

# ASH Group Registration Information and FAQ's

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## 1. COVID-19 Statement and Process Changes for 2021

The status of the 2021 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 2021 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 <https://www.hematology.org/meetings/annual-meeting/attendee-resources/health-and-safety-protocols>

## 2. What are the Registration Options offered?

The 2021 ASH Annual Meeting and Exhibition will take place in Atlanta, Georgia, and online, December 11-14. 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 Atlanta change.

Access to the ASH annual meeting virtual platform will begin on Wednesday, December 8, 2021. 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 Atlanta, receive complimentary access to the virtual platform from December 8, 2021, through January 1, 2022. 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, 2022**  
Provides access during peak dates and hours of the meeting with the largest "live" audience at a given time, maximizing opportunities for interactions, networking, plus access to exhibits and industry-sponsored content; note that CME/MOC can be claimed through April 15, 2022 by viewing the qualifying sessions on the virtual meeting platform.
- **Virtual Meeting - Extended Flexibility, access through February 1, 2022**  
Provides ongoing access for you to continue watching on-demand sessions after the meeting ends, plus access to exhibits and industry-sponsored content; note that CME/MOC can be claimed through April 15, 2022 by viewing the qualifying sessions on the virtual meeting platform.
- **Virtual Meeting - Best Value, access through March 1, 2022**  
Maximum platform accessibility for you to continue watching on-demand sessions after the meeting ends, plus access to exhibits and industry-sponsored content; note that CME/MOC can be claimed through April 15, 2022 by viewing the qualifying sessions on the virtual meeting platform.

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 (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.

## 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.

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## 5. Important Registration Dates?

October 27, 2021, 11:59 PM Eastern	Advance Registration Deadline. Registrations must be received by 11:59PM PST
October 27, 2021, 11:59 PM Eastern	Spreadsheets for import are due (Early registration fees apply)
November 10, 2021, 11:59 PM Eastern	Cancellation deadline (no refunds provided past this date)
November 15, 2021, 11:59 PM Eastern	Spreadsheets for import are due (Late registration fees apply)
November 18, 2021, 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, 2021

## 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. Who receives the registration confirmation?

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.

- To send email confirmation to group admin, select "Change Group Registrations/Send Confirmations" from the main menu, find the delegate listed or use the "select a letter" to find, click the link "Send Confirmation to Group Administrator" for that group delegate. You can also send all registered exhibitors' confirmations at once, click the link "Send All Confirmations to Group Administrator".
- To send email confirmation directly to delegates; select "Change Group Registrations/Send Confirmations" from the main menu, find the delegate listed or use the "select a letter" to find, click the link "Send Confirmation to Attendee" for that group delegate. You can also send to all registered delegates at once, click the link "Send All Confirmations to Attendees".

## 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: 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.

## 9. What is the Group Change Policy?

- **Contact Information:** Changes to contact information must be made online. Changes can be made through December 7, 2021. 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 7, 2021. 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.  
**PLEASE NOTE:** Membership status of the registrants will play a role in determining fees.

### Instructions for Substitutions **ON or BEFORE** December 7, 2021

#### **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**

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- 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.

### 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 10, 2021. Cancellation fees do apply if you require the registration center to process your cancellation. This fee is \$75 for cancellations requested before November 10, 2021. There will be no refund for cancellations requested after November 10, 2021.

	Processed Online		Processed by ASH Customer Service Center	
	On or before 11/10/21	After 11/10/21	On or before 11/10/21	After 11/10/21
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 ‘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.

### 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?

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.

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

The deadline to receive advance registration rates is October 27, 2021. After October 27, 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 Georgia World Congress 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 7, 2021**.

### 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.

### 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

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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 Thursday, November 18, 2021.

### 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 Thursday, November 18, 2021.

**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?

- Log-in to the group registration website
- Select "Change Group Registrations/Send Confirmations"
- Select the name of the delegate you wish to update or select "Add/Modify events"
- 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 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

### 20. 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)