

ASH Group Information and FAQ's

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1. What are the Virtual Meeting Options?

- **Real-Time Experience:** Access for **7 Days**, through December 11, 2020
Provides access during peak dates and hours of the meeting with the largest “live” audience at a given time, maximizing opportunities for interactions, networking, and earning CME/MOC credits, which are only given for attending live sessions.
- **Added Flexibility:** Access for **30 days**, through January 4, 2021
Adds flexibility for you to continue watching on-demand sessions after the meeting ends, while still being part of the engaging live content and networking; CME/MOC will be available only for participation in live sessions.
- **Best Value:** Access for **90 days**, through March 5, 2021
Provides maximum flexibility: the ability to participate in all live sessions and networking events, plus extended access to on-demand content, at the best price per day of access; CME/MOC will be available only for participation in live sessions.

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 (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.

3. 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):** 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 make changes to existing registrations, register new registrants, view lists of registered delegates, and pay balances.

4. Important Registration Dates?

November 5, 2020, 11:59 PM Eastern	Advance Registration Deadline. Registrations must be received by 11:59PM EST
November 5, 2020, 11:59 PM Eastern	Spreadsheets for import are due (Early registration fees apply)
November 11, 2020, 11:59 PM Eastern	Cancellation deadline (no refunds provided past this date)
November 19, 2020, 11:59 PM Eastern	Spreadsheets for import are due (Late registration fees apply)
November 23, 2020, 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 24, 2020

5. 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.

6. 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.

7. 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.

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8. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through December 5, 2020 or until the virtual meeting starts. 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 5, 2020. 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 5, 2020

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.

9. 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 11, 2020. Cancellation fees do apply if you require the registration center to process your cancellation. This fee is \$75 for cancellations requested before November 11, 2020. There will be no refund for cancellations requested after November 11, 2020.

	Processed Online		Processed by ASH Customer Service Center	
	On or before 11/11/20	After 11/11/20	On or before 11/11/20	After 11/11/20
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

10. 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.

11. 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

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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.

12. 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.

13. What is the deadline for registration payments?

The deadline to receive advance registration rates is November 5, 2020. After November 5, all registrations will be charged the late registration rate. For your registrants to have access by opening day your payment should be received at the Registration Center by November 23, 2020.

14. 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.

15. 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 exhibitor 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 Monday, November 16, 2020.

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 Monday, November 16, 2020.

16. Where do I send my wire transfer?

(See Wire information above)

17. How do I make changes to my registrations?

- 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 need to update an email address or last name on an existing record please contact ashgroupreg@spargoinc.com.

18. 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

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- 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

19. 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