allows them exclusive rights to their group registrations online (See “What is my Log-in Number” below). The ASCO Annual Meeting Customer Service Center will only release the group log-in number and password information to the Group Administrator on record.

### 4. How do I submit the group registrations?

Registrations must be completed online or by import spreadsheet (if your group contains 50 or more delegates)

- **Online:** Group Administrators complete delegate registrations using the group registration website delegate registrations, view lists of registered delegates, schedule a badge pickup appointment and pay balances. Do not use the individual attendee registration website for your group delegate registrations. Additional fees per registrant will apply if the ASCO Annual Meeting Customer Service Center has to convert individual attendee registrations to group delegate registrations.....
- **Import (must submit 50 or more group delegates):** Use the import spreadsheet if your group contains more at least 50 delegates. The Import Spreadsheet Template can be downloaded from the group registration website. Once the spreadsheet has been imported by the Customer Service Center, Administrators should use the online group registration website to register additional delegates and manage changes to the imported registrations.

### 5. What are the registration submission deadlines?

- **Import Spreadsheet Deadlines:** Your import spreadsheet may be submitted any time prior to the deadlines listed below. Please allow 10 business days before you are able to manage your group registrations online. Note: If you register your delegates online using the group registration website, you will have immediate access to the registrations.
  - **April 25, 2018**, 11:59 PM, Eastern Time (Early Rates applicable on or before this date)
  - **May 18, 2018**, 11:59 PM, Eastern Time (Late Rates applicable beginning May 19, 2018). Any registrations submitted after May 19, 2017, must be entered through the group registration website by the Group Administrator.
- **Online Deadlines:** Registrations can be added online through June 2, 2018 or when badges are picked up onsite, whichever is earlier. Early registration rates are applicable to all registrations received on or before April 25, 2018, 11:59 PM, Eastern Time. Late registration rates are applicable beginning April 26, 2018. Standard registration rates are applicable beginning May 19, 2018.

### 6. Multiple/Duplicate Registrations

Each individual may have **only one registration record**. The ASCO Annual Meeting Customer Service Center routinely reviews records and consolidates duplicates. In this case, one of the records will be cancelled and will appear on your list as “cancelled”. Commonly, a duplicate registration is the result of a person who is registered as a group delegate and an Exhibitor. We consolidate these two records into a single Exhibitor Attendee record under the management of the Exhibitor Administrator. All exhibitor registrations must be connected to the Exhibiting Company and must be made through the exhibitor registration website.

### 7. What is group delegate contact information used for?

Delegate name badges have a bar code with their contact information encoded. Group delegates can request that information be sent to them from an exhibitor in the Oncology Professionals Hall or in a session. The act of scanning the bar code on the badge gives the delegate’s contact information to the exhibiting company. It is important to provide accurate mailing and email address information for your group delegates to ensure that they receive the products and information which they request at the meeting. **If you do not provide accurate email addresses, group delegates will be unable to access digital Annual Meeting products, including Certificates of Attendance, 2018 ASCO Annual Videos and Slides, the Attendee Resource Center (including Proceedings and Educational Book), and Continuing Education (CE) and Maintenance of Certification (MOC) credits for physicians.**

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### 8. Who receives the registration confirmation?

Email confirmations are sent to the Group Administrator only. ASCO will not contact individual group delegates or exhibitors. In cases where the delegate contacts the ASCO Annual Meeting Customer Service Center and requests an email confirmation, we will send the request to the Group or Exhibitor Administrator as applicable. To request an email confirmation, Administrators should select CHANGE GROUP REGISTRATIONS from the main menu, select the first letter of the last name of the delegate, then select SEND CONFIRMATION TO ADMINISTRATOR for that group delegate.

### 9. What is the Processing Fee?

Administrators may see processing fees in their group registrations. Processing fees will be charged to any new registration, change or cancellation that was manually entered by the ASCO Annual Meeting Customer Service Center. These fees apply to all fax, mail, email, and phone requests (exception: misspellings to last name or change in email address). Please use the group registration website to avoid additional processing fees. Processing fees will also be assessed if an individual registration is converted to a group registration. On or before May 29, 2018, the processing fee is \$50.00. Beginning May 30, 2018, the processing fee is \$75.00.

