

2023 SUNA Advanced uroLogic Conference Conference Frequently Asked Questions

Registration

How much is the registration fee? Can I save by registering early?

Yes! The registration fee for main conference is:

- \$425 - Member/Early Bird Rate - Register on or by 2/1/23
- \$475 - Member Rate after 2/1/23
- \$520 - Non-Member/Early Bird Rate - Register on or by 2/1/23
- \$570 - Non-Member Rate after 2/1/23

Preconference workshops are optional and available for an additional fee. Please see the registration form for details.

Will I really save that much as a member or with the Early Bird discount?

Absolutely! Early bird member registrants save \$50 on the main conference fee. The difference between early bird pricing as a member and early bird as a nonmember is \$95. SUNA membership is \$95. Spend the same amount but become a member and receive all the member benefits!

If you cannot join right now or your employer does not cover membership, you still can benefit from registering early at the non-member early bird rate!

Will the conference be livestreamed?

The conference will not be livestreamed virtually in the present conference time. If you cannot make the conference in-person, you can still purchase the conference package and watch the sessions when they become available on demand in the Online Library. All sessions will be recorded and available to all conference registrants 2-3 weeks after the conference so you can watch and evaluate for credit.

I want to join/renew my membership and register for the conference at the same time. What is the easiest way to do that?

Online: First, join or renew your membership – [Click Here](#).

Log out, so the system can update your membership. Then, log in again to your SUNA account and register for the conference at the member rate. The member pricing will automatically appear if you are logged in to your account.

Mail in your Conference Registration Application: Print the conference registration form and submit to the National Office by fax, mail, or email.

SUNA
East Holly Ave Box 56
Pitman, NJ 08071
Fax: 856-218-0557
suna@ajj.com

If registering online, make sure to join or complete your renewal before you register for the conference to enjoy member savings.

I am a member, but my discount is not showing up online.

Please check that you are logged in to your member account. You should see member pricing before you are asked to enter payment. If you are still having trouble, please contact the National Office.

I registered already, but I forgot/do not know how to get my member discount.

Your member pricing will come up automatically once you are logged in to your member account.

If you do not see the correct price, do not proceed with checkout, contact the National Office to help you with your member discount.

I did not receive a registration confirmation.

Be sure to check your spam or junk email folder for your confirmation email. Your email server may have blocked it. Please contact the National Office and let us know if you have not received your confirmation email.

I just tried to register online, and I am not sure if it went through/I received an error message.

You should receive an auto-generated email confirming your registration and payment within minutes of registering. Please contact the National Office and let us know if you have not received your confirmation email.

I know I have a login, but I cannot log in to register.

Please contact the National Office before proceeding further and we will help you.

Cancellation

I need to cancel my registration. Can I get a refund?

You may request a refund by the cancellation deadline February 1, 2023. All requests must be sent in writing to the National Office, and an administrative fee of \$75 will be retained, per SUNA's cancellation policy.

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In the event SUNA should find it necessary to cancel or postpone this conference for any reason including, but not limited to, registration responses, strikes, or acts of God, SUNA will not be liable for registrants' expenses. However, if the cancellation/postponement is ultimately resolved, SUNA will act responsibly to protect members' and registrants' investment in the conference and association.

I missed the cancellation deadline. What should I do?

This year's cancellation date is February 1, 2023. Please contact the National Office with the circumstances and any official documentation of your cancellation (e.g. doctor's note). In cases pertaining to medical emergencies, natural disasters, death of a loved one, court dates, and others of serious or unforeseeable nature, refunds beyond the deadline may be considered.

Can I substitute a co-worker if I am unable to attend?

Yes! A registration substitution can be processed if you contact the National Office in writing to request this. Please make sure to provide the following information:

- Name of current registrant (yourself or your employee)
- Name of person replacing that individual
- Completed registration form of the replacement attendee (print the form and write in the margin "replacing [registrant's name], already registered." This can be sent via mail, fax, or email (see details below).
- If new sessions are not selected, the replacement attendee will be given the sessions originally chosen.

NOTE: Additional fees may apply for the substituted attendee based on membership status.

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Sessions and Handouts

Can I make session changes?

Yes! Print the registration form, print your name at the top and "already registered, updating sessions" and complete the sessions section at the bottom. Return via mail, fax, or email to:

SUNA

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Pitman, NJ 08071

Fax: 856-218-0557

suna@ajj.com

Note: You will not receive a confirmation email for session changes. If you would like to confirm that your session changes were received, please contact the National Office to request a confirmation email reflecting your changes.

