



Exhibitor On-Site Survival Guide

SAPHIRE NOW and ASUG Annual Conference

May 7–9, 2019

Orange County Convention Center • North/South Concourse

Orlando, Florida

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Access to the Show Floor

Exhibitors and exhibitor appointed contractors (EACs) are asked to enter the show floor via the 'B' Door. As you face the direction of the show floor from the South Concourse, the B door is to the far right, at the bottom of the escalators that are near room S222.

Before 1:00 p.m. on Sunday, access to the show floor will be permitted via a wristband as follows:

- **Exhibitor staff** with company identification. More details are below.
- **EACs** who have met the criteria. More details are below.

After 1:00 p.m. on Sunday, access to the show floor will be permitted as follows:

- **Registered exhibitors** should wear their badge. Registration desks open at 1:00 p.m.
- **Exhibitor staff members who are not registered** and are approved as part of **set-up only** should use a wristband. Staff names must be sent to your exhibit manager in advance so they will be on the approved wristband list.
- **EACs** who have met the criteria should use a wristband. More details are below.

Exhibitor Appointed Contractors

Exhibitor appointed contractors (EACs) are companies other than the official service providers for the conference as designated by show management and listed in the [Directory of Suppliers](#). This includes outside contractors hired for set-up and tear down, performers, crowd gatherers, photographers, audio visual companies, etc. You must complete the online EAC form in advance and submit a certificate of insurance for each EAC company. Refer to wristband pick-up details below. EACs should provide their company name when picking up their wristbands.

- It is your responsibility to notify your EAC where to pick up their wristbands and of applicable exhibitor program policies, rules and regulations, insurance requirements, etc.
- Only EACs who have the above credentials in place will be allowed to conduct work in, and have access to, the show floor or the Sapphire level home-base conference rooms.
- Delivery drivers will be issued authorization at the delivery checkpoint which will allow them access to the dock only.

Exhibitor Employees Attending the Conference

Exhibitor staff that will assist with set-up, and *will be* attending the conference, must register and wear their conference badge which will allow them show floor access. If access is required before registration is open on Sunday at 1:00 p.m., a wristband should be used. Refer to pick-up details below.

Exhibitor Employees Not Registered for the Conference

Exhibitor staff that will assist with set-up, and *will not be* registered for the conference, should use a wristband. Staff names must be sent to your exhibit manager in advance. Refer to pick-up details below.

Wristband Pick-Up Details

Wristbands should be picked up daily at the security help desk / lost and found.

Location: South Concourse, Level 2 across from room S222, Destination Lounge

Phone: 407.685.6202

Hours	
Thursday, May 2–Friday, May 3	8:00 a.m.–6:00 p.m.
Saturday, May 4–Thursday, May 9	7:00 a.m.–7:00 p.m.
Friday, May 10–Saturday, May 11	8:00 a.m.–3:00 p.m.

Agenda

Visit the [Agenda Builder](#) to search sessions and build an agenda for the conference.

A detailed [Exhibitor Conference Schedule](#) details move-in/move-out times and show floor hours. This information is also included in this document on pages 13-14.

Airport Registration Check-In

We encourage anyone arriving at the Orlando International Airport (MCO) during the hours below to pick up their badge at our registration counters. The counters will be located in the baggage claim area on level 2 of Terminals A and B. Follow the signs to baggage claim; our check-in counters will be at the bottom of the escalator. Look for our conference staff, who can help direct you. See hours of operation below.

Registration Hours	Location
Sunday, May 5	
12:00 p.m.–11:00 p.m.	Airport Baggage Claim Level – Terminals A and B
Monday, May 6	
9:00 a.m.–11:00 p.m.	Airport Baggage Claim Level – Terminals A and B

Attire

The suggested dress code for the conference is business and for the concert is casual. Attire for the exhibitor staff, including hired talent, should always reflect the highest level of professionalism. The Orange County Convention Center (OCCC) is a large meeting facility and comfortable walking shoes are recommended. A light sweater or jacket is recommended as meeting rooms are set for maximum capacity and can be cool. During the first few set-up days, temperatures can be warm in the convention center due to the dock doors being open. Average daytime high temperatures in May are 88°F/31°C with an average evening low of 66°F/19°C.