### 10. What is the group change policy?

- **Contact Information:** Changes to delegates' contact information must be made online. Changes can be made through June 3, 2017 or until badges are picked up onsite, whichever is earlier. Changes to the last name or email address cannot be made online; if the last name or email address contains a misspelling please contact the ASCO Annual Meeting Customer Service Center at [ascogroupreg@spargoinc.com](mailto:ascogroupreg@spargoinc.com) to have the correction made at no charge. If the last name and email address need to be altered because the registrant is being substituted for another person, please see "Substitutions" below.
- **Substitutions:** Substitutions may be made online at no additional charge through June 2, 2018 or until badges are picked up onsite, whichever is earlier. To make a substitution, the Group Administrator must cancel the original registration and create a new registration using the new delegate's information. Available funds will be transferred from the cancelled registrant to the new delegate.  
**PLEASE NOTE:** ASCO membership status of both registrants will play a role in determining fees.

#### Instructions for Changes or Substitutions **ON or BEFORE June 2, 2018**

##### **If you are updating an existing record (not changing the last name or email address)**

- Log in to the Group Registration website
- Select menu option "CHANGE GROUP REGISTRATIONS"
- Select the first letter of the last name of the delegate you wish to update
- Make edits to first name or address information in the available fields in the badge update box
- Select the UPDATE button to save the changes to the badge information
- Make edits to meeting events by selecting the "ADD/MODIFY EVENTS" link above the badge
- Add or remove events by selecting or deselecting the event check box(es) and select CONTINUE
- Select SAVE CHANGES/CHECK OUT
- Select CLOSE THIS WINDOW AND RETURN TO GROUP REGISTRATION

Note: Processing fees apply for any changes that are not made online. On or before May 29, 2018, the fee is \$50.00. Beginning May 30, 2018, the fee is \$75.00.

##### **If you are substituting one delegate for another delegate**

- Log in to the Group Registration website
- Select menu option "CHANGE GROUP REGISTRATIONS"
- Select the first letter of the last name of the delegate you wish to remove
- Select SUBSTITUTE OR CANCEL from the links above the badge
- Enter the reason for cancellation
- Check the box that you have read and agree to the cancellation policy
- Select "CANCELLATION/REGISTER ANOTHER DELEGATE NOW"

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- Enter the email address or ASCO ID of the new delegate and select VERIFY INFORMATION
- Enter the new delegate contact information and select CONTINUE
- Select SAVE CHANGES/CHECK OUT
- Select CLOSE THIS WINDOW AND RETURN TO GROUP REGISTRATION

Note: Processing fees apply for any changes that are not made online. On or before May 29, 2018, the fee is \$50.00. Beginning May 30, 2018, the fee is \$75.00.

- **Acknowledgments:** Changes online are reflected immediately. Requests submitted by phone, mail, email, or fax (subject to processing fees) may take 3 to 5 business days to process.

### 11. What is the group cancellation policy?

Cancellations must be made online. Group delegate registrations may be cancelled online any time before badges are picked up onsite or on May 29, 2018, whichever is earliest. There will be no cancellation fee applied for online cancellations. Cancellation fees apply if you require the ASCO Annual Meeting Customer Service Center to process your cancellation. The fee is \$75 for cancellations requested on or before May 29, 2018. There is no refund for cancellations requested through the ASCO Annual Meeting Customer Service Center or at registration onsite at the Annual Meeting beginning May 30, 2018.

### 12. What is my log-in number?

The log-in is a six digit number starting with '3'. It is the Group Administrator ID number. To create a log-in number, the Group Administrator must go to the group registration website at <http://am.asco.org/group-registration-and-hotel-reservations>. Once the Group Administrator contact information has been entered, you will be assigned a Group Administrator ID number that is used to log in to the group registration website for all future visits.

### 13. Why is there a single log-in for the group?

There is one log-in number so that the Group Administrator has sole control of the group registrations and onsite materials pickup. The Group Administrator may share the log-in information with his/her staff. Should a Group Administrator leave the company, an email must be sent to the ASCO Annual Meeting Customer Service Center ([ascogroupreg@spargoinc.com](mailto:ascogroupreg@spargoinc.com)) notifying the center of the departure and must provide the new Group Administrator's name, email address, and new website log-in password.

### 14. How do I change a Group Administrator?

Should a Group Administrator leave the company, an email must be sent to ASCO Annual Meeting Customer Service Center ([ascogroupreg@spargoinc.com](mailto:ascogroupreg@spargoinc.com)) notifying the center of the departure and must provide the new Group Administrator's name, email address, and new website log-in password.

