Preliminary Program
Make magic in the Magic Kingdom with networking, the trade show and CE—all your dreams come true.

NON-CE BUSINESS BASICS THAT YOU CAN’T GET ANYWHERE ELSE!

WALT DISNEY WORLD
Swan and Dolphin

National Community Pharmacists Association
115th Annual Convention and Trade Exposition

Orlando, FL • October 12-16, 2013
Contents

General Information
Special Events
Schedule At-a-Glance
Education Programming
Trade Exposition

Forms in Back
Registration
Housing—All housing applications must be submitted online. See below for more information.

For further details, schedule updates, housing registration, and to register online, visit us at www.ncpanet.org and click on the Conferences & Events tab.
Dear Colleague,

Meet, Learn, Succeed. Those three little words capture the reasons why it is in the best interests of independent community pharmacists to attend the 115th Annual NCPA Convention and Trade Exposition in Orlando, Fla. That is why I am extending to you a personal invitation. You do not want to miss being in the audience for the keynote address Monday morning Oct. 14 by President Bill Clinton.

But there’s more, too. The NCPA annual convention Oct. 12–16 is a great opportunity to network with your peers, see the latest products and services from pharmacy industry vendors, and have a little fun. Our headquarters hotel is the award-winning Walt Disney World Swan and Dolphin Resort, located between Epcot and Disney Hollywood Studios and a short 20-minute drive from Orlando International Airport.

The convention’s heart and soul is continuing education. From before breakfast through dinner, you can choose from more than 20 hours of practical and thought-provoking CE, presented by authorities in their fields. The wide array of offerings will give you the tools needed to sharpen both your business and patient care skills to improve your pharmacy’s performance in the year ahead. A number of our past attendees tell us they have left the meeting with an idea or tip from a CE session, colleague, or vendor that they have implemented in their practices that more than paid for the cost of their trip.

At our convention, you will see first-hand that NCPA continues its commitment to developing practical, profitable business solutions. NCPA, as always, remains committed to advocacy—zealously championing the interests of independent community pharmacy in legislative, regulatory, and legal arenas at the national and state levels. Our convention programming reflects those commitments.

Education, networking, and entertainment—it is all included, along with receptions and most meals, in one low registration fee. Please look through this preliminary program to get a flavor of what awaits you in Orlando at the best independent community pharmacy meeting, anytime, anywhere.

By attending the NCPA Annual Convention and Trade Exposition, you will:

MEET old friends and make new ones.

LEARN from experts at informative education sessions and from exhibitors at the most productive trade show in the pharmacy industry.

SUCCEED with ideas and knowledge gained to better serve your patients and improve your bottom line.

Register now at www.ncpanet.org and revisit for timely CE and other program updates.

Hope to see you there!

Donnie Calhoun
NCPA President 2012-2013
General Information

Getting Around Orlando

- Taxis, shuttle vans, and private car pick-ups are available just outside the door on the baggage claim level at both Orlando International and Orlando-Sanford International airports.
- Drivers using toll roads should note the E-Pass “Exact Change Only” and “Change and Receipts” toll lanes. Tollbooths do not accept credit cards.

Weather

Sunshine and warm temperatures are one of the highlights of meeting in Orlando. Expect daytime highs around 85°F in October.

Convention and Hotel Location

Experience these famous Disney hotels located in the heart of the Walt Disney World Resort: the award-winning Walt Disney World Swan and Dolphin Resort is a deluxe Disney hotel and your gateway to Central Florida’s illustrious theme parks and attractions.

The Disney resort is located in between Epcot and Disney’s Hollywood Studios and close to Disney’s Animal Kingdom Theme Park and Magic Kingdom Park. Discover the magical surroundings, superior service, luxurious facilities, and redesigned guest rooms featuring the Heavenly Bed. Enjoy the new Mandara Spa, 17 spectacular restaurants and lounges, five pools, a white sand beach, two health clubs, tennis, nearby golf, and many special Disney benefits.

