

ASH 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
Attendee/Group Delegate	Full Name, Degree Institution City, State Or Country (twitter handle*)	Jane Smith, MD, PhD Hematology 101 Boston, MA @smithj	Members - Clear badge holder with red extension. (Member, Emeritus Member) Trainees – Clear badge holder with blue extension. (Associate Member, Graduate/Medical Student/Resident Member, NMIT) Non-Members - Clear badge holder with green extension. Allied Health Professionals - Clear badge holder with purple extension.
Exhibitor Full-Meeting	Full Name, Degree Institution City, State Or Country (twitter handle*)	Jane Smith, MD, PhD Hematology 101 Boston, MA @smithj	Clear badge holder with green extension. Will have a black "Exhibitor" ribbon affixed to the holder.
Exhibitor (Hall Only Badge)	Full Name, Degree Exhibiting Company Name (twitter handle*)	Jane Smith, MD, PhD Hematology 101 @smithj	Tinted tan badge holder with black extension.
Spouse/Guest	FULL NAME CITY, STATE SPOUSE/GUEST	PAT ANDERSON AMES, IA SPOUSE/GUEST	Clear badge holder with a yellow extension.

* Twitter handle prints if provided

2. Registration Type Definition

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 https://show.jspargo.com/asham17 .
Group Delegate	Attendees that are managed by a Group Administrator. The Group Administrator manages these registrations and is allowed to make changes, substitutions and cancellations in addition to making arrangements for onsite materials pick-up. Group Administrators must register their group through the group registration website 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. Link: https://show.jspargo.com/ash18/groupreg/
Exhibitor Full-Meeting	Exhibitor Full-Meetings are exhibitors who also attend the Annual Meeting sessions. ASH provides one complimentary full-meeting badge per 100 square feet, up to a maximum of 10 badges. Annual Meeting registration fees apply to any exhibitor full-meeting over the allotment and are based on the registrant's member/non-member status. Exhibitor Full-Meetings must register through the Exhibitor Registration website. Once payment is complete, the exhibitor full-meetings must remain attached to their company's group. The Exhibitor Registration website can be reached via the Exhibitor Resource Center. Link: 1http://events.jspargo.com/ASH18/public/e_login.aspx
Exhibitor	Exhibitors are individuals working in their company's booth in the Exhibit Hall that will not be attending the Annual Meeting sessions and will have access to the Exhibit Hall only. A complimentary allotment of Exhibit Hall Only badges are given to the exhibiting company depending on the amount of booth space purchased (two per 100 square feet, up to a maximum of 75 badges). Any exhibitor registrations over their allotment are subject to a registration fee of \$250 fee per registrant. The Exhibitor Registration website can be reached via the Exhibitor Resource Center.
Spouse	Spouse registrants have access to the exhibit hall including daily coffee breaks and Sunday and Monday boxed lunches, the Saturday evening welcome reception, and Sunday and Monday poster hall receptions. Spouse registration may be added online at the respective registration websites above.

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 ASH Registration Center will only release the group login number and password information to the Group Administrator on record.

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

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

- **Online:** Via the group registration website: Group administrators are able to register group delegates, make changes to existing registrations, view lists of registered delegates, manage badge pick-up appointments and pay balances.
- **Import (must submit 50 or more group delegates):** Use the import spreadsheet method if your list contains more than 50 names. The Import Spreadsheet Template can be downloaded from the group registration website. Once your list has been imported, use the online module to register additional staff and manage changes to the imported staff.

5. What are the registration submission deadlines?

- **Import Spreadsheet Deadlines:** Your import spreadsheet may be submitted any time prior to the deadlines. Turn around time on imports is 5 business days before you will be able to manage your group registrations online. However, if you register them through the online registration tools, you will have immediate access to managing your group's registrations.
 - **October 31, 2018**, 11:59 PM, Eastern Time (Advance Rates applicable on or before this date.)
 - **November 13, 2018**, 11:59 PM, Eastern Time (Late Rates will be applicable after October 31, 2018). Any submissions after November 13, 2018, must be entered through the Group Registration website by the Group Administrator.
- **Online Deadlines:** Registrations can be added online through December 2, 2018. Advance Registration rates are applicable to all registrations received on or before October 31, 2018, 11:59 PM, Eastern Time. Late Rates are applicable on or after November 1, 2018.

6. Multiple/Duplicate Registrations

Each individual may have **only one registration record (one badge)**. The ASH Registration 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 would contact both administrators to resolve the duplicate issue. 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?

Each delegate's badge has a bar code that is encoded with their contact information. Individuals can request that information be sent to them from an exhibitor when visiting the exhibit hall. 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 information in your group delegate's record to ensure they receive the products and information which they are requesting. ASH also uses the information for post meeting materials such as webcast, CME, and certificate of attendance access.

