

# ASH Information and FAQ's

## TABLE OF CONTENTS

1. WHAT DO THE BADGES LOOK LIKE? .....	2
* TWITTER HANDLE PRINTS IF PROVIDED .....	2
2. REGISTRATION TYPE DEFINITION .....	2
3. WHAT IS AN ADMINISTRATOR? .....	3
4. HOW DO I SUBMIT MY REGISTRATIONS? .....	3
5. IMPORTANT REGISTRATION DATES? .....	3
6. MULTIPLE/DUPLICATE REGISTRATIONS.....	3
7. WHAT IS THE DELEGATE’S CONTACT INFORMATION USED FOR? .....	3
8. WHO RECEIVES THE REGISTRATION CONFIRMATION? .....	3
9. WHAT IS THE “PROCESSING FEE”? .....	3
10. WHAT IS THE CHANGE POLICY? .....	3
11. WHAT IS THE CANCELLATION POLICY?.....	4
12. WHY IS THERE A SINGLE LOGIN? .....	4
13. HOW DO I CHANGE A ADMINISTRATOR? .....	4
14. WHAT IS THE DEADLINE FOR REGISTRATION PAYMENTS? .....	4
15. WHERE DO I PAY MY FEES ON-LINE? .....	4
16. WHAT ARE MY PAYMENT OPTIONS? .....	4
17. WHERE DO I SEND MY WIRE TRANSFER? .....	5
18. HOW DO I MAKE CHANGES TO MY BADGES?.....	5
19. HOW DO I CANCEL/SUBSTITUTE A REGISTRATION? .....	5
20. CAN I PURCHASE TICKETS FOR SESSIONS FOR MY DELEGATES? .....	5
21. HOW DO I PICK UP MY BADGES AND MATERIALS? .....	5
22. WHEN CAN I PICK UP MY BADGES AND MATERIALS? .....	6
23. IF I CANCEL MY ASH HOUSING RESERVATIONS, DO I HAVE TO CANCEL MY REGISTRATION AS WELL?.....	6
24. HOW DO I CONTACT THE REGISTRATION CENTER? .....	6

## ASH Information and FAQ's

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

Registration Type	What's on the badge	Sample Badge	Badge and Holder Description
<b>Attendee/Group Delegate</b>	Full Name, Degree Institution City, State Or Country (twitter handle*)	Jane Smith, MD, PhD Hematology 101 Boston, MA @smithj	<b>Members</b> - Clear badge holder with red extension. (Active & International Members) <b>Emeritus Members</b> – Clear badge holder with white extension <b>Trainees</b> – Clear badge holder with blue extension. (Associate Member, Graduate/Medical Student/Resident Member, NMIT) <b>Non-Members</b> - Clear badge holder with green extension. <b>Allied Health Professionals</b> - Clear badge holder with purple extension.
<b>Exhibitor Full-Meeting</b>	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.  <b>Must</b> have black Exhibitor ribbon <u>or</u> carry tan exhibit hall pass to enter into hall when hall not open.
<b>Exhibitor (Hall Only Badge)</b>	Full Name, Degree Exhibiting Company Name (twitter handle*)	Jane Smith, MD, PhD Hematology 101 @smithj	Tinted tan badge holder with black extension.
<b>Spouse/Guest</b>	FULL NAME CITY, STATE	PAT ANDERSON AMES, IA	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 <a href="https://show.jspargo.com/asham19/ssologin.aspx">https://show.jspargo.com/asham19/ssologin.aspx</a> .
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 (50 or over) to submit a group import spreadsheet. Once payment is complete, the group delegates must remain attached to the group. Link: <a href="https://show.jspargo.com/ash19/groupreg/">https://show.jspargo.com/ash19/groupreg/</a> .
Exhibitor Full-Meeting	Exhibitor Full-Meetings are for exhibitors who will also attend the Annual Meeting sessions. 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 be registered through the Exhibitor Registration portal. Once payment is complete, the exhibitor full-meetings must remain attached to their company's group. <ul style="list-style-type: none"> <li>• One complimentary full-meeting badge per 100 square feet, up to a maximum of 10 badges.</li> <li>• Additional full meeting badges over your complimentary allotment will be registered as exhibitor-attendees at their respective rate.</li> </ul> Exhibitor registration can be reached via the Exhibitor Resource Center at <a href="https://events.jspargo.com/ash19/Public/e_Login.aspx">https://events.jspargo.com/ash19/Public/e_Login.aspx</a> <b>*If your exhibitor is registered for this badge, there is no need to register them for an exhibit hall only badge. Access is already covered.</b>
Exhibitor (Hall Only)	Exhibit Hall Only badges are for 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.: <ul style="list-style-type: none"> <li>• Allotments are based on two badges and two lunch tickets (Sunday and Monday) per 100 square feet, up to a maximum of 75 badges.</li> <li>• Additional exhibit-hall-only badges and lunch tickets (Sunday and Monday) may be purchased for a fee of \$295 per badge.</li> </ul> Exhibitor registration can be reached via the Exhibitor Resource Center at <a href="https://events.jspargo.com/ash19/Public/e_Login.aspx">https://events.jspargo.com/ash19/Public/e_Login.aspx</a>
Spouse/Guest	Spouse/guest registrants have access to the exhibit hall during open hours 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. Spouse/guest registration does not include entrance to the Education and Scientific Program sessions or poster viewing sessions, nor does it include meeting materials. Spouse/guest registrations will incur a \$150 registration fee.