Walt Disney World Swan and Dolphin
1500 Epcot Resorts Blvd.
Lake Buena Vista, FL 32830 USA
407-934-4000 | 407-934-4884

Orlando International Airport

Orlando International Airport (MCO) offers more flights to more places than any other airport in Florida. In fact, MCO provides nonstop service to more major U.S. destinations than most other cities in the country. More than 900 flights bring over 98,000 passengers through the award-winning Orlando International Airport every day.

Airline Discounts

American Airlines

AMERICAN AIRLINES

NCPA attendees will receive a 5% discount off the lowest applicable published air fare.

The Promotion Code you will need to give is 53H3AL

Zone fares are available but will have to be booked via American Airlines Meeting Services Desk at 1-800-433-1790. They can be booked at www.AA.com.

When you and your guests need to make airline reservations, call American Airlines at 1-800-433-1790 from anywhere in the United States or Canada and refer to your Promotion Code or go online to www.AA.com and choose More Flight Search Options and insert the promotion code in the appropriate box.

Delta Airlines

DELTA AIRLINES

Delta is pleased to offer NCPA attendees a 10% discount on Full/Non-Restricted fares and a 5% on Discounted/Restricted fares.

The Meeting Event Code you will need to give is NMG92

Reservations and ticketing is available via www.delta.com or by calling Delta Meeting Network Reservations at 800-328-1111. Please note that a Direct Ticketing Charge will apply for booking by phone. When booking online, select the “book a trip” tab and click “more search options” at the bottom. Enter your Meeting ID in the “Meeting Event Code” box provided.
Schedule At-a-Glance

All sessions and events are being held at the Walt Disney World Swan and Dolphin Resort. Check the NCPA Convention website for updates and changes—www.ncpanet.org.

6:30–8:30 p.m.
NCPA Opening Reception
Grand Opening of the NCPA Trade Exposition

Sunday, October 13, 2013
7 a.m.–6 p.m.
NCPA Annual Convention
Registration

7–8:30 a.m.
NCPA Continental Breakfast

7:30–9 a.m.
Educational Workshop Programming

9–11 a.m.
Opening General Session
State of the Association Address:
NCPA CEO: B. Douglas Hoey
Awards Ceremony
Government Affairs Forum

11:30 a.m.–1:30 p.m.
Luncheon Symposium

1:30–6 p.m.
NCPA Trade Exposition

2–4:15 p.m.
NCPA Exhibitor Theater

5–6 p.m.
Wine & Cheese Reception (Exhibit Hall)

6:30–8:30 p.m.
Dinner Symposium

Thursday, October 10 and
Friday, October 11, 2013
8 a.m.–6:15 p.m. Thursday
8–11:45 a.m. Friday
DASPA Accreditation Standards Practical
Application, Part I & II

Friday, October 11, 2013
8 a.m.–6 p.m.
Front-End Profit Building Seminar
(separate fee applies)

Saturday, October 12, 2013
7 a.m.–6 p.m.
NCPA Convention Registration

8 a.m.–4 p.m.
Opportunities in Compounding:
Niche Exploration of the Nutrition and Pain
Management Markets (separate fee applies)

8 a.m.–6 p.m.
Educational Workshop
Programming
Monday, October 14, 2013
7 a.m.–6 p.m.
NCPA Annual Convention Registration

7–9 a.m.
NCPA Breakfast Symposium

7–8:30 a.m.
NCPA Continental Breakfast

9–11:30 a.m.
Second General Session
Speaker: President Bill Clinton
NCPA President: Donnie Calhoun
Awards Ceremony

12–4 p.m.
NCPA Trade Exposition (with Buffet Lunch)

12:30–2:45 p.m.
NCPA Exhibitor Theater

12–1 p.m. and 1–2 p.m.
Colleagues in Consultation (Exhibit Hall)

4–5:30 p.m.
Educational Workshop Programming

6:30–8:30 p.m.
Dinner Symposium

Tuesday, October 15, 2013
7 a.m.–6 p.m.
NCPA Annual Convention Registration

7–9 a.m.
NCPA Breakfast Symposium (Non-CE)

