



Frequently asked questions

General information

When and where is the ThoughtSpot annual conference and tradeshow?

ThoughtSpot, hosted by Cencora, is where community-based care comes together to move forward – *faster*. Across four energizing days, providers, partners, and industry leaders connect in peer-to-peer learning, explore future-forward solutions, and turn ideas into action. This event will take place from Tuesday, July 28, 2026 – Saturday, August 1, 2026 at the Orlando World Center Marriott in Orlando, Florida.

What can I expect?

- **Education** – Attendees gain practical, expert-driven insights through tailored programs designed to meet the evolving needs of today's dynamic healthcare landscape. These **continuing** education programs cover a wide range of topics, including marketing strategies, advancements in technology, patient care services, legislative updates, strategies for enhancing profitability, and more.
- **Buying opportunities** – A variety of exhibitors featuring branded, generic, OTC, home healthcare, general, and specialty merchandise products will be offering special pricing incentives.
- **Networking** – Planned events and programs designed to support interaction.

I have questions about health, safety, and COVID-19 guidelines?

Cencora is committed to the health and safety of our customers, team members and partners. We continue to monitor the impact of COVID-19 across the U.S. and adjust safety protocols as needed, in accordance with CDC guidelines, and as required by state/ local/hotel property regulations. We will provide updates as necessary as the event approaches. Questions may be submitted to the [ThoughtSpot Mailbox](#).

Registration

How much does it cost to attend?

Pricing options are available at wearegnp.com/thoughtspot2026 Cencora sales executive, the regional coordinator within your servicing division or call 888.676.2487 for immediate assistance. Please note that you will need to provide your Cencora account number to the help desk to register for ThoughtSpot.

How do I register?

Fast and easy click-through registration is available at wearegnp.com/thoughtspot2026.

Who do I contact for questions and/or assistance with ThoughtSpot 2026 registrations?

Please email your contact information and questions to the [ThoughtSpot Mailbox](#) and someone will contact you within two business days. If you are in the process of registering and require immediate assistance, you may also call 888.676.2487.

How can I register if I do not know my account number?

You can find your Cencora account number on any Cencora invoice, or you can also locate it in the upper right-hand corner of ABC Order under the account name. You can also contact your sales executive to obtain the correct account number. If you are experiencing difficulties accessing the registration site, please either email the [ThoughtSpot Mailbox](#) or call 888.676.2487.

New for 2026! Which conference package should I select?

We're excited to share that the ThoughtSpot agenda has been updated this year and will officially start on Wednesday and end on Friday evening! You'll still enjoy all the things you love, like the exhibit hall, networking opportunities, and continuing education sessions, but we're also introducing exciting new activities to explore.

This year, opening night will kick off on Wednesday, and closing night will take place Friday evening. For those who wish to extend their stay and enjoy some leisure time, feel free to reach out to the [ThoughtSpot Mailbox](#) for assistance.

Please note, some buying groups may hold pre- or post-ThoughtSpot meetings. Please confirm your buying group's schedule and choose arrival and departure dates accordingly.

New for 2026! What is the ThoughtSpot cancellation policy?

The cancellation policy for ThoughtSpot has been updated to align more closely with industry standards and reflect travel policies similar to those we encounter in personal travel. To keep registration costs from rising, these penalties will be applied to those who cancel within 30 days or less before the event. Please note that these penalties are solely to cover the cancellation costs incurred and do not provide any financial benefit to Cencora.

We recognize that plans can change, so to provide flexibility, a full refund will still be offered for cancellations made at least 30 days prior to the event. After that, the refund amount will gradually decrease as the event date approaches:

30+ days prior to event (up until June 29, 2026, 11:59pm PST)	NO charge
29-16 days (June 30, 2026 – July 15, 2026, 11:59pm PST)	50% of registration / package fee
15 days or less (July 16, 2026 – August 1, 2026, 11:59pm PST)	75% of registration / package fee

Customers who do not cancel and are confirmed as a "no show" on site, will incur a fee equal to 75% of the registration package. This is for full conference and a la carte packages.

Cencora reserves the right to substitute a hotel of similar quality to the hotel rooms at Orlando World Center Marriott.

How do I cancel a registration for ThoughtSpot 2026?

All requests to cancel must be submitted in writing. Please email your cancellation request, including registrant name, pharmacy name and Cencora account number to the [ThoughtSpot Mailbox](#). Your cancellation will be processed within two business days and you will receive an email confirmation of the cancellation and if any fees will be billed to your account.

How do I make changes to an existing ThoughtSpot 2026 registration or hotel reservation?

Upon completing your registration for ThoughtSpot, you will receive an email confirmation that contains a link to your existing registration. You may access your registration via the link provided to add another registration, make session additions, changes and/or update your hotel reservations. Should you require further assistance with an existing reservation, please call 888.676.2487 or email your questions to the [ThoughtSpot Mailbox](#) and someone will contact you within two business days.

