

2016 Gastrointestinal Cancers Symposium Group Information and FAQ's

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1. What do the Badges look like?

Registration Type	What's on the badge	Sample Badge	Badge and Holder Description
Group Delegate Nonmember	FULL NAME, DEGREE INSTITUTION CITY, STATE OR COUNTRY TWITTER HANDLE (optional)	JOHN DOE, MD, PHD MAIN STREET ONCOLOGY AMES, IA @JOHN_DOE	White badge in a clear holder
Group Delegate Member	FULL NAME, DEGREE INSTITUTION CITY, STATE OR COUNTRY TWITTER HANDLE (optional) Member	JANE DOE, PHARMD LARGE PHARMA PARIS, FRANCE @JANE_DOE Member	White badge in a clear holder

2. Registration Type Definition

Registration Type	Description
Attendee	Individual attendees who manage their own registrations in advance and onsite. Only the Attendee can make changes, cancel, and pick up their registration materials. Individual Attendees may register online at gicasym.org
Group Delegate	Attendees that are managed by a Group Administrator. The Group Administrator manages these registrations and is allowed to make changes and cancellations in addition to making arrangements for onsite materials pick-up. Group Administrators must register their group through the Group Registration website. Once payment is complete, the group delegate must remain attached to the group. The Group Registration website can be accessed at gicasym.org , under "Registration and Hotel Information" and then "Group Registration and Hotel Reservations".

3. What is a Group Administrator?

Group Administrators manage their groups by creating a master record that allows them exclusive rights to their group online (See "What is my Login Number" below). The Gastrointestinal Cancers Symposium Customer Service Center will only release the group login number and password information to the Group Administrator on record.

4. How do I submit my group's registrations?

Registration must be completed online. Group Administrators must create a Group Administrator Record by going to gicasym.org, then "Registration and Hotel Information" and then "Group Registration and Hotel Reservations". You are able to register group delegates, make changes to existing registrations, view lists of registered delegates, manage badge pick-up appointments, and pay balances. Please do not use the Individual Registration website for your group delegates. Additional fees will be applied if the Customer Service Center has to convert individual registrations to group registrations

5. What are the registration submission deadlines?

- **Online Deadlines:** Registrations can be added online through January 17, 2016.
 - In order for your materials to be prepared for your arrival your payment must be received at the Customer Service Center by January 19, 2016 at 11:59 PM Eastern Time. Paying after January 19, 2016 may result in delays onsite.

Early Rates Apply to Registrations Received	Late Rates Apply to Registrations Received	Onsite Rates Apply to Registrations Received
Before or on December 16, 2015 at 11:59 PM (EST)	Between December 16, 2015 and January 8, 2016 at 11:59 PM (EST)	Beginning January 9, 2016

6. Multiple/Duplicate Registrations

Each person may have **only one registration record**. The Customer Service Center routinely reviews records and consolidates duplicates.

7. What is group delegate contact information used for?

Each delegate's badge is encoded with their contact information. A Group Delegate can request that information be sent to them by an exhibitor in the exhibits room or at an ancillary event. The act of scanning the barcode on the back ticket of the badge through the lead retrieval unit gives the delegate's contact information to the exhibiting company. It is important

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to provide accurate mailing information in your group delegate's record to ensure they receive the products and information which they are requesting. The Gastrointestinal Cancers Symposium also uses the information for post meeting materials such as Virtual Meeting and Certificate of Attendance access.

8. Who receives the Registration Confirmation?

Email confirmations are sent to the Group Administrator only. The Customer Service Center will not contact individual group delegates before the Symposium. In cases where the delegate contacts the Customer Service Center and requests an email confirmation, we will send the request to the Group Administrator.

9. What is the "Processing Fee"?

Administrators may see processing fees in their group records. The processing fee will be charged to any record created, changed, or cancelled manually by the Customer Service Center. This fee applies to any fax, mail, email, or phone requests. Please use the Group Registration website to avoid additional processing fees. Fees will be assessed if an individual registration is converted to a group registration.

10. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through January 20, 2016. Changes to the last name or email address in a record may not be made online. If the last name or email address has a misspelling, please contact the Customer Service Center at giregistration@jspargo.com to make the correction 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 the "Substitutions" section below for information regarding changes in records.
- **Substitutions:** Substitutions may be made at no additional charge online through January 20, 2016. In order to make a substitution, the Group Administrator must cancel the first record and create a new record with the substitute's information. Available funds will be transferred from the cancelled registrant to the new registrant. **PLEASE NOTE:** Membership status of the registrants will play a role in determining fees

Instructions for Substitutions **BEFORE OR ON** January 20, 2016

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 name of the delegate you wish to update
- Select "COMPANY/INSTITUTION AND ADDRESS INFORMATION" from the links on the left side menu
- Make edits to first name and address information in the available fields
- Select the CONTINUE button to save the changes to the badge information
- Make edits to meeting events by selecting the event link from the left side menu
- Add or remove events by selecting or deselecting the check box 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 done online. Before or on January 20, 2016 at 11:59 PM (EST), the fee is \$25.00. Beginning January 21, 2016, the fee is \$50.00.

If you are substituting one delegate for another delegate

- Log in to the Group Registration website
- Select menu option "CHANGE GROUP REGISTRATIONS"
- Select the name of the delegate you wish to update
- Select "CANCEL THIS REGISTRATION" from the links on the left side menu
- Enter the reason for cancellation
- Check the box that you have read and agree to the cancellation policy
- Select "CANCELLATION/REGISTER ANOTHER DELEGATE NOW"
- Enter the email address or ASCO ID of the new delegate and select VERIFY INFORMATION
- Enter the new delegate information and select CONTINUE

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- Select SAVE CHANGES/CHECK OUT
- Select CLOSE THIS WINDOW AND RETURN TO GROUP REGISTRATION

Note: Processing fees apply for any changes that are not done online. Before or on January 20, 2016 at 11:59 PM (EST), the fee is \$25.00. Beginning January 21, 2016, the fee is \$50.00.

- **Acknowledgments:** Changes online are acknowledged immediately. Written requests for changes may take up to 3 to 5 business days to process.

11. What is the Group Cancellation Policy?

- Cancellations processed **by the group leader online** may be made at **no cost**, either before badges are approved onsite **OR** by Wednesday, January 20, 2016, whichever is earlier.
- Cancellations processed **by the Customer Service Center staff** will result in the following:
 - Cancellations requested before or on Sunday, January 17, 2016: \$75 fee per registration canceled
 - Cancellations requested after Sunday, January 17, 2016: no refund
- Substitutions/name changes can be made online by the group leader. The original registration should be canceled and a new registration entered. There is no charge for substitutions/name changes.

12. What is my login number?

The login is a six digit number starting with '7'. It is the Group Administrator Registration ID Number. To set up a login number, the Group Administrator should go to gicasym.org, then select "Registration and Hotel Information" and then "Group Registration and Hotel Reservations". Once the group administrator information has been entered, you will be given a Group Administrator Registration ID Number that is used to log into the Group Registration website for all future visits.

13. Why is there a single login for the Group?

There is one login in order that the Group Administrator has sole control of the group's registrations and onsite material pick-up. The Group Administrator may share the login information with his/her staff. Should a Group Administrator leave the company, an email must be sent to the Customer Service Center (giregistration@jspargo.com) notifying the Center of the departure and must provide the new Group Administrator name and new website login password.

14. How can I change a Group Administrator?

Should a Group Administrator leave the company, an email must be sent to the Customer Service Center (giregistration@jspargo.com) notifying the Center of the departure and must provide the new Group Administrator name and new website login password.