How do I download handouts?

Conference session handouts will be available on the conference event page under the Handouts tab. A link to the conference event page will be sent out by email approximately one week before the conference. You will need to be logged in to your SUNA Online Library account to view.

Nursing Continuing Professional Development (NCPD)

What sort of continuing education hours does the conference offer?

Attendees can earn at least 14 nursing continuing professional development (NCPD) contact hours. Sessions marked with R contain pharmacology content that can be applied toward pharmacology credit requirements. Pharmacology content credit is time-based on the content outline. Complete accreditation information and a full session schedule for the conference are available for viewing in the registration brochure.

How do I earn contact hours?

You will earn your contact hours in the SUNA Online Library conference page. You will receive information at the conference, as well as emails in the weeks following the conference with complete instructions on how to evaluate the sessions and receive the contact hours. To earn contact hours, you will need to log in to your Online Library account with your SUNA username and password and complete session evaluations under the NCPD Evaluation tab.

Is there a deadline for earning contact hours?

You will have approximately 6 weeks after the conference ends to complete your session evaluations to earn contact hours. You will receive reminder emails alerting you to the deadline date. After the conference, you will find the session evaluations on the conference page under the NCPD Evaluations tab. Make sure you are logged in to your SUNA Account in the upper right corner to view.

Where do I print a “certificate of attendance”?

SUNA does not mail certificates of attendance. If you require proof/record of attendance, we recommend printing your contact hour certificates. You will receive one contact hour certificate for each evaluated session offering contact hours. You may review a full list of evaluated sessions via your NCPD Transcript in SUNA Online Library – link to <https://library.suna.org/suna>

- Log into the SUNA Online Library – link to <https://library.suna.org/suna>
- Choose: My Account (in the upper right of your computer screen)
- Choose: NCPD Transcript tab

Conference Exhibiting and Sponsorship

How can I become an exhibitor or sponsor for the conference?

Representatives from a variety of leading companies and organizations provide sponsorship and/or exhibit annually at the conference to network with attendees and demonstrate their products. In addition, industry-supported product theaters are offered during dedicated times in the conference schedule for industry representatives to host a session that provides information on a specific product or service of interest to nurses working in the specialty of urology. An exhibit prospectus as well as additional information related to exhibiting and sponsorship at the conference are available via Conference Event Page. For specific questions, please contact SUNA Marketing Coordinator Heidi Perret: heidi.perret@ajj.com.

Conference Event Page

What can I do on the conference webpage?

You can plan your itinerary, view session information, connect with other attendees, post pictures, participate in the Leaderboard Challenge and complete your NCPD session evaluations to earn your contact hours.

Financial Questions

I think I was overcharged when I registered. What should I do?

Your registration fee is based on your membership status, the date you register (before or after the Early Bird deadline), selection of additional events (pre-conference workshops or Foundation events), and whether you qualify for additional discounts (such as those for presenters or committee chair roles). You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment. (Please be sure to check your spam or junk email folder if you do not see this registration receipt.) Please make sure to review your receipt carefully. If you believe there is an error, please contact the National Office so that we may assist you further.

I need an invoice so my employer can pay.

No problem! Please contact the National Office with this request. Make sure to note for whom the registration is being submitted as well as any other information you would like on the invoice (ex: purchase order number, billing address, etc.). This is frequently how we handle facilitating employer payment, and we can do this quickly. We recommend making these requests to your employer with enough time in advance since the entire process of requesting payment often takes longer than expected.

I need a receipt for my employer.

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment. Please be sure to check your spam or junk email folder if you do not see this registration receipt. If you are unable to locate it or require a receipt with additional detail, such as credit card information used for the transaction, please contact the National Office. Please make sure that the email notes exactly what information you require.

I/my facility sent payment a month ago and I have not heard anything.

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment. Please be sure to check your

spam or junk email folder if you do not see this registration receipt. Sometimes the email is blocked or filtered to spam. If you are unable to locate it, and you think your facility has sent a check or you still have questions, please contact the National Office. Please make sure that you have the check number, date, amount, and facility name for reference. Additionally, if your employer paid on your behalf, it is recommended to follow up with your Accounts Payable department to verify payment was sent.

I need a W9 form.

Please contact the National Office and we can supply this form to you.