

ASH Group Registration Information and FAQ's

Contents

1. COVID-19 STATEMENT AND PROCESS CHANGES FOR 2022	2
2. WHAT ARE THE REGISTRATION OPTIONS OFFERED?	2
3. WHAT IS A GROUP ADMINISTRATOR?	2
4. WHAT IS A GROUP HOUSING ID?	2
5. HOW DO I SUBMIT MY GROUP'S REGISTRATIONS?	3
6. IMPORTANT REGISTRATION DATES?	3
7. MULTIPLE/DUPLICATE REGISTRATIONS	3
8. HOW TO SEND CONFIRMATION EMAILS	3
9. WHAT IS THE "PROCESSING FEE"?	4
10. WHAT IS THE GROUP CHANGE POLICY?	4
11. WHAT IS THE GROUP CANCELLATION POLICY?	5
12. WHAT IS MY LOGIN NUMBER?	5
13. WHY IS THERE A SINGLE LOGIN FOR THE GROUP?	5
14. HOW DO I CHANGE A GROUP ADMINISTRATOR?	5
15. WHAT IS THE DEADLINE FOR REGISTRATION PAYMENTS?	5
16. WHERE DO I PAY MY FEES ON-LINE?	6
17. WHAT ARE MY PAYMENT OPTIONS?	6
18. WHERE DO I SEND MY WIRE TRANSFER?	6
19. HOW DO I MAKE CHANGES TO MY REGISTRATIONS?	6
20. HOW DO I CANCEL/SUBSTITUTE A REGISTRATION?	7
21. HOW DO I CONTACT THE ASH REGISTRATION AND HOUSING CENTER?	7

ASH Group Registration Information and FAQ's

1. COVID-19 Statement and Process Changes for 2022

The status of the 2022 ASH Annual Meeting & Exhibition is subject to change in response to the COVID-19 pandemic. ASH reserves the right to modify or cancel any or all activities associated with the meeting.

In-Person Attendance and COVID-19 Vaccination Requirement

Attendees traveling to the 2022 ASH Annual Meeting & Exposition in Atlanta will be **required** to be fully vaccinated to participate. Information about [on-site safety protocols](#) and how to digitally upload vaccination documentation for verification will be updated as it becomes available.

No Traditional On-Site Registration or Group Materials Pick Up

Due to this year's vaccination requirement to attend the meeting, ASH **will not** offer traditional on-site registration (walk-ups and payment at the registration desk) or appointments for group materials pick up. Each individual registrant must visit the vaccination verification checkpoints prior to name badge and materials pick up on-site.

For the most up to date information please visit [ASH Annual Meeting Health and Safety Protocols](#) page

2. What are the Registration Options offered?

The 2022 ASH Annual Meeting and Exhibition will take place in New Orleans, Louisiana, and online, December 10-13. You will have the choice to register individuals to attend the meeting in-person or via one of the virtual meeting options. At any time, you may log back into the registration system and change their selection, should plans or ability to travel to New Orleans change.

Access to the ASH annual meeting virtual platform will begin on Wednesday, December 7, 2022. The platform will include both live and on-demand sessions, networking, exhibits, and more.

- **In-Person Meeting Registration**
Register for the in-person meeting in New Orleans, receive complimentary access to the virtual platform from December 7, 2022, through January 1, 2023. In-person registrants will have the option to extend their access to the virtual meeting platform for an additional fee.
- **Virtual Meeting - Real-Time Experience, access through January 1, 2023**
This option provides access during peak dates and hours of the meeting with the largest audience at a given time, maximizing opportunities for networking, and interacting with peers. Access to exhibits and industry-sponsored content is included. Please note that CME/MOC is available for qualifying sessions on the virtual platform and can be claimed through April 14, 2023.
- **Virtual Meeting - Extended Flexibility, access through February 1, 2023**
This option provides ongoing access for you to continue watching on-demand sessions six weeks after the meeting ends. Access to exhibits and industry-sponsored content is also included. Please note that CME/MOC is available for qualifying sessions on the virtual platform and can be claimed through April 14, 2023..
- **Virtual Meeting - Best Value, access through March 1, 2023**
This option provides maximum platform accessibility for you to continue watching on-demand sessions after the meeting ends. Access to exhibits and industry-sponsored content is also included. Please note that CME/MOC is available for qualifying sessions on the virtual platform and can be claimed through April 14, 2023.

For pricing information please visit: <https://www.hematology.org/meetings/annual-meeting/registration-information>

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

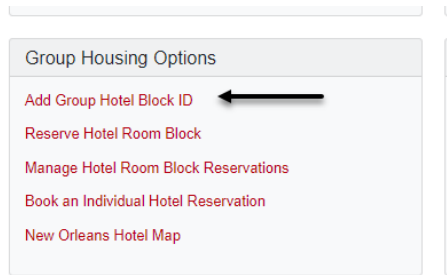
4. What is a Group Housing ID?

