

# ASH Group Registration Information and FAQ's

## Contents

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

# ASH Group Registration Information and FAQ's

## 1. What are the Registration Options offered?

The 2023 ASH Annual Meeting and Exhibition will take place in San Diego, California, and online, December 9-12. 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 San Diego change.

Access to the ASH annual meeting virtual platform will begin on Wednesday, December 6, 2023. 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 San Diego, receive complimentary access to the virtual platform from December 6, 2023, through January 1, 2024. 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, 2024**  
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 12, 2024.
- **Virtual Meeting - Extended Flexibility, access through February 1, 2024**  
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 12, 2024.
- **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 12, 2024.

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

## 2. What is a Group Administrator?

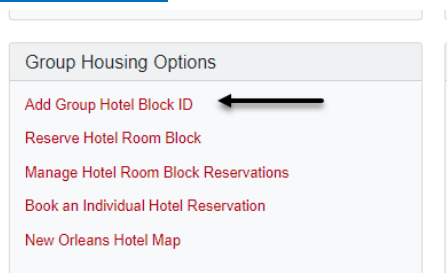
Group Administrators manage their groups by creating a master record that allows them exclusive rights to their group online. The ASH Registration Center will only release the group login number and password information to the Group Administrator on record. If you need to update the booth administrator at any time you can modify this information via the main menu at any time.

## 3. 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.

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](mailto:ashgrouphousing@spargoinc.com).



# ASH Group Registration Information and FAQ's

## 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)

- **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.

## 5. Important Registration Dates?

October 25, 2023, 11:59 PM Eastern	Advance Registration Deadline. Registrations must be received by 11:59PM PST
October 25, 2023, 11:59 PM Eastern	Spreadsheets for import are due (Early registration fees apply)
November 8, 2023, 11:59 PM Eastern	Cancellation deadline (no refunds provided past this date)
November 18, 2023, 11:59 PM Eastern	Last day that checks/wire payments are processed at the ASH Customer Service Center. Online credit card payments only accepted starting November 19, 2023
November 20, 2023, 11:59 PM Eastern	Spreadsheets for import are due (Late registration fees apply)
December 5, 2023, 11:59 PM Eastern	All Registrations/Payments Completed (virtual access begins December 6)

## 6. 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.

## 7. 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".

### 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.

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
- Add/Modify Events
- Print/View Letter
- Print Receipt
- Substitute or Cancel

Showing 1 to 3 of 3 entries Previous Next

## 8. 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:

## ASH Group Registration Information and FAQ's

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. The processing fee is \$75 per transaction.

	Processed Online		Processed by ASH Customer Service Center	
	On or before 11/8/23	After 11/8/23	On or before 11/8/23	After 11/8/23
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

### 9. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through December 6, 2023. 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](mailto: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 6, 2023**. 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 6, no substitutions can be made to existing registrations.**

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

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

- Click "Review/Modify/Send Confirmations" from the main menu of group registration portal.
- 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**

- Click "Review/Modify/Send Confirmations" from the main menu of group registration portal.
- 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
- \$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

- 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.

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

Email Confirmation to:

- Attendee
- Administrator

Other Actions:

- Edit Profile 1
- Add/Modify Events
- Print Visa Letter
- Print Receipt
- Substitute or Cancel 2

John James, PhD

Spargo  
Parish, LA

Showing 1 to 3 of 3 entries

Previous 1 Next

Existing Group Registrations

Review/Modify/Send Confirmations

View Group Personnel List

Print Visa Letter of Invitation

## ASH Group Registration Information and FAQ's

### 10. 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 8, 2023. Cancellation fees do apply if you require the registration center to process your cancellation. This fee is \$75 for cancellations requested before November 8, 2023. There will be no refund for cancellations requested after November 8, 2023.

	Processed Online		Processed by ASH Customer Service Center	
	On or before 11/8/23	After 11/8/23	On or before 11/8/23	After 11/8/23
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

### 11. What is my login number?

The log-in is a six-digit number starting with '8'. 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.