### 15. What is the deadline for registration payments?

The deadline to receive early registration rates is April 25, 2018. Beginning April 26<sup>th</sup>, registrations will be charged the late registration rate. Standard registration rates begin on May 19, 2018. In order for your badges and materials to be prepared for your arrival onsite, your payment must be received at the ASCO Annual Meeting Customer Service Center by May 18, 2018. Payments received after May 18<sup>th</sup> will result in delays onsite; the badges for your group delegates may not be ready for your appointment if payment is supplied after May 18, 2018.

### 16. How do I pay the registration fees online?

You must pay your group balance at the group registration website by logging in and selecting main menu option "VIEW GROUP FEES/MAKE A PAYMENT".

### 17. What are the payment options?

1.) **Credit Card:** American Express, Discover, MasterCard, and Visa are accepted. Credit card payments over \$100,000 cannot be processed online; please contact the ASCO Annual Meeting Customer Service Center if your payment exceeds \$100,000.

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2.) **Check or Money Order:** Checks must be drawn from a U.S. bank in U.S. dollars. Money Orders must be in U.S. dollars. Please make checks payable to the American Society of Clinical Oncology. Payments are not complete until funds have been received and processed by the ASCO Annual Meeting Customer Service Center.

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### 3.) Wire Transfer:

Bank Branch Banking & Trust (BB&T) Banking & Trust (BB&T)  
8200 Greensboro Drive  
McLean, Virginia 22102

ABA/Routing number: 051404260  
Account number: 0000159760707  
Account name: American Society of Clinical Oncology – ASCO Meetings  
Swift code: BRBTUS33 (international wires) - this is for wires that travel from one international bank to another international bank before being wired to Branch Banking & Trust

All payments are in U.S. dollars and include a \$35.00 wire processing fee. Wire payments are complete only after transfer is made to ASCO's bank account and confirmed by the Customer Service Center. Please include the Group Name and Group Administrator's ID# in the reference section of the wire. A copy of the Wire Transfer *Confirmation* must be sent to the ASCO Annual Meeting Customer Service Center by fax (703-563-2715) or email ([ascogroupreg@spargoinc.com](mailto:ascogroupreg@spargoinc.com)) for proper registration processing. Please Note: Your payment will be reflected within 48 hours of the payment being received by Branch Banking & Trust. **Your wire transfer confirmation is not proof of payment, only that you have issued the payment.**

### 18. Where do I send the wire transfer?

(See Wire Transfer information above)

### 19. How do I make changes to the badges?

#### **If you are updating an existing record (not changing the last name or email address)**

- Log in to the Group Registration website
- Select menu option "CHANGE GROUP REGISTRATIONS"
- Select the first letter of the last name of the delegate you wish to update
- Make edits to first name or address information in the available fields in the badge update box
- Select the UPDATE button to save the changes to the badge information
- Select RETURN TO THE MAIN MENU

Note: Processing fees apply for any changes that are not made online. On or before May 29, 2018, the fee is \$50.00. Beginning May 30, 2018, the fee is \$75.00.

### 20. How do I cancel a registration?

- Log in to the Group Registration website
- Select menu option "CHANGE GROUP REGISTRATIONS"
- Select the first letter of the last name of the delegate you wish to cancel
- Select SUBSTITUTE OR CANCEL from the links above the badge
- Enter the reason for the cancellation
- Check the box that you have read and agree to the cancellation policy
- Select either SUBMIT CANCELLATION ONLY to cancel the registration or CANCELLATION/REGISTER ANOTHER DELEGATE NOW to cancel the current delegate and register a new delegate

### 21. How do I preview the badges?

- Log in to the Group Registration website
- Select menu option "REVIEW GROUP BADGES"

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### 22. Can I purchase ticketed sessions for the group delegates?

Yes, in the form of a Ticketed Session Package. The Package includes the following:

- a. Ability to preregister for one Clinical Problems in Oncology (CPO) session or one Meet the Professor (MTP) session – included in price.
- b. Admission to any CPO or MTP session if seats remain five minutes after the scheduled start time – included in price.
- c. Exclusive access to eCPO through the Attendee Resource Center – included in price. (eCPO includes access to the slides, audio, and results from each CPO session)
- d. Ability to purchase one additional CPO or MTP ticket through April 25, 2018. Registrants may purchase an unlimited number of sessions beginning April 26, 2018, based on availability.

### 23. How do I add ticketed sessions for the group delegates?

When creating a group registration through the group website, you will have the option to add a ticketed session package with the option of purchasing additional sessions.

#### **If you are adding a ticketed session package to an existing record**

Log in to the Group Registration website

Select menu option "CHANGE GROUP REGISTRATIONS"

Select the first letter of the last name of the delegate you wish to add a ticketed session

Select "ADD/MODIFY EVENTS" from the links above the badge

Select "TICKETED SESSION PACKAGE" from the menu on the left side of the page

Check the box that you wish to purchase the ticketed session package

Select the session you would like to add to the ticketed session package as well as any additional sessions you would like to add.

