

2009 ICPE FAQ

Q: I submitted my registration, but now I want to add a pre-conference course. How can I do that?

A: Please contact the ISPE office via phone or email and ask us to VOID your previous registration, then you can re-register online. You may also print and fax the registration form. Be sure to include your meeting confirmation number as proof that you have registered for the meeting.

Q: I submitted my registration and now I've found that I registered for the wrong session. How do I fix that?

A: Please contact the ISPE Office and ask us to VOID your previous registration and re-register online or by printing and faxing the registration form.

Q: Is there going to be a career fair at ICPE?

A: There will not be a career fair. However, there is an opportunity to talk informally with representatives of pharmas and service providers. Also, companies have posted job opportunities on a bulletin board. .

Q: I registered recently and have not received any confirmation. When can I expect to receive a confirmation?

A: Please allow up to one week for your registration to be processed at the ISPE office. Confirmations are emailed once a week, usually on Friday afternoon. If your registration is received after noon (Eastern Time USA) on Friday, your registration confirmation will be sent out the following Friday.

Q: I tried to register online, but I received an error on the method of payment page where I would submit my application. I tried to start over, but it keeps taking me back to that last page to submit application. How can I get back to the initial page?

A: You will need to lease clear your Web Browser's history (which varies depending on the browser you are using: ex: Mozilla, Internet Explorer), but typically is done by going to Tools, Internet options, Clear browsing history including data that has been entered into forms, cookies, and history.

Q: I just received my membership renewal notice in the mail, but I'm registered or will be registering for the meeting. Do I still have to pay my dues?

A: No, your membership dues are included with your meeting registration. Please do NOT do both or your credit card may be charged twice. If you have paid your dues and have registered for the ICPE, please email the ISPE office to receive a credit/refund for one dues payment.

Q: I have a question about a submitted abstract and have contacted Marathon, but I still have not heard anything is there someone I can contact?

A: Notices were emailed weeks ago to the email provided on the abstract submission form. If you have not received an email, please send an email to the ISPE office – in the subject line write “Status of Abstract – UNKNOWN”.

Other questions? Please contact the ISPE Office

Phone: +1.301.718.5200

Email: ISPE@paimgmt.com