

# Frequently Asked Questions

## 2019 SAP TechEd in Las Vegas



THE BEST RUN



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## REGISTRATION

### What is included with my full registration conference pass?

Your full registration for SAP TechEd Las Vegas allows you to take advantage of everything for which the event is famous:

- Guaranteed reservations for seats in three of our highly rated workshops for hands-on training
- One-on-one access to SAP technical experts developing the products you use today
- Insightful content from keynotes, strategy talks, product road maps, and more
- Opportunities for great social and community interaction, a networking reception, and our amazing Thursday evening celebration

### Do you offer group discounts?

Yes. Complete details are available in the participation rules for our [Buy 4, Get 1 Free Group Discount](#) package promotion.

### Can I use another promotion with the “Buy 4, Get 1 Free Group Discount” package promotion?

No, this promotional offer cannot be used in conjunction with any other discounts or promotions. Attendees need to register before Monday, June 17, 2019, to take advantage of Early Bird discounted rates.

### Can I register for a show floor-only pass?

Show floor-only passes are not available. All attendees must have a full conference registration to attend the event.

### Is there a one-day pass?

One-day passes are not available. All attendees must have a full conference registration to attend the event.

### I need to cancel my registration. Is there a cancellation fee?

A US\$350 service charge applies to all full conference registration cancellations. Cancellations must be submitted in writing and received on or before Friday, August 30, 2019. SAP will not issue refunds on cancellations received after August 30. A registrant must provide the registration confirmation number and submit a written cancellation request by e-mail to [saptech@sapecvents.com](mailto:saptech@sapecvents.com). SAP will not accept a cancellation request over the telephone.

Registration cancellation or substitution does not alter a registrant's hotel reservation. Changes or cancellations to an existing hotel reservation can be made online by using the [Access My Registration](#) function and selecting "Book/Modify My Hotel." You will need the guest's last name and Passkey Acknowledgment Number to log in; this information can be found in your hotel acknowledgement e-mail. An automatic response will be sent to the e-mail address on file.

A hotel cancellation made within 72 hours of the scheduled arrival date will result in a cancellation fee of one night's deposit. Failure to check in to the hotel on the designated arrival date will also result in a one-night deposit charged to the credit card on file, and the remaining nights of the reservation will be canceled. SAP TechEd is not responsible for cancellation or no-show penalties.

Conference no-shows are ineligible for a refund.

**I would like to send someone in my place to SAP TechEd as I am no longer able to attend. Can I make a substitution?**

Registration substitutions are permitted between employees from the same company. There is no fee for name-change substitutions if payment information is not changed. A US\$150 administrative fee will apply to substitutions requiring updates to payment information. To initiate a substitution, edit your registration using the [Access My Registration](#) function and select the “Substitute Registration” link. 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.

A registration cancellation or substitution does not alter a registrant's hotel reservation.

**Are attendees able to bring guests to conference activities, such as the keynotes, educational sessions, show floor, Networking Reception, and Celebration Event?**

Attendees may not bring guests or children to any conference activities. All attendees must be registered and have a conference badge.

**I would like to be a speaker and present a session. How do I sign up?**

Speaker registration is by invitation only. For questions related to speaker registration, contact [saptechedspeaker.info@sap.com](mailto:saptechedspeaker.info@sap.com).

**What meals are provided?**

*(Subject to change)*

Morning coffee and pastries and lunch are available to all registrants Tuesday through Thursday. Coffee and pastries will also be available on Friday morning. Included in your registration fee is the Networking Reception and Thursday evening Celebration Night.

[Go to the Agenda for more details >](#)

**How can a reporter, blogger, financial analyst, or industry analyst register?**

Registration is by invitation only. For more information, contact the media lead for SAP TechEd Las Vegas, Eric Annino ([eric.annino@sap.com](mailto:eric.annino@sap.com)).

**Is there a government rate for registration?**

The conference does not offer a government rate, but we encourage you to register before Thursday, June 13, 2019, to take advantage of the Early Bird discounted rate.

**Is there an age requirement to attend the conference?**

Yes. All registrants must be 21 years of age or older to attend any portion of the conference.

**Is there an SAP employee discount offer for registration?**

We do not offer employee discounts for full conference registrations. See the SAP TechEd Jam Group – accessible from SAP Corporate Portal – for the full employee attendance policy and options for the conference.