All group hotel reservations for the Annual Meeting must be secured directly through the ASH Housing Center. When you create your Group account you will be asked for your group Housing ID. If you do not book through the ASH Housing Center each group delegate will be charged a penalty fee of \$300 per in-person registrant – **no exceptions**. If you make your housing block after you create your group, you can now go back and add the Housing ID into your record:

- Log-in to the group registration website
- Click "Add Group Hotel Block ID" under Group Housing Options
- Update your Housing ID response to Yes and submit your Group Housing ID
- Select **Continue**
- \$75 Processing Fee per transaction will apply for any changes that are not done online.

ASH Group Registration Information and FAQ's

The system will verify your housing ID and then remove any penalties that were automatically added. If you need assistance with booking housing please the ASH Housing Center at ashgrouphousing@spargoinc.com.



5. 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)

- **Individually Online:** Via the group registration website: Group administrators register group delegates, make changes to existing registrations, view lists of registered delegates and pay balances.
- **Import (must submit 50 or more group delegates):** The Import Spreadsheet Template can be downloaded from the group registration website if you indicate your group will contain 50 or more registrants. Upload the document via the group portal and allow up to 10 business days for the list to be imported. Once your list has been imported, use the online module to make changes to existing registrations, register new registrants, view lists of registered delegates, and pay balances.

6. Important Registration Dates?

October 26, 2022, 11:59 PM Eastern	Advance Registration Deadline. Registrations must be received by 11:59PM PST
October 26, 2022, 11:59 PM Eastern	Spreadsheets for import are due (Early registration fees apply)
November 9, 2022, 11:59 PM Eastern	Cancellation deadline (no refunds provided past this date)
November 14, 2022, 11:59 PM Eastern	Spreadsheets for import are due (Late registration fees apply)
November 18, 2022, 11:59 PM Eastern	Last day that check/wire payments are processed at the ASH Customer Service Center. Online credit card payments only accepted starting November 19, 2022

7. Multiple/Duplicate Registrations

Each individual may have **only one registration record**. 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.

8. How to send confirmation emails

Email confirmations are not automatically sent to registered group attendees. Group administrators are responsible for sending registration confirmation emails to all their group attendees. Administrators can choose to send a copy of the registrant's email confirmation to themselves or to the registrant directly.

- **Option 1:** Send an email confirmation directly to an individual delegate
 - Select "Review/Modify/Send Confirmations" from the main menu, find the delegate needed, under the heading "Email Confirmation to" click the link "Attendee" to send email confirmation.
- **Option 2:** Send an email confirmation of an individual delegate to the group admin
 - Select "Review/Modify/Send Confirmations" from the main menu, find the delegate needed, under the heading "Email Confirmation to" click the link "Administrator" to send email confirmation.
- **Option 3:** You can also send the confirmation email to all registered delegates at once by clicking the button "Send All Confirmations to Attendees" or send all confirmations to the group admin by clicking the button "Send All Confirmations to Group Administrator".

ASH Group Registration Information and FAQ's

Review/Changes for Existing Registrations

- The list below is limited to 10 registrants per page.
- [Click here](#) to refresh this page if a recent change is not reflected below.
- [Click here](#) to return to the main menu.

The screenshot shows a web interface for managing registrations. At the top, there are two buttons: "SEND ALL CONFIRMATIONS TO ATTENDEES" and "SEND ALL CONFIRMATIONS TO GROUP ADMINISTRATOR". Below these is a search bar and a "SHOW 10 ENTRIES" dropdown. A table lists registrants with columns for ID, Name, Registration Type, and Registration Option. The first entry is Frank Smith (Group Contact), and the second is Sam Test, MD (Non-Member, Canceled). Below the table, there is a detailed view for John James, PhD (ID 400284, In-Person Meeting Registration Fee). This view includes "Email Confirmation to:" (Attendee and Administrator) and "Other Actions:" (Edit Profile, Add/Modify Events, Print Visa Letter, Print Receipt, Substitute or Cancel). A preview of a confirmation letter for John James, PhD is shown on the right. Navigation buttons "Previous 1 Next" are at the bottom.

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. Processing fee is \$75 per transaction.

10. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through December 7, 2022. 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 7, 2022**. 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. **Once the virtual access begins on December 7, no substitutions can be made to existing registrations.**

PLEASE NOTE: Membership status of the registrants will play a role in determining fees.

Instructions for Substitutions **ON or BEFORE** December 7, 2022

Option1: If you are updating an existing record (not changing the last name or email address)

- Log-in to the group registration website
- Click “Review/Modify/Send Confirmations”
- Click “Edit Profile” next to 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.

