



SAP TechEd Las Vegas

The Venetian|Palazzo Congress Center
Las Vegas, Nevada

September 24–27, 2019

Show floor is open September 24–26

EXHIBITOR RESOURCE GUIDE



PLEASE REVIEW THIS DOCUMENT CAREFULLY

This guide has been developed for companies participating in the exhibitor program. This guide will help answer commonly asked questions and refer exhibitors to sources of further information. For easy reference, all topics are listed in alphabetical order. Information is subject to change.

Agenda

Conference activities, including the [agenda at-a-glance](#), are available on the conference Web site. Hands-on workshop seats are reserved on a first-come, first-served basis a few weeks prior to the conference. Registered Full Conference attendees receive advance e-mails announcing the exact date and time when seats may be reserved.

Attendee List

The projected attendance is 6,000. The 2018 attendee demographics are available from your exhibit manager.

While SAP understands how the attendee list would be helpful information to exhibiting companies, it is against SAP data protection and privacy policies to distribute this information. SAP keeps this all information confidential and does not release any registrant data. List brokers who claim to have the attendee database have not obtained it from a legitimate source. Upon request, exhibit managers will provide a one-time list of companies who have registered attendees on September 6. This list will only include company names.

Attire

Suggested dress is casual during the day and casual for the evening events. Expect daytime high temperatures in the low 90s F and lows in the 60s F. It is recommended that you bring a light jacket or sweater with you to the Congress Center, as air-conditioning may be set for maximum room capacities. The Venetian|Palazzo Congress Center (VPCC) is a large facility and comfortable walking shoes are recommended.

Badge Scanners

Badge scanners are no longer provided as a component of the exhibit packages. A badge scanning vendor will be listed in the Exhibitor Manual in August.

Booth Space

Gold Plus, Gold, and Silver level exhibitors' exhibit space selection order is determined by the receipt date of the signed Exhibitor Agreement. Exhibitors who have completed the application and whereby SAP has received the signed Exhibitor Agreement and full payment by August 16 will select space the week of August 19. Exhibitors whose signed agreement and payment are received after August 16 will be assigned space in order of the date their signed agreement is received, and provided space remains available.

Platinum level exhibitors will be contacted individually for their exhibit space selection.

SAP retains the exclusive right to revise the show floor plan and/or move exhibitors as necessary.

Branding

The SAP Partner Branding Guide as well as other communication guidelines and logo usage information may be found on the [Partner Branding](#) page of the [Exhibitor Information Web Site](#) (EIW).

Business Services

The Venetian Business Center offers a full range of business services and is located on the casino level across from the Bellini ballrooms. Their direct phone number is 702.414.4488.

Exhibitor Cancellation / Reduction of Exhibitor Agreement/Package

For complete details, exhibitors should review the [SAP TechEd Las Vegas Exhibitor Rules and Regulations](#). All exhibitors are required to complete and deliver a signed Agreement indicating the selected exhibit package desired. Exhibitor Packages are limited and an integral revenue stream to offset the costs of the Conference, and any cancellation or reduction of an Exhibit Package after SAP receives the Exhibitor Agreement will result in additional SAP effort and cost and negatively impact the Conference. Therefore, Exhibitor understands and agrees that any change in the selected Exhibitor Package after the Agreement has been delivered will be subject to an administrative fee which it agrees SAP may be entitled to, not as a penalty, but as a liquidated damage. For a reduction in the selected Exhibit Package, the administrative fee will be fifty percent (50%) of the difference between the original fee and the fee for the reduced Exhibit Package selected. If Exhibitor cancels the Exhibitor Agreement/Package selected, the administrative fee shall be fifty percent (50%) of the total Exhibit Package fee. The other 50% of the paid fee will be returned, but only in the event written cancellation of the Agreement is received by July 26, 2019. The administrative fee for cancellations received after this date will be 100% and are NOT eligible for any refund. All notices required, or as may be given pursuant to this Agreement, shall be in writing and

shall be deemed duly given when delivered to the Exhibit Manager as stated on the Agreement. Exhibitor agrees that notwithstanding anything to the contrary, SAP has the right, at its sole discretion, to refuse any Exhibitor's participation at the Conference, or cancel the Agreement with no liability to SAP except for any appropriate refunds of Exhibitor fees paid to SAP

Catering / Food / Beverage Dispensing

The Venetian|Palazzo Congress Center prohibits food or alcoholic beverages from being brought into the building. The distribution of alcoholic beverages, regardless of type and/or quantity, is the sole responsibility of the Congress Center. All arrangements for the service of food and/or beverages must be made through their catering office. The Additional Services section of the Exhibitor Manual includes menus.

