

LCCP Passes - Frequently Asked Questions (FAQs)

1. What has changed?

Voucher or discount codes previously used to redeem LCCP places have been replaced with LCCP Passes that are automatically linked to your organization's maintenance contract.

2. How do I use a LCCP Pass?

During registration, you will be presented with two admission options: Delegate Pass (No Fee) and Standard Delegate Fee. Selecting the No Fee option uses one of your allocated LCCP Passes.

3. Will I always see the Delegate Pass (No Fee) option?

No. You will only see the option if both of the following are true:

- Your organization has LCCP Passes available, and
- Your organization has not already used all its allocated LCCP Passes.

4. What if I believe I should have a LCCP Pass but don't see the option?

Email NACEC@labware.com and copy your account manager. We will verify your eligibility and assist you.

5. Are customers responsible for managing their own LCCP Passes?

Yes. Your organization is responsible for tracking and authorising the usage of LCCP Passes. By selecting Delegate Pass (No Fee), you confirm that you have approval to use the pass.

6. Can I choose to pay instead of using a LCCP Pass?

Yes. Selecting the Standard Delegate Fee option during registration indicates that you or your organization will pay for the place instead of using a LCCP Pass.

7. Do I need approval within my company to use a LCCP Pass?

Yes. When selecting Delegate Pass (No Fee), you confirm that you have the required internal authorisation.

8. How can I find out how many LCCP Passes my organization has?

Please refer to your Technical Support agreement or contact your LabWare account manager for details of your allocation.

9. Who do I contact if I have questions about the new process?

Please contact NACEC@labware.com for any queries related to LCCP Passes or the registration process.