Open-toed shoes are not permitted on the show floor before Tuesday, May 7.

Audio Visual

FMP Media Solutions, the official audio visual company for the conference, has a counter located in the Exhibitor Service Center. Their direct line on-site is 484.325.0360.

Badge Identification

Badges are color coded to identify their relationship to SAP.

- Customers, Prospects, and Speakers – GOLD
- Exhibitors and Partners – GREEN
- SAP Employees and SAP Employee Speakers – BLUE
- Media and Analyst Attendees – GRAY
- SAP Select Attendees (includes customers and partners) – BLACK
- Limited Access – RED/ORANGE/GREEN/BLUE/WHITE (with note of limited access)
- Event Staff and Vendor – PURPLE
- Show Floor Staff – BLUE

Badge Scanning

ITN is the badge scanning vendor. They can be reached at exhibitors@itnint.com or 801.676.7904. Please be sure to place your order in advance, via your [Exhibitor Console](#). Plan to pick up your equipment at the ITN/Badge Scanning counter in the Exhibitor Service Center.

- Your badge scans will sync to your Badge Scanning Portal in your console in real time. Access to the portal will be available during the event and up to 60 days post-show.
- All badge scanning must be kept within the confines of your booth or meeting room space. Those with exhibit package-included speaking opportunities may scan badges at their session. Please note, you are not permitted to scan badges at sessions where SAP and/or ASUG have invited you to speak.
- In no event shall exhibitors collect, use, sell, transfer or otherwise release the names of conference attendees or any of their information or data received directly, or indirectly, during the event to any third party, unless expressly approved by such attendee. You should not share your leads with anyone outside of your company. Any solicitation of this information should be forwarded to your exhibit manager for further investigation.

Beacons

Conference badges will have small beacons attached to the back. These beacons will include QR codes that are not tied, or in any way related to the badge scanning as described above. More details about beacon technology is available in the event mobile app.

Business Services

FedEx Office is located on the South Concourse, Level 2 near room S210A. Hours of operation are 8:00 a.m.–5:00 p.m., Monday, May 6–Thursday, May 9. Phone: 407.352.3761.

Catering

The official conference catering company, Centerplate, has a counter at the Exhibitor Service Center. They are open daily from 8:00 a.m.–5:00 p.m. beginning Saturday, May 4. The direct line on-site is 407.685.7080.

Concert Event

SAP will host a [concert](#) on Thursday evening, May 9, at Amway Center, 400 West Church St., Orlando (approximately 30 minutes from the convention center). Admission to the concert featuring Lady Gaga is included with conference registration. Showtime is 9:00 p.m. Dinner is on your own. No one under 21 will be permitted to attend the concert. Note: Wristband holders and Single Day badge holders do not have access to the concert. Guest tickets are not available for sale.

Complimentary shuttle buses to the concert will be provided Thursday night between all conference hotels and Amway Center. Details are provided on the [Shuttle Schedule](#).

A SAPPHIRE NOW and ASUG Annual Conference badge is required to use the shuttle service and enter Amway Center. Badges will be scanned, and IDs are required for everyone entering the building.

Exhibitors should not in any way distribute items or hold special activities that appear to be official SAP or ASUG-sponsored items or events (beach balls, light sticks, etc.). No exhibitor activity should interfere with the attendee experience.

- **5:30 p.m.** – Show floor closes
- **5:30 p.m.–8:00 p.m.** – Dinner is on your own.
- **7:00 p.m.–8:30 p.m.** – Complimentary shuttle bus service to Amway Center is available from conference hotels. Schedules will be posted at hotels with departure times and locations.
- **8:00 p.m.** – Doors open for ticket distribution. To receive a ticket, attendees must show their conference badge and photo identification. When your ticket is issued, a reserved seat is assigned randomly. If you wish to sit with colleagues and ensure that your seats are together, everyone in your group must be present to receive a ticket.
- **9:00 p.m.–10:30 p.m.** – Showtime
- **10:30 p.m.–11:00 p.m.** – Shuttle buses return to conference hotels. Service ends 30 minutes after the end of the concert.

Complete concert details including transportation are posted on the conference Web site and the event mobile app.

Conduct

Show Floor Manager

Tom Steves is our show floor manager. Tom will be monitoring the exhibit space throughout the week to ensure a safe and pleasant experience for all. If he stops by your booth with any concerns, please be respectful of his requests.