- For booth catering needs, contact Chetan Toraskar, catering@sandsexpo.com.
- For meeting room catering needs, contact Cory Brown, cory.brown@sands.com.

Food and beverage sampling in conjunction with specific exhibits may be permitted, but only to the extent they are approved in advance, in writing, by the catering manager. For questions, contact your exhibit manager.

Computer Network Security

All exhibitors must submit the Computer Network Security form in your task list by August 30. This form is in addition to any Congress Center forms/requests for additional network access. For complete details, review 'Exhibit Hardware, Software, Distribution of Material' within the [Exhibitor Program Rules and Regulations](#).

Contacts

To ensure that you receive the full benefit from exhibiting at this conference, we have a team of professionals eager to assist you.

Program Manager, Marketing Sponsorship Manager

Kim Cansler
919.488.4397 or k.cansler@sap.com

Platinum, Gold Plus, Gold Levels

Cathy Nicastro
702.283.7461 or cathy@tomcatevents.com

Silver Level

Sandy Lorenz
508.461.7421 or sandra.lorenz@sap.com

Freeman – graphic panels

Taylor Wickey
402.740.688 or taylor.wickey@freemanco.com

Registration

Alli Bayless
alli@webeventsglobal.com

Convention Center

SAP TechEd Las Vegas will be held at the Venetian|Palazzo Congress Center located at 3355 Las Vegas Blvd. South, Las Vegas, NV, 89109. The main phone numbers are 702.414.1000 and 877.883.6423.

A portion of the conference space is located in the adjacent Sands Expo Center. The address and phone number to use for show site shipping beginning September 21 is: Exhibiting Company Name / Booth #, SAP TechEd Las Vegas, C/O FREEMAN, Venetian | Palazzo Congress Center 3355 Las Vegas Blvd. South, Las Vegas, NV, 89109, (702) 579-1700.

Eligibility to Exhibit

Eligibility to be an Exhibitor in this program is limited to companies that have a current partnership agreement in good standing with SAP. Exhibitors must have no outstanding credit issues or past due amounts with SAP. SAP reserves the right to reject or cancel any application/agreement to exhibit.

Employment Solicitation

Although this conference provides the members of the SAP worldwide community with an important networking opportunity, direct employment solicitation is not permitted. Such exhibitor conduct may result in revoking exhibit privileges in these and future SAP events. Any exhibitor engaging in employment solicitation may have their booth shut down immediately.

Exhibitor Events

Exhibitor activities that conflict with the conference program are not permitted. This includes breakfasts, receptions or any other activities occurring in Las Vegas during the published conference program schedule. For the purposes of this conference, a conflicting activity is defined as one that assembles over 50 conference attendees in one location. Each exhibitor must complete the Strategy, Positioning and Special Activities online form, for internal SAP use only, regarding their presence and messaging at the conference. SAP reserves the right to cancel any agreement that does not follow these regulations. Wednesday evening has been identified as an open evening. Exhibitors are invited to host their own events on this evening, starting any time after the close of conference activities, this includes the show floor.

SAP will host the following evening events during the week. All registrants are invited to the evening events. No one under 21 will be permitted to attend.

- Tuesday, September 24 – Networking Reception on the show floor – staff your booth: 6:30 p.m.–8:00 p.m.
- Thursday, September 26 – Celebration Night, Brooklyn Bowl: 8:30 p.m.–11:30 p.m.

Exhibitor Appointed Contractor

Exhibitors using an exhibitor appointed contractor(s) (EAC), or non-official show contractor, must complete the EAC Request form by August 30 and submit an insurance certificate for each EAC. The EAC may only provide services that are not designated as "exclusive" to a venue provider.