7:30–9 a.m.
NCPA Continental Breakfast

8–9:30 a.m.
Educational Workshop Programming

9:30–11 a.m.
Educational Workshop Programming

11 a.m.–1:30 p.m.
NCPA Trade Exposition (with Buffet Lunch)

11:30 a.m.–12:30 p.m.
NCPA Exhibitor Theater

12:30–2:45 p.m.
NCPA Exhibitor Theater

1:45 p.m.–3:15 p.m.
Educational Workshop Programming

7–10 p.m.
Closing Event

Wednesday, October 16, 2013
7:45–10 a.m.
NCPA House of Delegates

Special Events

William Jefferson “Bill” Clinton is an American politician who served as the 42nd President of the United States from 1993 to 2001. Inaugurated at age 46, he was the third-youngest president.

After leaving the White House, President Clinton established the William J. Clinton Foundation with the mission to improve global health, strengthen economies, promote healthier childhoods, and protect the environment by fostering partnerships among governments, businesses, nongovernmental organizations (NGOs), and private citizens to turn good intentions into measurable results.

The Clinton Foundation also supports economic growth, job creation, and sustainability in Haiti.
All the legislative and regulatory coverage for independent pharmacy that you expect from NCPA—of course we have that—but that is just the beginning.

Programming with impact for your business. You will walk away with value.

Pre-Conference Programming

Thursday, October 10 and Friday, October 11
DIABETES ACCREDITATION STANDARDS—PRACTICAL APPLICATION (DASPA) (SEPARATE FEE APPLIES)
Two entities can accredit a pharmacy practice to get paid by Medicare for providing diabetes self-management education/training (DSME/T). The American Association of Diabetes Educators (AADE) is one of these entities and NCPA is partnering with AADE to bring pharmacists a comprehensive program that prepares your practice to provide DSME/T.
The program is newly refocused with an increased concentration on the tactics for moving your pharmacy toward accreditation. New case studies and exercises, expert instruction and advice on billing, program set-up, successful operations, patient outreach, and more.

Friday, October 11
FRONT-END PROFIT BUILDING SEMINAR (SEPARATE FEE APPLIES)
The front-end has a lucrative cash margin, and can enhance your image...With the right strategy you can beat the big boxes. Learn ways to increase your profits and build store traffic. You don’t want to miss this program.

Walk away with tools and concrete examples and advice on:
• Curb Appeal—Draw new customers inside!
• OTC Basic to Advanced—What sells best, and where to lay out your merchandise where it belongs and sells the most.
• Inventory—Tools to increase your turns and best practices on pricing and presentation.

• Private Label—Learn how to stock, promote, and up-sell private label.
• Marketing—How to effectively advertise to bring customers into the store.
• Selling Cards, Gifts, and Seasonal—How to stock the freshest, most appealing merchandise and enhance your pharmacy’s image. Learn to calculate investment and create a schedule to order, stock, and sell.
• Stores Talking to Stores—Sharing, networking, and learning from fellow participants. There is no better teacher than experience!

Saturday, October 12
OPPORTUNITIES IN COMPOUNDING: NICHE EXPLORATION OF THE NUTRITION AND PAIN MANAGEMENT MARKETS (SEPARATE FEE APPLIES)
The maturing population brings numerous opportunities for the community pharmacy, and none are more potentially successful than nutrition and pain management.