Attendee Experience

Previous year attendee evaluations have mentioned that exhibitor solicitation is at times aggressive. Please keep this in mind as attendees move by your exhibit space to ensure it is a pleasant experience for all. Exhibitor personnel are required to limit their activity to the confines of the contracted exhibit space.

For safety reasons, the **flying of drones** will not be permitted before, during, or after the conference – anywhere on or off the show floor – including an exhibitor's booth.

Confidentiality

Information obtained at the conference should be considered confidential. In no event shall an exhibitor collect, use, sell, transfer or otherwise release the names of conference attendees or any of their information or data received directly or indirectly during the event to any third party, unless expressly approved by such attendee.

NOTE: By accepting the terms and conditions of the event mobile app, users agree not to use that or any other SAP Web site for unsolicited or unauthorized advertising, promotional materials, surveys, junk mail, spamming, chain letters, or any other form of solicitation, commercial or otherwise.

Distribution of Marketing Material

The aisles, passageways, and overhead spaces remain strictly under the control of SAP and ASUG. This includes all conference function space, the show floor or other OCCC property. Exhibitor personnel to include booth staff, models, hostesses, and any hired help are not permitted to distribute literature or promotional items of any kind outside the confines of the contracted exhibit space. Branded exhibitor personnel are not permitted to walk the conference function space, the show floor or other OCCC property for the purposes of advertising their brand, solution, etc.

Exhibitors should not in any way distribute items or hold special activities that appear to be official SAP or ASUG sponsored items or events. In addition, no exhibitor activity should interfere with the attendee experience. **Exhibitors should not in any way distribute items (i.e. beach balls, light sticks, etc.) at the concert.**

Employment Solicitation

Although the exhibitor program provides members of the SAP worldwide community with an important networking opportunity, direct employment solicitation is not permitted. Such conduct may result in revoking exhibit privileges in this and future SAP and ASUG events.

Noise Level

Please be respectful of attendees and neighboring booths by keeping the level of your presentations and performers to a respectable level.

Promote Complementary Products and Services

Exhibitors shall not market, advertise, promote, or distribute any products or services that are non-complementary to any SAP software products or related services. SAP and ASUG reserve the right, at any time, to review the display materials, demos, company descriptions, marketing sponsorship messaging, collateral assets and presentations of all Exhibitors to address any sensitive and/or non-complementary issues. SAP and ASUG may remove any exhibit, which, in their opinion, may detract from the general character of the conference as a whole, or consists of products or services that are non-complementary or otherwise inconsistent with the purpose of the conference.

Convention Center

SAPPHIRE NOW and ASUG Annual Conference is held in the North/South Concourse of the Orange County Convention Center (OCCC), 9899 International Drive, Orlando, Florida, 32819 – the same site as the 2018 conference. The main phone number is 800.345.9845. The Web site for the OCCC is www.occc.net and includes information on floor plans, parking information, etc. The main entrance is via the South Concourse, but limited access is available from the North Concourse. Registration *will not* be available on the North Concourse.

Emergency Exits and Restrooms

Emergency exits, and restrooms are located in several locations: in the center of the exhibitor area, and in every direction on the show floor.

Entertainment

Our [Exhibitor Hosted Events page](#) of the Exhibitor Manual provides resources for your planning, including transportation.

Discounts at over 40 restaurants and popular attractions are available by showing your badge. For the complete list, click [here](#).

Discounted admission tickets to Disney properties are available to conference attendees and their guests up to seven days prior to the conference and up to seven days after the conference. Click [here](#) for details.

Exhibitor Service Center

The Exhibitor Service Center is located on the left as you enter from the South Concourse, behind the Industries Pavilion, and before the partner conference rooms. Look for the large overhead sign and standing signs pointing to this area. Vendor service desks for the following companies will be included in the service center: Freeman (show decorator), ITN (badge scanning), FMP (audio visual), Centerplate (catering), Overend Designs (floral), and the OCCC (electric, Internet, phone).

Turnkey exhibitors should contact their exhibit manager with electric, Internet, lighting, and monitor questions.