8. Who receives the Registration Confirmation?

Email confirmations are sent to the Group Administrator only. ASH does not contact individual group delegates. In cases where the delegate contacts the ASH Registration Center and requests an email confirmation, we will send the request to the Group Administrator as applicable. To request an email confirmation, Administrators should select "Change Group Registrations/Send Confirmations" from the main menu, select the first letter of the last name of the delegate, then select "Send Confirmation to Group Administrator" for that group delegate. The administrator can also send email confirmations directly to delegates; select "Change Group Registrations/Send Confirmations" from the main menu, select the first letter of the last name of the delegate, then select "Send Confirmation to Attendee" 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 registration center. These fees apply per transaction to any 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 December 1, 2017, the processing fee is \$75.00.

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10. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through December 1, 2018 or until badges are picked up onsite, whichever is earlier. Changes may not be made online to the last name or email address in each record. If the last name or email address has a misspelling, please contact the Registration Center at ashgroupreg@spargoinc.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 "Substitutions" below for information regarding changes in group members.
- **Substitutions:** May be made at no additional charge online through December 1, 2018. To make a substitution the GCO (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 **ON or BEFORE** December 1, 2018

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

- Log-in to the group registration website
- Select "Change Group Registrations/Send Confirmations"
- Select the name of the delegate you wish to update
- Make your edits in the available fields. Once edits are complete select the **Continue** button to walk through rest of pages
- Select **Save Registration/Checkout**
- Select **Save Registration/Main Menu**
- \$75 Processing Fee per transaction will apply for any changes that are not done online.

If you are substituting one delegate for another delegate

- Log-in to the group registration website
- Select "Change Group Registrations/Send Confirmations"
- Find the name of the delegate you wish to update
- Select **Cancel or Substitute** listed on the left hand side of the screen
- Read cancellation policy, check the box to verify that you read the policy and select **Substitute**
- Acknowledge pop-up assuring you want to make this change, select "OK"
- Register the new delegate
- \$75 Processing Fee per transaction will apply for any changes that are not done online.

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

11. What is the Group Cancellation Policy?

Cancellations must be done online. You may cancel your group delegates online any time. There will be no cancellation fee applied for online cancellations prior to November 20, 2018. Cancellation fees do apply if you require the registration center to process your cancellation. This fee is \$75 for cancellations requested before November 20, 2018. There will be no refund for cancellations requested after November 20, 2018.

Processing Options	Processed Online		Processed by ASH Registration Center	
	On or before 11/20/18	After 11/20/18	On or before 11/20/18	After 11/20/18
Cancel Registration	No Fee	100% of amount paid	\$75	100% of amount paid

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12. What is my login number?

The log-in is a six-digit number starting with '9'. It is the Group Administrator Registration ID Number. To set up a login number, the Group Administrator must go to the group registration website and under "Create Group Contact" click to create group account. Once the group administrator information has been entered, you will be given a Group Administrator Registration ID Number that is used to login to 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 their staff. Should a Group Administrator leave the company, an email must be sent to the Group Registration Center (ashgroupreg@spargoinc.com) notifying the center of the departure and must provide the new Group Administrator name and new website login password.

14. How do I change a Group Administrator?

Should a Group Administrator leave the company, an email must be sent to the Group Registration Center (ashgroupreg@spargoinc.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?

The deadline to receive advance registration rates is October 31, 2018. After October 31, all registrations will be charged the late registration rate. For your materials to be prepared for your arrival your payment must be received at the Registration Center by November 12, 2018. Paying after November 12, 2018 may result in delays onsite.

16. Where do I pay my fees on-line?

You must pay your group balance via the group registration website by logging-in and selecting the option: View Group Summary/Make a Payment.

17. What are my payment options?

1.) **Credit Card:** American Express, 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. dollars. Please make checks payable to the American Society of Hematology (ASH). Payments are not complete until funds have been received and processed by the registration center. The check deadline is Friday, November 16, 2018.

3.) **Wire Transfer:**

Bank Info:	Branch Banking & Trust (BB&T)
Address:	1909 K Street NW Washington DC 20006
ABA/Routing number:	054001547
Account number:	0005162988885
Account name:	American Society of Hematology
Swift code:	BRBTUS33 (international wires)
Reference:	Group Name, Group ID number, Group Contact, Phone Number

All payments are in US dollars and include a \$35.00 wire processing fee. Wire payments are complete after transfer is made to ASH's bank account. Please include the Group Name, Group Administrator's ID#, Group Contact and Phone Number in the reference section of the wire. Also, a copy of the Wire Transfer *Confirmation* must be sent to the registration center via email (ashgroupreg@spargoinc.com) for proper registration processing. Please Note: Your payment will be reflected within 48 hours of the payment being received by BB&T Bank. **Your wire transfer confirmation is not proof of payment only that you have issued the payment.** The wire deadline is Friday, November 16, 2018

18. Where do I send my wire transfer?

(See Wire information above)

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19. How do I make changes to my badges?