Nutrition counseling helps you to reach out to your patient base as a trusted health care resource and help them to improve their health and wellness, complement prescription therapies and tailor their nutrition to their lifestyle. Pain management is required at all stages of life. Use your unique knowledge of your patients’ therapies and conditions to become their exclusive medication advisor; you are in a valuable position to work with them and their doctors to navigate pain management treatment. The key take-away is, and no niche program would be complete without it, strong guidance on how to best manage and market your services to ensure the best outcome for your patients and practice.
TECHNOLOGY SEMINAR
If we have learned anything in the past several years it is that technologies we didn’t even dream of 5 years ago will be of great importance to the business of pharmacy. This perennial favorite will update you on:
• Long-Term Care Technologies
• Adherence Technologies
• E-Prescribing
• Mobile Applications for the Pharmacy
• Managing Your Web Content
• Technology for Audits
• And more

ADHERENCE INSTITUTE—ROADMAP TO BETTER BUSINESS, BETTER OUTCOMES
New format this year! This special track of adherence-related programming will put you on the right path to improving patient adherence, driving better outcomes, and improving your pharmacy’s bottom line.

This year’s topics will include:
• Technology
• Marketing
• Complementary niche services
• Innovative payment models
• Quality improvement initiatives

And be sure to visit the NCPA booth in the Exhibit Hall to learn more about NCPA’s Simplify My Meds™ turnkey adherence program.

THE NCPA LONG-TERM CARE BUSINESS SUMMIT
The business summit concentrates on LTC—focused business programming featuring:
• Marketing
• Customer Service
• Contracting
• Technology

This is an ideal opportunity to network with your peers in all LTC settings through programming or at a special featured reception. See the latest vendors in LTC technology in a special section of the Exhibit Hall.

NON-CE BUSINESS BASICS
• Daily Exhibit Hall review of top front-end products and insight into how to market them in your store operation.

ALL ABOUT BUSINESS BREAKFAST (NON-CE)
One of our most highly rated programs at last year’s convention, the business breakfast is back for a second year! This is an opportunity to start your day off on the right foot by getting right to the bottom line and making your front-end more successful. Grab breakfast and join your colleagues and NCPA Sr. Director of Sales and Marketing Gabe Trahan, who has years of experience in helping community pharmacists understand what sells and how to sell it to improve store image and profits. Members will share their successes and insights and everyone walks away a winner.
1-YEAR, 5-YEAR, 10-YEAR PLAN? A VALUABLE PREP COURSE FOR SELLING YOUR PHARMACY (SEPARATE FEE APPLIES)

Make sure you plan a sale that will get you the best return on the investment you have made in your pharmacy. Take advantage of a panel of experts—lawyer, accountant, banker, investment counselor—who will focus specifically on the issues of importance as you prepare. This program is designed to help you with the process:

- Planning and preparation for retirement
- Cleaning up (normalizing) your books
- Sellers checklist—the details of a sale
- Contracts and the legalities
- Accounting guidelines for a sale
- The bankers perspective—valuation
- Should I do this myself or rely on a broker—tools for a decision
- Ask the experts panel

EDUCATIONAL WORKSHOP: BUSINESS BASICS FOR A COMPOUNDING PRACTICE

Unrestricted grant for this activity has been provided by MEDISCA Inc.

This program focuses on key business–related marketing, sales, and quality strategies related to developing a compounding practice. The four most important components of a successful compounding practice will help provide clear direction for a new or expanding practice: a product and service practice portfolio, a sales call notebook containing information on prospective and existing prescribers to a compounding practice, a marketing campaign strategic plan to take advantage of a niche market, and a quality assurance action plan to secure the integrity of the practice of compounding. The result is a comprehensive strategy comprised of a strong business infrastructure with the potential to earn dividends, and cultivate effective and creative marketing messages.

DINNER SYMPOSIUM: PROMOTING AN EFFECTIVE TRANSITION TO COMMUNITY-BASED CARE IN ACUTE CORONARY SYNDROMES: PRESCRIPTIONS & PATHWAYS

Unrestricted grant for this activity has been provided by AstraZeneca

Patients who survive an acute coronary event and ultimately thrive must clear significant hurdles in their transition to outpatient care and ongoing prevention of recurrent events. As pharmacists have long been recognized as one of the most essential healthcare professionals in identifying and correcting medication non-adherence, pharmacist involvement during the transition of care has been shown to reduce medication errors and improve adherence to medications essential to preventing recurrent acute coronary syndrome (ACS). This interactive, educational activity will provide community pharmacists with the latest data regarding guideline-based care, effective treatment options, and the role of traditional and newer agents to treat ACS. This activity will help clinicians better differentiate antiplatelet agents involved in the new guidelines and how they should be appropriately incorporated into secondary prevention before, during, and after hospital discharge.
Preliminary Educational Workshops

