

## FREQUENTLY ASKED QUESTIONS

**1. What is the street address for ACCC?**

The address for the Association of Community Cancer Centers (ACCC) is 11600 Nebel Street, Suite 201, Rockville, MD 20852-2557.

**2. I'm interested in exhibiting at the conference. How can I get information?**

Please contact Mal Milburn at 301.984.9496, ext. 252, or [mmilburn@accc-cancer.org](mailto:mmilburn@accc-cancer.org). The exhibit day is Thursday, September 30, 2010.

**3. My hospital will be paying the registration fee by check. Can I still register online?**

Yes. Select "bill me" for the payment method when registering online. Photocopy your registration form or confirmation and send this and your check (payable to the Association of Community Cancer Centers) to: Meetings Department, 11600 Nebel Street, Suite 201, Rockville, MD 20852-2557.

**4. How can I get a copy of the conference agenda?**

The conference agenda will be available online in May at [www.accc-cancer.org](http://www.accc-cancer.org). The agenda will also be printed and mailed in the official conference brochure.

**5. I have reviewed the information on the website and still can't find the answer to my question -- who should I contact?**

Please call the ACCC office at 301.984.9496.

Program Content/Speakers/Private Functions – Lu Anne Bankert (ext. 219)

Board Member/Committee Inquiries – Jason Peller (ext. 217)

Exhibits – Mal Milburn (ext. 252)

IAC/ECC/TAC Inquiries – Mike Andrews (ext. 253)

Membership – Lori Gardner (ext. 226)

Registration – Karla Smith (ext. 216)

Miscellaneous – Kristen Hagy (ext. 215)

**6. Do I need to register to attend individual sessions during the conference?**

No. Your registration covers all conference sessions. Seating is on a first-come, first-served basis.

**7. What does the conference registration fee cover?**

The registration fee includes official program events, materials, social events, and all scheduled meal functions as outlined in the agenda. The registration fee does not include travel or hotel accommodations.

**8. Can I receive continuing education units for attending the conference?**

Yes. AMA PRA, (Category 1), ANCC, and CEU credits will be available.

**9. I went online to register for the conference and entered my credit card information in the payment section. However, I received an email stating that I was registered, but my payment did not process. What went wrong?**

Your payment was not accepted by your credit card company. You may need to consult with either the cardholder, or the department at your institution that manages the credit cards. The four most common reasons that a credit card would be rejected for an online payment include: 1) typos in the card number, expiration date, or address; 2) you are not authorized to use the credit card for this type of purchase; 3) the amount of the purchase exceeds the dollar limit on the credit card; and 4) the name and/or address of the cardholder does not match the information listed in the online registration.

Once your payment situation is resolved, you may return to your online conference registration to add the payment information. If you need further assistance, please contact the ACCC office at 301.984.9496, ext. 216.

**10. What is the cancellation policy?**

All cancellations must be in writing, and should be submitted to Karla Smith via fax to 301.770.1949. Cancellation requests received by September 3, 2010, will entitle the registrant to a refund less a \$75 processing fee. Cancellation requests received by September 17, 2010, will entitle the registrant to a refund less a \$100 processing fee.

No cancellation refund requests will be accepted after September 17, 2010, but, upon request, the conference program book will be mailed to the registrant after the conference. Please note: Registrations can be transferred to another member of your center but not to another meeting. Transferred registrations will not incur a processing fee.

**11. Do I have to register to attend the pre-conference session or is that included in the main conference registration?**

You must register to attend the pre-conference session. If you are attending the 27<sup>th</sup> National Oncology Economics Conference, just select the box on the printed registration form, or mark the box on the online registration form referencing OPEN. If you are only attending the pre-conference session, be sure to use the online or printed registration form marked OPEN (Oncology Pharmacy Education Network).

**12. Is there a fee to attend the pre-conference session?**

If you are also attending the 27<sup>th</sup> National Oncology Economics Conference, you do not have to pay a separate fee to attend the pre-conference session. If you are only attending the pre-conference session, the registration fee is \$169.

**13. How can I find out if my organization is a member of ACCC?**

You may contact Karla Smith, Manager, Membership, at 301.984.9496, ext. 216, or via email at [ksmith@acc-cancer.org](mailto:ksmith@acc-cancer.org).

**14. How do I register several people from my hospital to attend the meeting using the online registration system?**

The online system cannot handle group registration, and every record in the system is unique to the individual. Therefore, if you are registering several people from the same institution, you must register each person individually. This includes logging into the system as the person you will be registering. Note: The online system will not allow you to login as yourself, delete your name from the registration fields, and then replace it with someone else's information.