Hours	
Thursday, May 2–Monday, May 6	8:00 a.m.–5:00 p.m.
Tuesday, May 7–Wednesday, May 8	8:00 a.m.–6:00 p.m.
Thursday, May 9	8:00 a.m.–10:00 p.m.
Friday, May 10	8:00 a.m.–5:00 p.m.
Saturday, May 11	8:00 a.m.–4:00 p.m.

First Aid / Medical

In the event of a medical or other emergency situation, please dial 911 from your mobile phone or any convention center house phone or call 407.685.7119 from an outside phone.

First aid will be available from move-in to move-out for minor medical issues or call 407.685.7043. You may also call the security command post at 407.685.6200.

Location: South Concourse, Level 2, adjacent to the elevator at the 'B' Door, near S222.

Freeman (Show Decorator and Shipping Services)

Freeman has a service counter located at the Exhibitor Service Center. Their direct line on-site is 407.685.6500.

FreemanOnline is accessible from any device: desktop, laptop, tablet or via a mobile app.

- Mobile app: Download 'FreemanOnline Business' from your app store or go to folmobile.freemanco.com.
- Other devices: Log in with your username and password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. URL, <https://www.freemanco.com/store/show/landing?showID=477813>

The FreemanOnline mobile tool can assist with on-site tasks such as:

- Access important show information
- Place orders for products and services at show site
- Track freight
- Receive notifications
- Expedite the move-out process
- Access invoices after the show

Note: If you have materials that you would like to donate or recycle after the show, Freeman and show management have established a program with local charities to help you do so. Materials may include anything from display and exhibit materials to equipment, supplies or product. Our goal is to assist you with donating these materials to local charities, keep them out of landfills and make this as easy as possible for you. If your company is interested in this year's donation program, please visit the Freeman counter for more information.

Housing Services

The housing desk is located in front of room S221, South Concourse, Level 2. E-mail: sapandasugexhibitors@conferencedirect.com.

Hours	
Sunday, May 5	1:00 p.m.–5:00 p.m.
Monday, May 6	7:00 a.m.–6:00 p.m.
Tuesday, May 7	7:00 a.m.–6:00 p.m.

Information Assistance

Event information desks are located just inside all entrances to the show floor.

Luggage Storage and Airline Check-In

Complimentary luggage storage is available as noted below. Be prepared to present a photo ID and your conference badge. All bags and parcels may be subject to search. No laptops or other valuable items please.

Location: South Concourse, Level 2 next to FedEx Office, near room S210A

Day	Hours
Tuesday, May 7	7:00 a.m.–7:00 p.m.
Wednesday, May 8	7:00 a.m.–6:30 p.m.
Thursday, May 9	6:00 a.m.–6:00 p.m.

Meals

Pre-Conference

Food and beverages may be purchased during set-up:

Day	Breakfast South A Food Court	Lunch South A and South B Food Courts
Thursday, May 2–Monday, May 6	6:00 a.m.–9:00 a.m.	11:00 a.m.–2:00 p.m.

Conference Days

Beverages will be served all day on the show floor and South Concourse, Levels 2 and 3. Please enjoy breakfast at your hotel before heading over to the convention center. Self-serve lunch, snacks, and beverages will be available on the South Concourse, Level 3 as well as in designated areas throughout the show floor. In addition, a hot lunch will be available in the dining pavilion from **11:00 a.m.–2:00 p.m.** each day. Note: Heavy traffic is anticipated in the dining pavilion during the lunch hour, so you are encouraged to eat before noon or after 1:30 p.m. Hot and cold beverages will be provided throughout each day and snacks each afternoon.

Mobile App

The event mobile app is now available to registered attendees.

- Search for “SAPPHIRE NOW + ASUG” in your app store.
- Log in with the e-mail address that was used when you registered, and your registration password. A password reset option is available if needed.

Use the event mobile app to access exhibitor profiles, maps, conference highlights, your personal agenda, session schedules and evaluations, and more. The maps, session recommendations, and virtual assistant features will be available May 1.

Note: By accepting the terms and conditions of the event mobile app, users agree not to use that or any other SAP Web site for unsolicited or unauthorized advertising, promotional materials, surveys, junk mail, spamming, chain letters, or any other form of solicitation, commercial or otherwise.

Event mobile app assistance is available at the information desks which are located just inside all show floor entrances.