AUDIT PROTECTION AND DEFENSE
- Identify triggers
- Safeguards and staff training to put in place
- Audit defense and disputes

ESTABLISHING AND MAINTAINING YOUR SOCIAL MEDIA PRESENCE
- Learn about websites and widgets
- Fueling the content engine
- Managing positive and negative customer online comments

340B CONTRACTING ESSENTIALS
- What are the must have contract elements for 340B?
- Policies and procedures for contract implementation
- Safeguard your pharmacy from issues with inventory, audit, termination, kick-back, and more

LEGAL AND ACCOUNTING ISSUES FOR PHARMACY TRANSITION
- Which is better for your sale—an asset or stock purchase?
- Minimizing your tax burden
- Due diligence for the buyer and seller

HUMAN RESOURCES MANAGEMENT FOR THE PHARMACY
- How to hire the best staff for your pharmacy
- Effective discipline techniques
- Terminating employees; what to do when this is necessary

COUNSELING IN OTCS: OPPORTUNITIES IN PRIVATE LABEL
- Create OTC counseling opportunities
- Merchandising to reinforce private label recommendations
- Signage ideas with nominal cost and big impact

FRONT-END ALL STARS SHARE EXCEPTIONAL SUCCESS
- Where to find new front-end products
- How to know what will sell in your store
- How to market and merchandise for impact

REAL WORLD MARKETING TO PUT YOUR PHARMACY ON THE MAP
- How to’s for finding the right mix of media to cover your market
- How to measure your marketing results and make improvements
- Tailoring your messages to fit your patient base

BETTER COMMUNICATION WITH YOUR SPANISH-SPEAKING PATIENTS
- Emergency phrases to improve communication
- Improve everyday understanding
- Impact of culture on health and self-care

Saturday, October 12
SUCCESS WITH LESS STRESS IN THE PHARMACY
An energizing, insightful and fun session that is filled with tons of tangible takeaways on how to have less stress and more success in the pharmacy!

It is easy to find yourself overloaded by demands and deadlines leaving you feeling stretched in too many directions in the pharmacy and at home. When every minute of your day impacts your work, life, reputation and ultimately revenue outcomes, it is essential to find and create innovative ways to find balance, achieve your objectives, and become more productive. In this highly interactive, dynamic session you will find personal insight and discover how to achieve greater balance in your pharmacy, at home, and during free time. You will learn what causes the stress that you frequently experience and instant ways to alleviate it. You will learn how to bounce back from adversity by reversing your thoughts and actions, and help lead your team do the same. You will leave this session more knowledgeable, confident and convicted to deal with and dissolve stress. From NBC Universal to Double Click by Google, presenter Joy Baldridge is a renowned self-management expert who helps the best companies in the world become even better.

Stay tuned this is just the beginning. For complete information on continuing education go to www.ncpanet.org.
The NCPA Trade Exposition is the most powerful and productive trade show in the pharmacy industry. It is your best opportunity to secure the very latest in quality products and services.

Location
Walt Disney World Swan and Dolphin Resort

Exhibit Hours
Saturday, October 12, 6:30–8:30 p.m.

Opening Night Reception
Sunday, October 13, 1:30–6 p.m. with reception

Monday, October 14, Noon–4 p.m. with lunch

Tuesday, October 15, 11 a.m.–1:30 p.m. with lunch

Exhibitor Theater on the exhibit floor
For attending pharmacists, these 30-minute, non-CE sessions present the latest on products and services from select exhibiting companies.