Note: Because most booths are turnkey, this form will apply mainly to Platinum level exhibitors. However, those Gold Plus, Gold, and Silver level exhibitors who hire performers or hostesses to work in their booth will need to complete the exhibitor appointed contractor form in their console.

Exhibitor Console

The [Exhibitor Console](#) assists logistics contacts in managing your presence at the conference. Logistics contacts are sent an e-mail to set up their password. Advise your exhibit manager if you would like to add additional logistics contacts to receive access. Via the console you will be able to:

- Send registration invitations to staff members
- Purchase additional staff and customer passes
- Purchase marketing opportunities
- Manage the task list customized for your company
- Complete the required forms
- Print exhibitor documentation such as invoices and receipts

Exhibitor Contests and Gifts

Exhibitor plans for any contests, gifts, raffles, etc. must be included in the Strategy and Activities form by August 30. If an exhibitor is unsure if their plans conform to the guidelines, they should check with their exhibit manager. SAP reserves the right to prohibit, limit or discontinue the distribution of any gift, giveaways, raffle or similar promotions and there will be no announcements by SAP of the exhibitor's contest, drawing, or raffle winners.

Contests and drawings often involve compliance with specific state or local laws or regulations. Any such activities will be subject to the prior written approval of the State of Nevada, the Venetian|Palazzo Congress Center and SAP, 65 days in advance of the event. Additional forms must be filled out and approved.

Exhibitor Events

Exhibitor activities that conflict with the conference program are not permitted. This includes breakfasts, receptions or any other activities occurring in Las Vegas during the published conference program schedule. For the purposes of this conference, a conflicting activity is defined as one that assembles over 50 conference attendees in one location. For internal SAP use only, each exhibitor must complete the Strategy and Activities form regarding their presence and messaging at the conference. SAP reserves the right to cancel any agreement that does not follow these regulations.

Exhibitor Manual

The [Exhibitor Manual](#) includes general information such as the exhibitor schedule, exhibit package guidelines, order forms for Freeman and more.

Exhibitory

Exhibitors should plan to use the booth components, as provided, and are asked not to bring in their own furniture or exhibit furnishings.

Hotel Reservations

Once an individual completes their registration (refer to the Registration section for more details), a hotel room may be booked. SAP has negotiated discounted hotel room rates for registered attendees at The Venetian and The Palazzo – both conveniently located next to the Congress Center which is in or very near where all conference activities will take place. **We strongly encourage you to register and book hotel accommodations early as we do typically sell out.**

Hotel booking deadline is August 23. After this date, or until the official conference hotel room block has been filled, we cannot guarantee hotel room availability within the conference hotel block at the SAP discounted rate.

Room rates for The Venetian and The Palazzo towers are \$234 plus resort fee and tax per night. All reservations must be made through the Exhibitor Console and require a valid registration. You will be given the opportunity to book your hotel after you have completed the registration process – do not contact the hotel directly. The Venetian | Palazzo resort fee of \$20 per suite per night includes unlimited local and toll-free calls, in-suite Internet access (WiFi or Ethernet), a complimentary daily newspaper, boarding pass printing, and daily access for two adults to the fitness facility within the Canyon Ranch SpaClub.

All hotel reservations require a credit card guarantee. A deposit equal to one night's room rate and tax will be charged to your credit card immediately after you make your reservation.

If you plan to extend your time in Las Vegas by arriving early or staying late, rooms may be available, at the prevailing discounted room rate based on availability.

Registration substitution or cancellation does not automatically affect a registrant's hotel reservation. The registrant is responsible for contacting the hotel property directly to make any changes or to cancel an existing hotel reservation. A hotel reservation must be cancelled at least 72 hours prior to scheduled arrival date to receive a full refund of the first-night deposit. Registrants who fail to check in on their scheduled arrival date (no-show), forfeit their first-night deposit (room rate, plus hotel tax) and the remaining nights of their reservation will be automatically canceled. SAP is not responsible for any hotel no-show penalty.