Move-In / Move-Out

Refer to pages 13–14 of this guide for a complete Exhibitor Conference Schedule. A .pdf of the schedule is available [here](#).

- All exhibits must be set up and ‘show ready’ by 5:00 p.m. Monday, May 6. Any exhibit not set up by this time may be removed from the show floor at the exhibitor’s expense.
- Crate removal: SAP and ASUG will be conducting executive show floor tours throughout the day on Monday, May 6. Please ask your set-up supervisor to mark crates with “Empty” labels as soon as they are emptied. Your space must be ‘show ready’, including all crates removed, by 5:00 p.m. Monday.
- The show floor doors will close at 7:00 p.m. Monday. Exhibitors may remain but once they exit, reentry is not permitted.
- **Please be respectful of other exhibitors and attendees and do not pack up before 5:30 p.m. on Thursday.**

Noise

To ensure that everyone has the best experience on-site, our floor manager, Tom Steves, will be monitoring noise levels. In the event there are noise complaints, trained audio design technicians will be available to assist in solving any challenges. Contact Donnie Smith at i4D Event Services, 407.446.0696, for assistance. If you have public address (PA) equipment as part of your booth, contact Donnie to ensure your company is aligned with the noise guidelines and therefore avoid any noise disturbances on-site.

Please follow the guidelines below regarding sound:

- All sound systems must be directed inward, that is toward the exhibit space, and cannot point toward the aisles.
- Noisy and/or obstructive work is not permitted during conference show hours.
- We reserve the right to restrict exhibits, method of operation, and materials that become objectionable due to noise.
- SAP and ASUG shall have the sole discretion in determining what is noisy, obstructive, and objectionable.

On-Site Concerns

Your exhibit manager is on-site to make sure this event runs smoothly for you and your company. Remember to call or text your exhibit manager with any issues as they are here to support you.

Parking

The North/South Building's parking lot may be accessed by two entrances – Universal Boulevard (north side) and International Drive (south side). Attendees are encouraged to park on the south side. Parking is \$17 per day for cars and \$25 per day for oversized vehicles. Conference attendees receive free same day re-entry with a paid receipt.

All parking at the OCCC is available on a first-come, first-served basis, including handicap-accessible parking. For a preview of the locations of handicap-accessible parking at the OCCC complex, click [North/South Building](#). It is recommended that you park in one of the South parking areas as the South Concourse is the main entrance. Additional information is available at www.occc.net/exhibitor/parking.asp. Contact your hotel for questions about accessibility in their lot/garage.

Photography

You are permitted to take photos in your booth and/or meeting room, but are not allowed to take photos outside of your own space, i.e., on the show floor or other public spaces. If the photographer is not from Christie's or registered for the event, complete the exhibitor appointed contractor (EAC) form in your console and provide the [required insurance](#) so they will have access to the show floor via a wristband. Refer to the Access to the Show Floor section in this guide for more details.

Press List

A copy of the press list (company names only) is available starting Wednesday, May 8 and will be provided upon request. Submit a request to your exhibit manager.

Registration

Everyone who attends the conference must register prior to picking up their badge. This includes all conference attendees, exhibitor employees, and booth staff. The primary logistics contact is responsible for inviting their staff, speakers, and customers to register and then following up to be sure they complete their registration and are in "Active" status before arrival on-site. Exhibitor, speaker, and customer badges permit access to SAPPHIRE NOW sessions, ASUG Annual Conference sessions, keynotes, the show floor, lunch, and the SAP concert. ASUG Pre-conference Seminars and the SAP Global Partner Summit are not included but may be selected and paid for during the registration process. Note: A Single-Day badge does not include admittance to the concert.

Photo Identification

Everyone picking up a badge must bring photo identification or the badge will not be issued. A photo ID and badge are also required for the concert.

Badges

A badge is necessary to gain access to all activities, including conference-sponsored activities outside of the OCCC. Everyone should be careful not to lose their badge as the cost to replace it is the full conference fee that was paid for the registration. Badges are not transferable. Badges must be worn to the concert.

Check-In

Registered exhibitors may check in at the Orlando International Airport (MCO), or at any registration counter at the OCCC South Concourse, Level 2. An Exhibitor Assistance Counter, located on the South Concourse beginning on Sunday, is available for registration questions pertaining specifically to exhibitors. Alli Bayless, alli@webeventsglobal.com, and her colleagues will be stationed there to assist you.