## TRAVEL VISAS

### **I am not a U.S. resident. Do I need a visa to travel to Las Vegas, Nevada, USA, for the conference?**

Many attendees who are non-U.S. residents will require a visa to enter the United States. Please check with your local embassy to determine your personal travel requirements. The [U.S. Department of State Visa Wizard](#) may also be of assistance. All visa applicants are advised to apply as soon as possible as it may take up to three months to obtain a travel visa, or even longer.

### **How do I request a formal Letter of Invitation to obtain a visa?**

SAP TechEd in Las Vegas requires that attendees have completed an online registration and that all registration fees are paid in full prior to the issuing of a Letter of Invitation. During the registration process, you may submit your request for visa acceptance. Please have your passport handy as the form requires information from your passport. Please be patient as it may take up to five business days after receipt of payment for your visa letter to arrive by e-mail.

Letters of Invitation will be e-mailed to the registrant after the registration is paid in full, are valid only for the person identified in the letter and will not allow any additional person or guest to access the conference. All additional persons must register and pay the required fees to secure a Letter of Invitation.

Letters of Invitation are issued only in the name of the registrant and will be sent by e-mail as an Adobe PDF file.

If you are already registered for the conference and need to submit a request for a Letter of Invitation, please use the [Access My Registration](#) function to complete the request.

## PAYMENTS AND RECEIPTS

### **What are the accepted methods of payment?**

When you complete an online registration, you may use American Express, MasterCard, or Visa credit cards. If you prefer to pay by wire transfer, contact us on or before July 26, 2019, by e-mail at [saptechpayments@sapevents.com](mailto:saptechpayments@sapevents.com).

### **I would like to pay with a purchase order. How can I do this?**

We are not able to accept a purchase orders.

### **How can I obtain a receipt or invoice for my registration?**

You can obtain a registration receipt by re-accessing your registration using the [Access My Registration](#) function. You will need your registration confirmation number or the e-mail address you used to register along with the password you created during the registration process. Once you are logged in, you will be able to e-mail yourself a copy of your registration receipt or invoice.

## ACCESS MY REGISTRATION

### **I do not remember my login information. How can I get this information?**

You can use your SAP TechEd Confirmation Number (which you can find in your registration confirmation e-mail) or the e-mail address you provided when you registered, as your user ID. If you do not remember your password, use the [Access My Registration](#) function, enter your e-mail, and select "Reset My Password." An e-mail will be sent to you with instructions on how to reset your password.

**I do not remember my confirmation number. How can I get it?**

Your confirmation number is on your registration confirmation. Use the [Access My Registration](#) function, enter your e-mail, and select "Retrieve My Confirmation Number." You will receive your confirmation number in an e-mail.

**What if I have not received my confirmation e-mail?**

You may send an e-mail to [sapteched@sapevents.com](mailto:sapteched@sapevents.com) to request a copy of your confirmation e-mail.

**HANDS-ON WORKSHOPS****How and when can I sign up for hands-on workshops?**

Fully paid, full conference registrants to SAP TechEd Las Vegas may reserve seats for up to three hands-on workshops on a first-come, first-served basis. Hands-on workshop sign-up and the personal Agenda Builder are tentatively scheduled to open in August. Full conference registrants will receive an e-mail within one week of the launch confirming the exact day. Visit the [session types and policies site](#) for more details on hands-on workshops.

**I would like to sign up for more than three hands-on workshops. Can I pay to attend more?**

There is not an option to reserve seats in more than three hands-on workshops.

**Can I get on a waiting list for hands-on workshops that are already full?**

There are no advanced waiting lists in 2019. You may wait in line prior to a session and if there are available seats at the start of the session, we will offer the available seats first come, first served.

**HOTEL AND TRANSPORTATION****Are hotel accommodations included in the registration fee?**

The registration fee includes access to the conference. Hotel accommodations are not included in the conference fee.

**Are there discounted room rates for attendees?**

Yes. SAP has negotiated discounted hotel room rates for our registered attendees at The Venetian and The Palazzo – both conveniently located next to the Congress Center. The discounted rates are US\$234 plus resort fee and tax. To book a hotel reservation at the discounted rate, you must first be a registered attendee. After completing an online registration, attendees will have the opportunity to book a hotel reservation.