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

- Log-in to the group registration website
- Select "Change Group Registrations/Send Confirmations"
- Select the name of the delegate you wish to update
- Make your edits in the available fields. Once edits are complete select the **Continue** button to walk through rest of pages
- Select **Save Registration/Checkout**
- Select **Save Registration/Main Menu**
- \$75 Processing Fee per transaction will apply for any changes that are not done online.

20. How do I cancel/substitute a registration?

- Log-in to the group registration website
- Select "Change Group Registrations/Send Confirmations"
- Find the name of the delegate you wish to update
- Select **Cancel or Substitute** listed on the left-hand side of the screen
- Read cancellation policy, check the box to verify that you read the policy and select **Submit Cancellation Only**
- To substitute one group delegate for another, follow the same steps except select **Substitute**
- Acknowledge pop-up assuring you want to make this change, select "OK"
- Enter the new group delegate information and select continue

21. Can I purchase tickets for sessions for my group delegates?

- a. Ability to preregister for Consultative Hematology Course (open to all physicians in North America)
- b. Ability to register onsite for the How-I-Treat and Meet the Scientist Sessions starting October 29 at 3PM. Tickets are based on availability and price based on ASH member status.

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

Select "View/Change Badge Pick-up Option" from the main menu. Here you can review and change the option you selected when creating your group account.

1. Hold materials on-site for Group Administrator or assigned Group On-Site Contact (group pick-up)
 - Badges and tote bags will be held for pick up by the Group Administrator or assigned Group On-Site Contact. The Group Administrator or Group On-Site Contact is responsible for distributing all badges and meeting materials to his/her group members.
 - i. The Group Administrator or Group On-Site Contact will have to log on to his/her group record and make an appointment for pick-up. Select " Add Onsite Contact/Badge Pick-Up Appointment" from the main menu. Here you can add the individual who will pick up the badges and select what day and time period you'd like to pick up the badges. **Groups without pick-up appointments will be assisted after all groups with appointments.**
2. Delegates will pick up meeting materials (Individual pick-up)
 - Badges and tote bags will be held for pick up by each individual delegate. All individuals are to report to the "Print Your Badge" counters located at Attendee Registration.

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

We highly recommend you make an appointment on the registration website if you opt for option 1 above. If you selected options 2, please see Hours below.

Group Registration Hours – Level 1, Hall C Lobby

Wednesday, November 28	1:00 p.m. – 5:00 p.m.
Thursday, November 29	8:00 a.m. – 7:00 p.m.

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Friday, November 30 7:00 a.m. – 6:00 p.m.
Saturday, December 1 7:00 a.m. – 6:00 p.m.

Attendee Registration Hours – Level 1, Hall C Lobby

Thursday, November 29 3:00 p.m. – 7:00 p.m.
Friday, November 30 7:00 a.m. – 6:00 p.m.
Saturday, December 1 7:00 a.m. – 6:00 p.m.
Sunday, December 2 7:00 a.m. – 5:00 p.m.
Monday, December 3 7:00 a.m. – 5:00 p.m.
Tuesday, December 4 7:00 a.m. – 1:30 p.m.

24. If I cancel my ASH Housing Reservations, do I have to cancel my registration as well?

If you are no longer attending the Annual Meeting, the housing and registration must be cancelled.

If you need to cancel both, please send notification to both Housing at ashgrouphousing@spargoinc.com and Registration at ashgroupreg@spargoinc.com.

25. If I cancel my ASH Housing Reservations, will I be charged an additional registration fee?

If you cancel your hotel reservations in the ASH Group Housing Block you will be charged an additional \$300.00 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 ASH Housing Center at ashgrouphousing@spargoinc.com.

26. How do I contact the registration center?

ASH Registration Center
11208 Waples Mill Road
Suite 112
Fairfax, VA 22030
Fax: 703-818-6425
E-mail: ashgroupreg@spargoinc.com

Important Links:

Group Registration Website: <https://show.jspargo.com/ash18/groupreg/>
Exhibitor Resource Center: [8http://events.jspargo.com/ASH18/public/e_login.aspx](http://events.jspargo.com/ASH18/public/e_login.aspx)
Attendee Registration: <https://show.jspargo.com/asham18/ssologin.aspx>