Registration Hours	Locations
Sunday, May 5	
12:00 p.m.–11:00 p.m.	Orlando International Airport – Baggage Claim – Terminals A and B
1:00 p.m.–5:00 p.m.	South Concourse, OCCC
Monday, May 6	
7:00 a.m.–6:00 p.m.	South Concourse, OCCC
9:00 a.m.–11:00 p.m.	Orlando International Airport – Baggage Claim – Terminals A and B
Tuesday, May 7	

7:00 a.m.–6:00 p.m.	South Concourse, OCCC
Wednesday, May 8	
7:00 a.m.–6:00 p.m.	South Concourse, OCCC
Thursday, May 9	
8:00 a.m.–5:30 p.m.	South Concourse, OCCC

Schedule

Refer to pages 13–14 of this guide for a complete Exhibitor Conference Schedule. A .pdf of the schedule is available [here](#).

- All exhibits must be set up and 'show ready' by 5:00 p.m. Monday, May 6. Any exhibit not set up by this time may be removed from the show floor at the exhibitor's expense.
- Crate removal: SAP and ASUG will be conducting executive show floor tours throughout the day on Monday, May 6. Please ask your set-up supervisor to mark crates with "Empty" labels as soon as they are emptied. Your space must be 'show ready', including all crates removed, by 5:00 p.m. Monday.
- The show floor doors will close at 7:00 p.m. Monday. Exhibitors may remain and continue set-up but once they exit, reentry is not permitted.
- You are encouraged to be 'show-ready' at least 30 minutes prior to the show floor doors opening each conference day.
- **During the keynotes, please do not schedule booth presentations or demos.**
- **At your discretion, you may choose to staff your booth with a skeleton crew starting at 8:00 a.m. and during the keynotes as attendees will be on the show floor. While the published doors open time is 8:00 a.m., doors could open earlier for safety reasons. We ask that you be prepared.**
- **Please be respectful of other exhibitors and attendees and do not pack up before 5:30 p.m. on Thursday.**

Security

Do not leave valuables unattended in your booth. Security guards will be monitoring the show floor; however, this is not a guarantee of protection unless booth security is [ordered](#). Please review our [Security Tips](#) prior to arrival.

Lost and Found / Security Help Desk

The security / lost and found help desk is located on the South Concourse, Level 2 across from room S229. Phone: 407.685.6200.

Hours	
Thursday, May 2–Monday, May 6	8:00 a.m.–5:00 p.m.
Tuesday, May 7–Wednesday, May 8	7:00 a.m.–6:30 p.m.
Thursday, May 9	7:00 a.m.– 6:00 p.m.
Friday, May 10–Saturday, May 11	8:00 a.m.–5:00 p.m.
Sunday, May 12	8:00 a.m.–4:00 p.m.

Security Office

The security office is located in room S228, South Concourse, Level 2. They are staffed from the beginning of set-up through the close of the show. In the event of a medical or other emergency situation, please dial 911 from your mobile phone or any convention center house phone. You may also call the SAP and ASUG security staff at 407.685.6200 (24 hrs.).

Social Media

Sites have been established on Facebook, Twitter, and LinkedIn as a way to serve attendees, exhibitors, employees, press, and influencers. During the event, SAP and ASUG will support a wide variety of activities to encourage participants to use social media to share their views with others in the audience and communicate to their followers. See details below:

SAPPHIRE NOW Channels

- Twitter – <http://twitter.com/sapphirenw>
 - SAPPHIRE NOW handle is: @SAPPHIRENOW
 - Hashtag: #SAPPHIRENOW
- Facebook – www.facebook.com/SAPPHIRENOW
- LinkedIn – [SAPPHIRE NOW Showcase Page](#)
- YouTube – <http://www.youtube.com/sapphirenw>

ASUG Channels

- Twitter – <http://twitter.com/asug365>,
 - ASUG handle is: @ASUG365
 - Hashtag: #ASUG2019
- Facebook – www.facebook.com/ASUG365/
- LinkedIn – [ASUG - Americas' SAP Users' Group](http://www.linkedin.com/groups?gid=11111111)
- YouTube – <http://www.youtube.com/asugtv>

Post your photos on Instagram and hashtag them with **#SAPPHIRENOW** and **#ASUG2019**.