## ASH Information and FAQ's

### 3. What is an Administrator?

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 password to the Administrator on record.

### 4. How do I submit my registrations?

- **Individually Online:** Via the registration website: administrators register the delegates, make changes to existing registrations, view lists of registered delegates, manage badge pick-up appointments and pay balances.

### 5. Important Registration Dates?

October 30, 2019, 11:59 PM Eastern	Early Registration Deadline. Registrations must be received by 11:59 Eastern Daylight Time.
November 15, 2019, 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 16, 2019
November 19, 2019, 11:59 PM Eastern	Cancellation deadline

### 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 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 the delegate's 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 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 Administrator only. ASH does not contact individual delegates. In cases where the delegate contacts the ASH Registration Center and requests an email confirmation, we will send the request to the Administrator as applicable. To request an email confirmation, Administrators should select "Change Registrations/Send Confirmations" from the main menu, select the first letter of the last name of the delegate, then select "Send Confirmation to Administrator" for that delegate. The administrator can also send email confirmations directly to delegates; select "Change 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 delegate.

### 9. What is the "Processing Fee"?

Administrators may see processing fees in their 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 registration website to avoid additional processing fees. Processing fees will also be assessed if an individual registration is converted to a registration. Processing fee is \$75 per transaction.

### 10. What is the Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through December 7, 2019 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](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 members.
- **Substitutions:** May be made at no additional charge online through December 7, 2019. To make a substitution the 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 if applicable.  
**PLEASE NOTE:** Membership status of the registrants will play a role in determining fees.

Instructions for Substitutions **ON or BEFORE** December 7, 2019

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

## ASH Information and FAQ's

- Log-in to the registration website
- Select "Change 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 registration website
- Select "Change 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 Cancellation Policy?

Cancellations must be done online. You may cancel your delegates online any time. There will be no cancellation fee applied for online cancellations prior to November 19, 2019. Cancellation fees do apply if you require the registration center to process your cancellation. This fee is \$75 for cancellations requested before November 19, 2019. There will be no refund for cancellations requested after November 19, 2019.

	Processed Online		Processed by ASH Customer Service Center	
	On or before 11/19/19	After 11/19/19	On or before 11/19/19	After 11/19/19
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. Why is there a single login?

There is one login in order that the Administrator has sole control of the registrations and onsite material pick up. The Administrator may share the login information with their staff. Should a Administrator leave the company, an email must be sent to the Registration Center ([ashgroupreg@spargoinc.com](mailto:ashgroupreg@spargoinc.com)) notifying the center of the departure and must provide the new Administrator name and new website login password.

### 13. How do I change a Administrator?

Should a Administrator leave the company, an email must be sent to the Registration Center ([ashgroupreg@spargoinc.com](mailto:ashgroupreg@spargoinc.com)) notifying the center of the departure and must provide the new Administrator name and new website login password.

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

The deadline to receive advance registration rates is October 30, 2019. After October 30, 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 11, 2019. Paying after November 11, 2019 may result in delays onsite.

### 15. Where do I pay my fees on-line?

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

### 16. 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 15, 2019.
- 3.) **Wire Transfer:**

## ASH Information and FAQ's

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:	Company Name, Administrator's Name, 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 Company Name, Administrator's Name 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 Friday, November 15, 2019.

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

(See Wire information above)

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

- Log-in to the registration website
- Select "Change 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 need to update an email address or last name on an existing record please contact [ashgroupreg@spargoinc.com](mailto:ashgroupreg@spargoinc.com).

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

- Log-in to the registration website
- Select "Change 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 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 delegate information and select continue

### 20. Can I purchase tickets for sessions for my 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 December 5 at 3PM. Tickets are based on availability and price based on ASH member status.

### 21. How do I pick up my 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 account.

1. Hold materials on-site for Administrator or assigned On-Site Contact (pick-up)
  - Badges and tote bags 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 and meeting materials to his/her members.
    - i. The Administrator or On-Site Contact will have to log on to his/her 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"

## ASH Information and FAQ's

counters located at Attendee Registration.

### 22. When can I pick up my 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 – West Concourse, Level 1

Wednesday, December 4	1:00 p.m. – 5:00 p.m.
Thursday, December 5	8:00 a.m. – 7:00 p.m.
Friday, December 6	7:00 a.m. – 6:00 p.m.
Saturday, December 7	7:00 a.m. – 6:00 p.m.

#### Attendee Registration Hours – Hall AB Lobby, Level 1

Thursday, December 5	3:00 p.m. – 7:00 p.m.
Friday, December 6	7:00 a.m. – 6:00 p.m.
Saturday, December 7	7:00 a.m. – 6:00 p.m.
Sunday, December 8	7:00 a.m. – 5:00 p.m.
Monday, December 9	7:00 a.m. – 5:00 p.m.
Tuesday, December 10	7:00 a.m. – 1:30 p.m.

### 23. 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](mailto:ashgrouphousing@spargoinc.com) and Registration at [ashgroupreg@spargoinc.com](mailto:ashgroupreg@spargoinc.com).

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