Insurance

Exhibitor: In accordance with the exhibitor application signed by the exhibitor, and the Rules and Regulations, the exhibitor is responsible for obtaining sufficient insurance covering all personnel, exhibit material, and equipment. A certificate of insurance must be provided to the exhibit manager by August 9. This certificate must be valid for the duration of move-in, show days, and move-out, and must reflect the required coverage specified in the Insurance Requirement document located in the Exhibitor Manual.

Exhibitor Appointed Contractor: In addition, exhibitors using outside contractors to provide any show service (including performers, hostesses, etc.), must provide the name of such contractors and provide the contractors' appropriate insurance certificates. Please complete the Exhibitor Appointed Contractor (EAC) online form found in the task list and timeline of the Exhibitor Console.

Las Vegas

Visit the official Las Vegas tourism Web site, www.lasvegas.com, for complete travel information.

Logo Information

Complimentary Web Banners: A choice of Web banners for use now may be found in the Exhibitor Manual. Once booth numbers have been assigned, banners may be customized and used on your Web site and in e-mail signatures. Contact Noelle Fischer at n.fischer@sap.com.

Conference URL Links: Exhibitors are invited to post the conference link on their Web site, <https://events.sap.com/teched-usa/en/home>.

Marketing Opportunities

To help maximize your company's investment and presence as an exhibitor, a number of marketing opportunities are available for purchase in your console. Questions should be submitted to Kim Cansler, k.cansler@sap.com. Meeting rooms are available for purchase for \$1,500 per day.

Payment

Payment for exhibit packages and marketing sponsorships will be accepted in the form of check, wire transfer or credit card (Amex, Visa, MasterCard). The payment deadline for both is August 16. A W-9 form is available from your exhibit manager.

Credit card payments may be processed at any time by selecting the credit card link on the invoice.

Checks should be made payable to:

SAP Global Marketing, Inc.
Attn: SAP Treasury
3999 West Chester Pike
Newtown Square, PA 19073
United States
Phone: 610.661.1000
Payment reference: invoice #

Wire transfers and ACH payments will require the following information:

Bank Name: SAP Global Marketing Inc.
Bank Account Number: 352818485
ABA: 021000021
SWIFT: CHASUS33
JPMorgan Chase
3rd Floor
Tampa, FL 33610 United States
Phone: 813.432.3700

Press/Public Relations

Press list

SAP does not provide the press/analyst list for the conference prior to the event. A copy of the press list (not including reporters' names) will be available upon request on Wednesday, September 25. E-mail your exhibit manager if you would like to receive the list.

Partner press releases

SAP invites its exhibiting partners to capitalize on the high visibility of SAP TechEd by issuing press releases in conjunction with the conference – preferably prior to the event. All press releases must be approved by SAP in advance, prior to distribution. SAP will also consider including approved partner releases in the SAP Partner News section of its corporate newsroom. The firm deadline for [submitting a press release](#) for SAP approval is August 23. Due to the high volume of materials submitted and the review process itself, press releases received after this date may not be approved in time.

Registration / Passes

SAP TechEd offers a registration system that gives full administrative power, via your console, to the exhibitor's logistics contact. The exhibitor logistics contact will have the option to assign the passes that are included with each exhibit package and purchase additional passes for staff and customers.

- The rates to purchase additional passes do not expire.
- There are no limitations on the quantity of purchased exhibitor registrations.
- Only Full Conference registrations will have the opportunity to sign up for three hands-on workshops, available hands-on seats, or audit a hands-on workshop.

Entrance to the conference will be available in the following categories

Full Conference registration passes – permit access to the keynotes, educational lecture sessions, hands-on workshops, show floor including early access for set-up, Networking Reception, Celebration Night, lunch, and refreshment breaks. Additional Full Conference passes are available for staff and customers at the Early Bird rate of \$2,495.

Exhibits-Only registration passes – permit access to the keynotes, show floor including early access for set-up, Networking Reception, Celebration Night, lunch, and refreshment breaks (everything but the educational and hands-on sessions). Additional Exhibits-Only passes are available for staff for \$950.

Speaker registration passes – (available for speakers only), permit access to the keynotes, educational lecture sessions, show floor, Networking Reception, Celebration Night, lunch, and refreshment breaks. Hands-on workshops are not included but may be purchased as an add-on for \$1,200 during the registration process.