### 12. 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](mailto:ashgroupreg@spargoinc.com)) notifying the center of the departure and must provide the new group administrator name and new website login password.

### 13. How do I change a group administrator?

Select menu option "MODIFY ADMINISTRATOR INFORMATION" from the group registration website and update as needed.

Group Administrator Information

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**Administrator:** Sam Smith

**Group Name:** Spargo Group Test

**Address:** 111 Test Lane  
Fairfax, VA 22030

**Phone:** (555) 666-9696

**Email:** Test@test.com

[Modify Administrator Information](#) ←

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

The deadline to receive advance registration rates is October 25, 2023. After October 25, all registrations will be charged the late registration rate.

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 San Diego Convention Center.

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 5, 2023**.

### 15. 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".

Group Registration Fees

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[View Group Summary/Pay Fees](#) ←

[Print Receipt/Invoice](#)

**Total Fees:** \$1,300.00 (USD)

**Total Amount Paid:** \$0.00 (USD)

**Total Fees Due:** \$1,300.00 (USD)

# ASH Group Registration Information and FAQ's

## 16. 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 **Saturday, November 18, 2023.**

### 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](mailto: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 **Saturday, November 18, 2023.**

**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.**

## 17. Where do I send my wire transfer?

(See Wire information above)

## 18. How do I make changes to my registrations?

- Click "Review/Modify/Send Confirmations" from the main menu of group registration portal.
- 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](mailto:ashgroupreg@spargoinc.com).

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400283	Sam Test, MD	Non-Member	Cancelled

Email Confirmation to:

- Attendee
- Administrator

Other Actions:

- Edit Profile
- Add/Modify Events
- Print Visa Letter
- Print Receipt
- Substitute or Cancel

400284 John James, PhD In-Person Meeting Registration Fee

John James, PhD Spargo Fairfax, VA

Showing 1 to 3 of 3 entries Previous Next

## 19. How do I cancel/substitute a registration?

- Click "Review/Modify/Send Confirmations" from the main menu of group registration portal.
- Find the name of the delegate you wish to update.
- Select **Substitute or Cancel** next to the name of the delegate

## ASH Group Registration Information and FAQ's

- 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**

**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

Email Confirmation to:

- Attendee
- Administrator

Other Actions:

- Edit Profile
- Add/Modify Events
- Print Via Laser
- Print Receipt
- Substitute or Cancel

400284 John James, PhD In-Person Meeting Registration Fee

John James, PhD  
Sparg Park, VA

Showing 1 to 3 of 3 entries Previous 1 Next

### 20. How do I pick up the badges onsite?

There are two options for badge pickup. The selection is made during the creation of the Booth Administrator account. To change your selection from individual pickup, from the main menu select "MODIFY BADGE PICKUP OPTION". To change your selection from bulk pickup, from the main menu select "MODIFY ADMINSTRATOR INFORMATION".

#### 1. Bulk Pick-Up: Hold badges for administrator or assigned on-site contact

Badges will be held for pick up by the administrator or assigned on-site contact. The administrator or on-site contact is responsible for distributing all badges to his/her members. Meeting materials including lanyards will be the individual registrant's responsibility to pick up at the appropriate meeting materials counters. The administrator must create an appointment to pick up their badges by selecting the appropriate option from the registration main menu. If no appointment is created no badges can be picked up.

#### 2. Individual Pick-Up: Print badges for individuals on-site

Badges to be picked up by each individual delegate. All individuals are to report to the "Print Your Badge" counters located at attendee registration.

### 21. When can I pick up the badges?

If bulk pickup is selected, then an appointment must be made to pick up badges. Badges will not be released if an appointment is not made, no bulk printing will be available onsite. Appointments will be available on Thursday, December 7 from 12:00PM-6:00PM and on Friday, December 8 from 7:00AM-5:00PM.

If individual pickup is selected then individual registrants can pick up their badge at any print your badge counter at the airport, hotel or convention center during [registration hours](#).

### 22. 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](mailto:ashgroupreg@spargoinc.com)