The NCPA exhibit floor offers:
- Displays showcasing the many facets of the community marketplace
- Live demonstrations for invaluable hands-on experience
- Opportunities to meet key industry contacts who can spur ideas that help grow your business
- Colleagues in Consultation-learn revenue building ideas from the real world
- Idea exchange with sales personnel to help grow your business
- Cost-effective, one-stop shopping for owners, managers, and purchasing agents
- Face-to-face networking opportunities with vendors and colleagues
- Learning opportunities about new pharmaceuticals
- Look at new and innovative products and services
- More offerings in front-end

2013 NCPA Exhibitors (as of 5/13/2013)
/alert Marketing
3SI Security Systems
AADE
Acetaminophen Awareness Coalition
AIS
American Associated Pharmacies
American Health Care Capital
Arkay
Ateb
Auburn Pharmaceutical
Axara Pharmaceuticals, Inc.
Belko Generics
Berry Plastics
Bionix Health at Home
Bio-Tech Pharmacal
Boehringer Ingelheim
Boiron
Buy-SellPharmacy.com
CAM Commerce Solutions
Carepoint
Cerner Etreby
Chain Drug Marketing Association
Cutter Pharma
Cyber Relax/ACIGI
Designer Greetings
Douglas Labs
Dr. Comfort
Eisai
Emdeon
En-Vision America, Inc.
Fagron
Florajen Probiotics
Freedom
G+M North America
Gold Promotion
Good Neighbor Pharmacy
Guaranteed Returns
H.D. Smith
Health Business Systems
Health Care Logistics
Health Engineering Systems
Herb Pharm
Ideation
Independent Pharmacy Cooperative
Infinite Therapeutics
Innovatix LLC
Integra Inc.
International Academy of Compounding Pharmacists (IACP)
KeyCentrix
Kirby Lester
Langiappe Pharmacy
Letco Medical
Liberty Software
Lilly USA
Live Oak Bank
Managed Healthcare Associates
Mason Vitamins
Maxor-Pick Point
McKesson
MTS Medication Technologies
Mylan
NASPA/APMS
National Molecular Testing
Novo Nordisk
PCCA
PDX-PCI-Freedom Data
Pharmacists Mutual Insurance
Pharmacists Online
Pharmacy Development Services
Phi Delta Chi Pharmacy
PioneerRx
PPK
PPSC USA LLC
Prince of Peace-Tiger Balm
PTCB
Pure Encapsulations
QSI
Qualitest Pharmaceuticals
RelayHealth
Retail Management Solutions
Return Solutions
Rxam Healthcare
RJ Hedges
Rx Systems, Inc.
RX30 Pharmacy Systems
RxMedic
ScriptPro
Smith Drug Company
Softwriters
Speed Script
Spenco Medical
Surescripts LLC
Sykes + Company
US Nutrition
US Pharmacist
Voice Tech
Waypoint
2013 Convention Registration Form

Attendee Information (Required fields †)

† NCRA MEMBERSHIP NO. † GRADUATION YEAR, IF STUDENT

† LAST NAME † FIRST NAME † NICKNAME FOR BADGE

† COMPANY/ORGANIZATION

† STREET ADDRESS † CITY/STATE/ZIP

† DAYTIME PHONE † FAX † EMAIL

† EMERGENCY CONTACT NAME † PHONE NUMBER

GUEST NAME OR TEAM MEMBER NAME NICKNAME FOR BADGE

NAME OF PRIMARY BUYING GROUP/COOPERATIVE OR WHOLESALER

Send add’l information from exhibiting companies ❑ YES ❑ NO

How did you hear about us? (check a box)
❑ MAIL ❑ FAX ❑ PHARMACY TIMES
❑ OTHER ❑ EMAIL ❑ PRIOR ATTENDEE
❑ AMERICA’S PHARMACIST

Method of Payment (Required fields †)

❑ Enclosed check made payable to NCRA for $___________

(IN U.S. FUNDS, DRAWN ON A U.S. BANK)
❑ Charge $___________ to my credit card

(CARD WILL BE CHARGED IMMEDIATELY)
❑ Visa  ❑ MasterCard  ❑ American Express  ❑ Discover