Option 2: If you are substituting one delegate for another delegate

- Log-in to the group registration website
- Click “Review/Modify/Send Confirmations”
- Find the name of the delegate you wish to update
- Select **Substitute or Cancel** next to the name of the delegate
- 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

ASH Group Registration Information and FAQ's

- \$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.

Review/Changes for Existing Registrations

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Existing Group Registrations

- [Review/Modify/Send Confirmations](#) ←
- [View Group Personnel List](#)
- [Print Visa Letter of Invitation](#)

SEND ALL CONFIRMATIONS TO ATTENDEES
SEND ALL CONFIRMATIONS TO GROUP ADMINISTRATOR

SHOW 10 ENTRIES
SEARCH:

ID	Name	Registration Type	Registration Option
400281	Frank Smith	Group Contact	
400283	Sam Test, MD	Non-Member	Cancelled
400284	John James, PhD	In-Person Meeting Registration Fee	

Email Confirmation to:

- Attendee
- Administrator

Other Actions:

- [Edit Profile](#) ← 1
- [Add/Modify Events](#)
- [Print Visa Letter](#)
- [Print Receipt](#)
- [Substitute or Cancel](#) ← 2

16th ASH Annual Meeting and Exhibition
November 19-21, 2022
Ernest N. Morial Convention Center

John James, PhD

Spargo
Fairfax, VA

Showing 1 to 3 of 3 entries

Previous 1 Next

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 9, 2022. Cancellation fees do apply if you require the registration center to process your cancellation. This fee is \$75 for cancellations requested before November 9, 2022. There will be no refund for cancellations requested after November 9, 2022.

	Processed Online		Processed by ASH Customer Service Center	
	On or before 11/9/22	After 11/9/22	On or before 11/9/22	After 11/9/22
New registration	No Fee	No Fee	\$75	\$75
Change existing registration	No Fee	No Fee	\$75	\$75
Cancel a registration	No Fee	100% of amount paid	\$75	100% of amount paid

12. What is my login number?

The log-in is a six-digit number starting with '3'. 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. 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 26, 2022. After October 26, all registrations will be charged the late registration rate.

Due to this year's vaccination requirement to attend the meeting, ASH **will not** offer traditional on-site registration (walk-ups and payment at the registration desk). Attendees must be registered online before arriving at the Ernest N. Morial Convention Center, as there will be vaccination verification checkpoints prior to name badge and materials pick up.

For registrants to have access by opening day or first day of the virtual meeting your payment should be received no later than **Tuesday, December 6, 2022**.

ASH Group Registration Information and FAQ's

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:** Visa, MasterCard, American Express, Discover, Diners and JSB are accepted. It may take up to 48 hours for credit card payments to be posted to your individual records

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 18, 2022**.

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 18, 2022**.

Please note that bulk group payments can take up to 48 hours or 2 business days to process and transfer to individual group attendee registrations.

18. Where do I send my wire transfer?

(See Wire information above)

19. How do I make changes to my registrations?

- Log-in to the group registration website
- Click "Review/Modify/Send Confirmations"
- Click "Add/Modify Events" next to the name of the delegate
- 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 need to update an email address or last name on an existing record please contact ashgroupreg@spargoinc.com.

ASH Group Registration Information and FAQ's

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SEND ALL CONFIRMATIONS TO ATTENDEES

SEND ALL CONFIRMATIONS TO GROUP ADMINISTRATOR

SHOW 10 ENTRIES SEARCH

ID	Name	Registration Type	Registration Option
400281	Frank Smith	Group Contact	
400283	Sam Test, MD	Non-Member	Cancelled
400284	John James, PhD	In-Person Meeting Registration Fee	

Email Confirmation to:

- Attendee
- Administrator

 Other Actions:

- Edit Profile
- Modify Events
- Print Via Letter
- Print Receipt
- Substitute or Cancel

Showing 1 to 3 of 3 entries Previous 1 Next

20. How do I cancel/substitute a registration?

- Log-in to the group registration website
- Click “Review/Modify/Send Confirmations”
- Find the name of the delegate you wish to update
- Select **Substitute or Cancel** next to the name of the delegate
- 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

Review/Changes for Existing Registrations

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SEND ALL CONFIRMATIONS TO ATTENDEES

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Email Confirmation to:

- Attendee
- Administrator

 Other Actions:

- Edit Profile
- Modify Events
- Print Via Letter
- Print Receipt
- Substitute or Cancel

Showing 1 to 3 of 3 entries Previous 1 Next

21. How do I contact the ASH Registration and Housing Center?

ASH Customer Service Center

Phone: 703-449-6418 or 888-788-1522 (U.S. toll free)

Fax: 703-563-2715

E-mail: ashgroupreg@spargoinc.com