View the latest conference updates, including press releases, blogs, and more:

- SAP News Center – www.news-sap.com/
- ASUG News – www.asug.com/news

Speaker Ready Rooms

SAPPHIRE NOW Speaker Ready Room

The SAPPHIRE NOW Speaker Ready Room is located on the show floor, to the far right, just north of the Best-Run Theater.

Hours	
Monday, May 6	9:00 a.m.–6:00 p.m.
Tuesday, May 7	8:00 a.m.–6:00 p.m.
Wednesday, May 8	8:00 a.m.–6:00 p.m.
Thursday, May 9	8:30 a.m.–5:00 p.m.

ASUG Annual Conference Speaker Ready Room

The ASUG Annual Conference Speaker Ready Room is located in room S330, South Concourse, Level 3. All speakers need to check in in this room **at least** once before speaking at the conference. Equipment will be available to practice, review, and print presentations. Contact: speakers@asug.com.

Hours	
Monday, May 6	2:00 p.m.– 5:00 p.m.
Tuesday, May 7	9:30 a.m.–4:00 p.m.
Wednesday, May 8	9:30 a.m.–5:00 p.m.
Thursday, May 9	9:30 a.m.–4:00 p.m.

Transportation

Airport to Hotels

Standard shuttle or taxi service is recommended when travelling from the airport to your hotel. Taxis average \$45-\$50 each way. Mears Transportation offers a discounted round-trip shuttle service between the Orlando International Airport and official conference hotels. [Present your coupon](#) or your reservation number. Click [here](#) to make reservations online. Have your coupon handy while making your reservation. Upon arrival at the airport, go to one of the Mears Motor Shuttle ticket counters on Level 1.

Between Hotels and the OCCC

Complimentary shuttle service is provided beginning Tuesday, May 7 between the West, North and South building of the OCCC and all official conference hotels, except those within walking distance of the convention center. Details are provided on the [Shuttle Schedule](#) and are posted at conference hotels.

Between Hotels and Amway Center for the SAP Concert: Lady Gaga

Complimentary shuttle buses to the [concert](#) will be provided Thursday night between all conference hotels and Amway Center. We recommend that you dine at one of the restaurants near Amway Center before the concert. Light stadium style snacks and beverages will be available.

- Shuttles to concert: 7:00 p.m.–8:30 p.m.
- Amway Center doors open: 8:00 p.m.
- Concert: 9:00 p.m.–10:30 p.m.
- Return shuttles: 10:30 p.m.–11:00 p.m.

Ridesharing

The Uber, Lyft, and other rideshare drop-off and pick-up location is on Convention Way which is located between the South Concourse and the Hyatt Regency Orlando. Follow the signs to the Hyatt Regency – once through the doors, take the stairs or an elevator down to the pick-up area. Signs will direct you to this area.

Taxis

For taxi service, Mears Taxi: 407.422.2222.

Trolley

The I-RIDE trolley service is available along International Drive from 8:00 a.m.–10:30 p.m. Visit www.iridetrolley.com or contact them at 407.248.9590 or info@iridetrolley.com.

Videography

Filming

You are permitted to record video in your booth and/or meeting room, but are not allowed to record video outside your own space, i.e., on the show floor or other public spaces. If the video crew is not registered for the event, complete the exhibitor appointed contractor (EAC) form in your console and provide the [required insurance](#) so they will have access to the show floor via a wristband. Refer to the Access to the Show Floor section in this guide for more details.

Wireless Internet Connectivity

Complimentary wireless Internet access is available throughout the OCCC. Connect to **Orlando2019** on the 5.0 GHZ network. We encourage attendees with 3G, 4G or LTE data service to use that data service as their primary means of connectivity. We do **not** offer WiFi on a 2.4 GHz network (iPhone 4/4s, iPod Touch, older smartphones and laptops).

Wristbands

Refer to the **Access to the Show Floor** section on page 1.

Exhibitor Conference Schedule

Please scroll to the next page.

Exhibitor Conference Schedule

This schedule has been developed specifically for you to aid in your planning.