† CARD NUMBER

† EXPIRATION DATE † SECURITY CODE

† CARDHOLDER NAME (PLEASE PRINT) † CARDHOLDER SIGNATURE (REQUIRED)
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<th>Registration Fees</th>
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<th>On-Site After 10/1/13</th>
<th>Totals</th>
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<td>$1,040</td>
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<td>Student Member (ast)</td>
<td>$200</td>
<td>$225</td>
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<tr>
<td>Non-Member* (anst)</td>
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<td>Dean/Faculty Member (ad)</td>
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<td>$555</td>
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<tr>
<td>Team Member</td>
<td>$480</td>
<td>$535</td>
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<td>$450</td>
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<td>Non-Member (per day) (dm) Only</td>
<td>$610</td>
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Day(s) attending:  
- Sat.  
- Sun.  
- Mon.  
- Tues.

Non-Exhibiting Representative Member (acne)            | $2,000              | $2,000                | $2,000 |

Non-Member (acne)                                      | $2,295              | $2,295                | $2,295 |

Exhibit Hall ONLY (Pharmacist attendees only)          | $50                 | $50                   | $50    |

Day(s) attending:  
- Sun.  
- Mon.  
- Tues.

NASPA-Affiliated State Association Executive (astex) .... (complimentary)  

Constitution registration fee does not include hotel room costs. Please reserve and guarantee your sleeping room on the enclosed Housing Request Form.

* A portion of your registration applies automatically toward your first year of NCPA membership.

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**NCPA Registration Policies/Procedures**

**REGISTRATION FEE INCLUSIONS**

Fees for the majority of registration categories include entrance to all educational sessions (Saturday–Tuesday), Colleagues in Consultation (Monday and Tuesday), student programming (Saturday), symposia meals (Sunday–Tuesday), exhibit hall (Sunday–Tuesday), opening night reception (Saturday), continental breakfasts (Sunday–Tuesday), exhibit hall reception (Sunday) and lunches (Monday and Tuesday), and closing night reception (Tuesday).

*Please note that the fees for the Spouse/Guest and Team Member registration categories do not include C.E. credits.

**REGISTRATION DEADLINES**

Complete and return the NCPA Convention Registration Form by the date(s) indicated with the full amount required. Incomplete forms will not be accepted, and discounted fees will not be honored for forms received after the indicated discount registration deadlines.

**CANCELLATION POLICY**

Cancellations must be submitted in writing and received by October 4, 2013. Cancellations should be addressed to NCPA, 100 Daingerfield Road, Alexandria, Virginia 22314. Attn: NCPA Conventions. Registrants also may send cancellations via e-mail (ncpa@xpressreg.net). A $100 processing fee will be charged for each cancelled registration, and refunds will not be issued for cancellations received after October 4, 2013, or on site. Refunds also will not be issued for “no show” registrants. Authorized refunds will be issued thirty (30) days after the close of the NCPA convention.

**LIABILITY WAIVER AND CONVENTION POLICIES (PLEASE READ AND SIGN)**

I acknowledge that I am physically able to take part in all convention activities, such as educational sessions and special events. I assume full responsibility for my own well-being and have chosen to participate in the NCPA 2013 convention of my own free will. In case of damage or injury to myself or my personal property, I will indemnify and hold harmless NCPA and its officers, directors, employees, agents, and members and bear all costs they incur for all loss, expense, damage, cause of action, claims, or demands of whatever kind and nature, including judgments and interest.

I consent to be photographed and grant permission for 2013 convention photographs to be used by NCPA staff for promotional purposes.

A $100 processing fee will be charged for each cancelled registration, and refunds will not be issued for cancellations received after October 4, 2013, or on site. Refunds also will not be issued for “no show” registrants. Authorized refunds will be issued within thirty (30) days after the close of the NCPA convention.

My signature below indicates that I have read, understand, and agree to abide by the liability waiver and NCPA convention registration policies outlined above.

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SIGNATURE  DATE