15. What is the deadline for registration payments?

Early Rates Apply to Registrations Received	Late Rates Apply to Registrations Received	Onsite Rates Apply to Registrations Received
Before or on December 16, 2015 at 11:59 PM (EST)	Between December 17, 2015 and January 8, 2016 at 11:59 PM (EST)	Beginning January 9, 2016

In order for your materials to be prepared prior to your arrival, your payment must be received at the Customer Service Center by January 19, 2016 at 11:59 PM (EST). Paying after January 19, 2016 may result in delays onsite.

16. Where do I pay my fees online?

You must pay your group balance on the Group Registration website by logging-in and selecting "View Fees/Make a Payment."

17. What are my payment options?

- 1.) **Credit Card:** American Express, Discover, MasterCard, and Visa are accepted.
- 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.

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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 Customer Service Center.

18. How do I make changes to my badges?

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

- Login to the Group Registration website
- Select menu option "**CHANGE GROUP REGISTRATIONS**"
- Select the name of the delegate you wish to update
- Select **Company/Institution and Address Information** under the **Registration Services** listed on the left hand side of the screen
- Make your edits in the available fields. Once edits are complete select the **Continue** button
- Review your updated information and badge. Select **Continue**
- Select **Save Changes/Checkout**
- Select **Return to Group Registration Options**
- Processing Fees apply for any changes that are not done online.

19. How do I cancel a registration?

- Login to the Group Registration website
- Select menu option "**CHANGE GROUP REGISTRATIONS**"
- Select the name of the delegate you wish to update
- Select **Cancel this Registration** under the **Registration Services** listed on the left hand side of the screen
- Type in cancellation reason, read cancellation policy, the box to verify that you read the policy and select **Submit Cancellation Request**

20. How do I preview my badges?

- Login to the Group Registration website
- Select menu option "**CHANGE GROUP REGISTRATIONS**"
- Select the **View/Hide badge review** link for the delegate record you wish to view

21. Can I add ticketed sessions for my group delegates?

Yes, once you have registered your delegate you have the option to add ticketed sessions.

22. How do I pick up my group's badges and materials?

Select "View/Change Badge Pick-Up Option" from the main menu. Select the pickup option you would like to use.

1. Hold materials onsite for the Group Administrator to pick up.
 - a. Group Administrator will need to schedule an appointment to pick up materials onsite by selecting "Add/Change Badge Pick-Up Appointment" from the main menu.
2. Hold materials onsite for Individual Group Delegates to pick up.
 - a. Group Delegates may pick up their own Badge and Materials at the "Already Registered? Print Badge Here" counter.
 - b. *Please Note: Delegates will need to present a photo ID (passport, etc.) to obtain their badge and materials.*

23. When can I pick up my group's badges and materials?

If you select option 1 above, please make an appointment on the registration website. If you select option 2, please view the onsite hours located online at gicasym.org by selecting "Attendee Information" then "Symposium Location and Onsite Registration Hours".

24. If I cancel my Gastrointestinal Cancers Symposium Hotel Reservations, do I have to cancel my registration as well?

If your group is no longer attending the Gastrointestinal Cancers Symposium, the hotel reservations and registrations must be cancelled. If you need to cancel your group, please send notification to Hotel Reservations (at

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gihousing@jspargo.com) and Registration at (giregistration@jspargo.com).

25. If I do not book hotel reservations through the Gastrointestinal Cancers Symposium Customer Service Center or if I cancel the hotel reservations made through the Gastrointestinal Cancers Symposium Customer Service Center, will I be charged an additional registration fee?

If you cancel your hotel reservations in the Gastrointestinal Cancers Symposium Group Hotel Reservation Block, you will be charged an additional \$150.00 per delegate in your group. These fees must be paid in full before badges and materials can be released. For questions regarding this policy, please contact the Gastrointestinal Cancers Symposium Customer Service Center at gihousing@jspargo.com.

26. How do I contact the Customer Service Center?

Gastrointestinal Cancers Symposium Customer Service Center
11208 Waples Mill Road
Suite 112
Fairfax, VA 22030
Fax: 703-563-2715
Email: giregistration@jspargo.com