New for 2026! We have enhanced our registration security for 2026. After you complete your registration, any time you return to make updates you'll be prompted for the email you used. We'll then send you a secure link to access your registration.

Are meals included in my conference registration?

Yes, breakfast and lunch will be served Wednesday, July 29 through Saturday, August 1, 2026. Opening night party will be Wednesday evening, July 29 and closing night will be Friday, July 31, 2026.

There will not be dinner offered Thursday evening July 30, this will be reserved for the buying group teams to gather with their members.

Are families invited?

Absolutely, there are countless family-friendly activities in and around the Orlando area. You may want to explore www.visitorlando.com for details about family fun in the Orlando area.

How many children can I register to one room?

Hotel policy allows for two children aged 17 years and under in the room with adults occupying existing bedding.

I have a guest who is coming with me to Orlando but is not attending the conference; do I need to register them?

No, you are not required to register any guest not attending ThoughtSpot 2026. However, please keep in mind that without being registered and securing the proper credentials, your guest will not have access to activities such as scheduled meals, special events, continuing education sessions and exhibit hall access.

Does my guest need a unique email address?

Yes, in order for guests to receive updated communications, including hotel date confirmations as well as mobile app download instructions, each adult attendee must have a unique email address. If your store does not have unique email address, please direct all questions to 888.676.2487 or the [ThoughtSpot Mailbox](#).

Can my guest attend the opening night reception only?

No, we do not offer a la carte opening night reception tickets.

Can my guest come to the closing night party only?

Yes, you can register your guest to attend the closing night party for \$200.

Can I purchase an exhibit hall only pass?

No, we do not offer an exhibit hall only pass, we recommend purchasing an a la carte package which will give you access to scheduled meals, continuing education sessions, and the exhibit hall. You would need to purchase your own hotel accommodations.

Can I purchase a meal package for my guest to attend with me?

No, we do not offer any meal-only packages.

Generics rebate

What is the generics rebate?

ThoughtSpot helps pharmacies attract new patients, retain existing patients, and operate their business more efficiently. In addition to the educational benefits of attending ThoughtSpot, you may be eligible to receive up to 4 percent off rebatable generics purchases made between April 1, 2026, and June 30, 2026, subject to meeting the applicable requirements (please refer to the generics rebate terms and conditions). Please contact your Cencora sales executive if you have any questions.

How can I maximize my generics rebate?

In order to be eligible and maximize your generic rebate, when utilizing multiple locations/stores, each person must be associated to a unique account number. Please refer to the Terms & Conditions for more information.

Hotel information

Can I register for hotel only?

No, every guest must register for the conference to secure a hotel room through registration.

What is the hotel room rate?

Room rates vary depending on the dates you're attending. Please contact the [ThoughtSpot Mailbox](#) or 888.676.2487 to confirm rates based on reservation dates.

What if I need additional hotel rooms?

Please contact the [ThoughtSpot Mailbox](#) as soon as you know you have any special requests (i.e., connecting rooms, multiple rooms or suite upgrades). Requests will be handled as they are received and once your requests are confirmed, you will be contacted via email to finalize all details. Additional rooms or room upgrades with higher prices are at your own expense and are not part of the package pricing.

Who do I contact to update my hotel reservation?

You can update your registration online using the link provided in your confirmation email or send an email to the [ThoughtSpot Mailbox](#) and we will update your reservation and send you another confirmation via email.

How can I purchase additional hotel nights for any pre/post stays?

ThoughtSpot is offering both 3 and 4-night packages, but if you need additional hotel nights for family fun in the Orlando area, please indicate your needs under the comment section on the housing page. The [ThoughtSpot Mailbox](#) will be able to assist you with booking additional room nights at our group rate. These additional nights will need to be paid for when you check in and will NOT appear as part of your registration billing on your Cencora statement.

Buying opportunities

What are the product specials/buying opportunities for this year's show?

They are still being identified, and we plan to announce them by July 1.

Will I be able to order product specials if I don't attend the show?

There will be discounted product specials prior to the show. Regardless of whether you attend the show, you will still have access to the product specials. You will be able to access them on ABC Central under the Consumer Products page.

Continuing education

How do I redeem my CE credits for sessions I attend in Orlando?

If you attend a continuing education session in Orlando, there will be instructions provided on how to redeem your CE Credits both on site and post show.

When will continuing education information be available for this year's show?

Additional continuing education information will be available on wearegnp.com/thoughtspot2026 in Spring 2026. Updates and information will continue to be shared through our communication newsletters.

Entertainment

What is the entertainment for this year's closing night celebration?

We haven't identified the entertainment for this year's closing night celebration. We expect to have that information in the near future and will keep you informed.

Is there a keynote speaker this year?

We haven't identified a keynote speaker for this year's event. We expect to have that information in early spring and will keep you informed.

Please note: All information related to ThoughtSpot 2026 is subject to change.