EAC Wristbands – permits access to the show floor only and will be distributed daily with prior arrangement. See 'Wristbands' below for more details.

Registration questions should be directed to Alli Bayless, alli@webeventsglobal.com.

Package-included registration allotments

Exhibitor Package	Full Conference Quantity	Exhibits-Only Quantity	Speaker Quantity
Platinum	6	10	1
Gold Plus	4	3	1
Gold	4	3	0
Silver	2	2	0

Rates/Dates/Deadlines

Registration Type	Reg. Fee	Dates
Full Conference – available through the Exhibitor Console only	\$2,495	No deadline
Exhibits-Only – available only to exhibitors	\$950	No deadline
Hands-On Workshop add-on for speakers	\$1,200	No deadline

Badge pick-up

Exhibitor badges are picked up individually at any registration counter. There is an Exhibitor Assistance Counter on-site, but check-in may be completed at any registration counter; a photo ID is required.

Exhibitor on-site registration and check-in

Sunday, September 22	2:00 p.m.–7:00 p.m.
Monday, September 23	7:00 a.m.–7:00 p.m.
Tuesday, September 24	7:00 a.m.–6:00 p.m.
Wednesday, September 25	7:00 a.m.–5:00 p.m.
Thursday, September 26	7:00 a.m.–5:00 p.m.

Wristbands

Note: Because most booths are turnkey, this section will apply mainly to Platinum level exhibitors. However, those Gold Plus, Gold, and Silver level exhibitors who hire performers or hostesses to work in their booth will need to complete the exhibitor appointed contractor form in their console.

Wristbands are for **EACs** (exhibitor appointed contractors) who are employed by the exhibitor. It is the exhibitor's responsibility to notify their EAC of applicable conference policies.

- **Only EACs with the proper insurance paperwork in place will be permitted on the show floor.** EACs include, but are not limited to, install and dismantle laborers, hostesses, photographers, audio-visual companies, and performers. The EAC form in your console must be completed by **August 30**. Wristbands allow access to the exhibit hall only.
- **EAC wristbands** will be issued daily at the security desk. The colored wristbands will be different for each day. EACs may pick up the wristbands each morning and the next day's wristbands before leaving each day.

- **Exhibitor staff** that will assist or supervise set-up and work in the booth, **must register and wear their badge** which will permit them appropriate show floor access.
- **Exhibitor staff** that will assist or supervise set-up but not work in the booth, are eligible for a wristband. The staff name must be e-mailed to the exhibit manager prior to the conference.

Registration substitution and cancellation policies for package-included passes

If you need to reassign a package-included registration (Full Conference or Exhibits-Only), select Cancel (trash can icon) in the registration console. This will add one badge back to your allotted package-included registrations which you can then reassign.

Important: Cancelling a registration does not automatically affect a registrant's hotel reservation. They may re-access their hotel reservation online to make changes or to submit a cancellation at "Modify My Hotel" until August 23. Or, they may contact Venetian Resort Services Department by phone, fax, or email. Please note, after August 23 the reservation Web site will no longer be available.

Registration substitution policy for purchased passes

Registration substitutions are only permitted between employees from the same company. There is no fee for name-change substitutions if no payment information is changed. A \$150 administrative fee will apply to any substitutions requiring updates to payment information. A registrant must submit a completed [substitution form](#) via e-mail it to sapteched@sapevents.com. SAP will not accept a substitution request over the telephone. If a substitution is required on-site, SAP will accept a written request on company letterhead.

Registration substitution does not automatically affect a registrant's hotel reservation. The registrant is responsible for contacting the hotel property directly to make any changes or to cancel an existing hotel reservation. A hotel reservation must be cancelled at least 72 hours prior to scheduled arrival date to receive a full refund of the first-night deposit. Registrants who fail to check in on their scheduled arrival date (no-show), forfeit their first-night deposit (room rate, plus hotel tax) and the remaining nights of their reservation will be automatically canceled. SAP is not responsible for any hotel no-show penalty.