### 24. How do I pick up the group badges and materials?

There are two options for badge pickup under the main menu "VIEW/CHANGE BADGE PICKUP OPTION":

1. Group Administrator will pick up meeting materials at Group Registration. The Group Administrator must schedule a dock appointment to pick up materials onsite. Select "ADD ONSITE CONTACT/BADGE PICKUP APPOINTMENT" from the main menu to enter your onsite contact person's information and to choose your materials pickup appointment date and time.
2. Delegates will pick up meeting materials at Attendee Registration
  - a. Group delegates may pick up their badges and materials at any of the locations listed below:  
*Please Note: Delegates must present photo ID to obtain their badge and materials.*
    - i. Already Registered
    - ii. Group Registration "No Appointment" counter

### 25. When can I pick up the group badges and materials?

We highly recommend you make an appointment through the [group registration website](#) if you choose badge pickup option 1 above (hold badges for Group Administrator). If you chose option 2 (hold badges for individual delegates), please see the attendee registration hours below.

#### **Group Registration Hours:**

*North Building, Level 2, Hall C*

May 30, 2018 Wednesday, 12:00 Noon – 4:00 PM

May 31, 2018 Thursday, 8:00 AM – 4:00 PM

June 1, 2018 Friday, 7:00 AM – 6:00 PM

June 2, 2018 Saturday, 7:00 AM – 12:00 Noon

#### **Exhibitor Registration Hours:**

*North Building, Level 2, Hall C*

May 30, 2018 Wednesday, 12:00 Noon – 4:00 PM

May 31, 2018 Thursday, 8:00 AM – 4:00 PM

June 1, 2018 Friday, 7:00 AM – 6:00 PM



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June 2, 2018 Saturday, 7:00 AM – 6:00 PM  
June 3, 2018 Sunday, 7:00 AM – 6:00 PM  
June 4, 2018 Monday, 7:00 AM – 5:00 PM

**Attendee Registration Hours:** (Individuals - Already Registered, Not Yet Registered or Full Service Registration Locations)

*North Building, Level 2, Hall C*

June 1, 2018 Friday, 7:00 AM – 6:00 PM  
June 2, 2018 Saturday, 7:00 AM – 6:00 PM  
June 3, 2018 Sunday, 7:00 AM – 6:00 PM  
June 4, 2018 Monday, 7:00 AM – 5:00 PM  
June 5, 2018 Tuesday, 7:00 AM – 12:00 Noon

**Individual Badge and Materials Pickup Hours:**

*North Building, Level 2, Hall C*

June 1, 2018 Friday, 7:00 AM – 6:00 PM  
June 2, 2018 Saturday, 7:00 AM – 6:00 PM  
June 3, 2018 Sunday, 7:00 AM – 6:00 PM  
June 4, 2018 Monday, 7:00 AM – 5:00 PM  
June 5, 2018 Tuesday, 7:00 AM – 12:00 Noon

### **26. If I cancel the ASCO hotel reservation, do I have to cancel the meeting registration as well?**

If a group delegate is no longer attending the Annual Meeting, both the hotel reservation and the meeting registration must be cancelled separately. Please send notification to both Hotel Reservations at [ascogroups@spargoinc.com](mailto:ascogroups@spargoinc.com) and Registration at [ascogroupreg@spargoinc.com](mailto:ascogroupreg@spargoinc.com).

### **27. If I cancel the ASCO hotel reservations, will I be charged an additional registration fee?**

If you cancel your hotel reservations in the ASCO Group Hotel Reservations Block, you will be charged an additional fee of \$300.00 in each group delegate registration (\$300 per group delegate). These fees must be paid in full before badges and materials can be released onsite. For questions regarding this policy, please contact the ASCO Annual Meeting Customer Service Center at [ascogroups@spargoinc.com](mailto:ascogroups@spargoinc.com).

### **28. How do I contact the ASCO Annual Meeting Customer Service Center?**

ASCO Annual Meeting Customer Service Center  
Attn: Group Registration  
11208 Waples Mill Road  
Suite 112  
Fairfax, VA 22030  
Phone: 703-449-6418 or 888-788-1522 (U.S. and Canada toll free)  
Fax: 703-563-2715  
Email: [ascogroupreg@spargoinc.com](mailto:ascogroupreg@spargoinc.com)