Install and Move-In Schedule

- All exhibits must be set up and 'show ready' by 5:00 p.m. Monday, May 6. Any exhibit not set up by this time may be removed from the show floor at the exhibitor's expense.
- Crate removal: SAP and ASUG will be conducting executive show floor tours throughout the day on Monday, May 6. Please ask your set-up supervisor to mark crates with "Empty" labels as soon as they are emptied. Your space must be 'show ready', including all crates removed, by 5:00 p.m. Monday.
- **The show floor doors will close at 7:00 p.m. Monday. Exhibitors may remain and continue set-up but once they exit, reentry is not permitted.**

Exhibit Level	Times	Thursday May 2	Friday May 3	Saturday May 4	Sunday May 5	Monday May 6
Sapphire	8:00 a.m.–5:00 p.m.	x	x	x	x	x
Onyx	8:00 a.m.–5:00 p.m.	x	x	x	x	x
Diamond	8:00 a.m.–5:00 p.m.		x	x	x	x
Emerald	8:00 a.m.–5:00 p.m.			x	x	x
Emerald Turnkey	8:00 a.m.–5:00 p.m.					x
Ruby Turnkey	8:00 a.m.–5:00 p.m.					x
Pod	12:00 p.m.–5:00 p.m.					x

Dismantle and Move-Out

Dates	Times
Thursday, May 9	5:30 p.m.–10:00 p.m. Please be respectful of other exhibitors and attendees and do not pack up before 5:30 p.m.
Friday, May 10	8:00 a.m.–5:00 p.m.
Saturday, May 11	8:00 a.m.–5:00 p.m.
Sunday, May 12	8:00 a.m.–4:00 p.m.

Registration Hours

Hours	Locations
Sunday, May 5	
12:00 p.m.–11:00 p.m.	Orlando International Airport – baggage claim level
1:00 p.m.–5:00 p.m.	South Concourse, OCCC
Monday, May 6	
7:00 a.m.–6:00 p.m.	South Concourse, OCCC
9:00 a.m.–11:00 p.m.	Orlando International Airport – baggage claim level
Tuesday, May 7	
7:00 a.m.–6:00 p.m.	South Concourse, OCCC
Wednesday, May 8	
7:00 a.m.–6:00 p.m.	South Concourse, OCCC
Thursday, May 9	
8:30 a.m.–5:30 p.m.	South Concourse, OCCC

Exhibitor Conference Schedule – Show Days

Important: During the keynotes, please do not schedule booth presentations or demos.

*** At your discretion, you may choose to staff your booth with a skeleton crew starting at 8:00 a.m. and during the keynotes as attendees will be on the show floor. While the published doors open time is 8:00 a.m., doors could open earlier for safety reasons. We ask that you be prepared.**

Tuesday, May 7

7:00 a.m.	Show floor doors open to exhibitors
8:00 a.m.	* Show floor doors open to attendees for the keynote – (<i>important, see * note above</i>)
9:00 a.m.–10:30 a.m.	SAP keynote – overflow seating in show floor theaters
10:30 a.m.–4:30 p.m.	Exhibitors, SAP, and ASUG Hub areas open
10:30 a.m.–2:30 p.m.	Lunch
4:30 p.m.–6:00 p.m.	ASUG keynote – overflow seating in show floor theaters – (<i>important, see * note above</i>)

Wednesday, May 8

7:00 a.m.	Show floor doors open to exhibitors
8:00 a.m.	* Show floor doors open to attendees for the keynote – (<i>important, see * note above</i>)
9:00 a.m.–10:30 a.m.	SAP keynote – overflow seating in show floor theaters
10:30 a.m.–6:00 p.m.	Exhibitors, SAP, and ASUG Hub areas open
10:30 a.m.–2:30 p.m.	Lunch

Thursday, May 9

7:00 a.m.	Show floor doors open to exhibitors
8:00 a.m.	* Show floor doors open to attendees for the keynote – (<i>important, see * note above</i>)
9:00 a.m.–10:30 a.m.	SAP keynote – overflow seating in show floor theaters
10:30 a.m.–5:30 p.m.	Exhibitors, SAP, and ASUG Hub areas open Please be respectful of other exhibitors and attendees and do not pack up before 5:30 p.m.
10:30 a.m.–2:30 p.m.	Lunch
9:00 p.m.	Concert