Registration cancellation policy for purchased passes

A \$350 service charge applies to all full conference registration cancellations. Cancellations must be submitted in writing and received on or before August 31. SAP will not issue refunds on cancellations received after August 31. A registrant must provide the registration confirmation number and submit a written cancellation request via e-mail to sapteched@sapevents.com. SAP will not accept a cancellation request over the telephone. Conference no-shows are ineligible for a refund.

Registration cancellation does not automatically alter a registrant's hotel reservation. The registrant is responsible for contacting the hotel property directly to make any changes or to cancel an existing hotel reservation. A hotel reservation must be cancelled at least 72 hours prior to scheduled arrival date to receive a full refund of the first-night deposit. Registrants who fail to check in on their scheduled arrival date (no-show), forfeit their first-night deposit (room rate plus hotel tax) and the remaining nights of their reservation will be automatically canceled. SAP is not responsible for any hotel no-show penalty.

Rules and Regulations

The [SAP TechEd Exhibitor Program Rules and Regulations](#) may be found in the EIW. Many of the clauses in this document are mandated by state law and/or required by the Venetian|Palazzo Congress Center and generally are not open to negotiation. All exhibitors are also required to comply with local union rules and regulations. More details may be found in the Exhibitor Manual. If a discrepancy exists between the rules and regulations, always comply with the more strict interpretation.

Shipping Instructions

Shipping instructions are located in the Freeman Quick Facts form located in the [Exhibitor Manual](#). Convenient shipping labels are located in the Freeman section of the manual.

Show Floor Schedule

Exhibitors will be located on the show floor. The Exhibitor Conference Schedule is posted in the [Exhibitor Manual](#). Exhibitors are required to be 'show ready' by 9:00 a.m. on Tuesday, September 24 and at least 15 minutes prior to the show floor opening all other times. Please be sure to have your booth staffed during all show floor hours including the Networking Reception which will be held on the show floor on Tuesday evening, September 24.

The show floor is **not** open on Friday, September 27.

Social Media

Twitter – www.twitter.com/SAPTechEd. Follow [@SAPTechEd](#) and #SAPTechEd for news.

Facebook – <https://www.facebook.com/SAPTechEd>

Instagram – https://www.instagram.com/sap_teched/

Speaking Opportunities

One-hour lecture sessions are available to exhibiting partners. This opportunity may be purchased as either part of an exhibit package or a [marketing opportunity](#). Submission instructions may be found in the Exhibitor Manual or ask your exhibit manager for details.

Strategy and Activities Form

All exhibitors must complete this online form in your console by August 30 regarding their presence and messaging at the conference. The information is for internal SAP use only. Exhibitors should update their form (using the same process) if any information changes or if there is new information to add.

Trademark Information

Please be sure to refer to the SAP Partner Branding Guidelines found on the [Partner Branding](#) page of the EIW for details on trademark usage.

Travel

Most major air carriers service Las Vegas via [McCarran International Airport](#) (LAS). Taxicabs are available on the east side of baggage claim, outside door exits 1-4. Drive time between McCarran and The Venetian|Palazzo is about 15 minutes depending on traffic. Taxicab lines and TSA security checkpoint lines at McCarran can be long at times, please plan accordingly.

Web Site Links to Bookmark

The links below will be commonly referred to during your planning and therefore may be useful to bookmark as favorites:

Exhibitor Information Web Site (EIW): <https://events.sap.com/teched-exhibitors/en/home>

Exhibitor Console: https://events.sap.com/teched-exhibitors/en/console_comingsoon

Exhibitor Manual: https://events.sap.com/teched-exhibitors/en/manual_comingsoon

Conference Web Site: <https://events.sap.com/teched-usa/en/home>

Exhibitors are invited to post the conference link on their Web site, [SAP TechEd Las Vegas in 2019](#).

Wireless Internet Connectivity

SAP has partnered with the Venetian|Palazzo Congress Center and Sands Expo to provide complimentary wireless Internet access. You must supply your own equipment (laptops, tablets) to access the network. To enable us to provide the best possible wireless service, please do not use devices like MIFIs, personal access points, hubs, and switches while at the conference. These will jam the airwaves for attendees, demos, and sessions. To secure the integrity of the wireless service, we strongly suggest that you use the cellular service on your devices.