The Venetian and Palazzo resort fee of US\$20 plus tax per suite per night includes unlimited local and toll free calls, in-suite Internet access (Wi-Fi or Ethernet), a complimentary daily newspaper, boarding pass printing, and daily access to the fitness facility within the Canyon Ranch SpaClub.

**How do I book my hotel reservation?**

You will have the opportunity to book your hotel immediately after submitting a conference registration. Once you have completed your registration, select the button "Book/Modify My Hotel" and you will be directed to the online housing reservation system.

If you have already submitted an online registration, reaccess your registration using the [Access My Registration](#) function and select "Book/Modify My Hotel."

### **Can I book a hotel reservation before registering for SAP TechEd?**

To take advantage of the discounted hotel rates, you must first be registered for the conference.

### **What is the hotel reservation deadline?**

The hotel block fills quickly so we strongly encourage you to reserve your hotel room early if you wish to book at The Venetian or The Palazzo at the discounted rate. The deadline to book at this rate is Wednesday, August 23, 2019, or until the hotel room block has been filled.

### **What if I need to change or cancel the hotel dates I reserved. How can I change my hotel reservation?**

Conference registration and hotel reservations are managed independently. Changing or canceling a conference registration does not alter or cancel a hotel reservation. Changes or cancellations to an existing hotel reservation can be made online using the [Access My Registration](#) function and selecting "Book/Modify My Hotel" in the bottom right corner. You will need the guest's last name and Passkey Acknowledgment Number to log in; this information can be found on your hotel acknowledgement e-mail. An automatic response will be sent to the e-mail address on file.

Please note that changes to an existing hotel reservation are subject to availability. Changes can be made using the [Access My Registration](#) function until Wednesday, August 23, 2019. For additional assistance, contact housing for SAP TechEd at:

E-mail:	<a href="mailto:reservations@sands.com">reservations@sands.com</a>
Toll free:	+1 866-659-9659
Local:	+1 702-414-1000
International phone:	+1 888-283-6423
Reference group:	SAP TechEd
Hours of operation:	5:00 a.m.–1:00 a.m. (PT)

Phone reservations will not be accepted.

### **What is the hotel cancellation policy?**

If you need to cancel your hotel reservation and if you wish to get your deposit back, be sure to do so 72 hours before your scheduled arrival date. If you cancel with less than 72 hours' notice, or don't show up on the date you're scheduled to check in, you will lose your deposit and your reservation will be automatically cancelled. SAP is not responsible for any lost deposits, charges, or penalties associated with cancellations or no shows.

### **What is the nearest airport into which attendees should fly?**

The nearest airport is McCarran International Airport (LAS).

### **Will there be transportation provided between the airport and the Venetian | Palazzo hotels?**

Transportation will not be provided by the conference, but there are many local transportation options available from the airport.

### **Does the Venetian have on-site parking?**

The Venetian provides complimentary valet and self-parking.

### **How long does it take to get to and from the airport?**

The airport is approximately five miles from the Venetian | Palazzo Congress Center. Depending on traffic, this trip can take between 15 and 30 minutes.



## CONFERENCE EVENTS AND ADDITIONAL ACTIVITIES

### Do you offer any activities for guests and spouses?

SAP TechEd does not offer nonconference activities for guests and spouses. However, there are numerous activities and attractions available throughout Las Vegas. For information on all that the Las Vegas area has to offer, go to [www.LasVegas.com](http://www.LasVegas.com).

### Will there be preconference programs offered again this year?

Yes, ASUG Pre-Conference Seminars will be offered on Monday, September 23, 2019.

[See seminar offerings >](#)

### What if I have a special dietary requirement or food allergy?

During the registration process, you will have the opportunity to alert us of any special dietary requirements or food allergies. SAP works closely with the Venetian | Palazzo Congress Center and the Sands Expo Center to create menus that can be enjoyed by all attendees. We will contact you within one week of the conference to address your request.

## ON-SITE LOGISTICS

### When will I receive my SAP TechEd conference badge?

You will receive your conference badge upon check-in at the conference. A photo ID will be required.

### What is the attire at SAP TechEd?

The suggested dress for the conference is casual. Average temperatures in September range from a high of 95°F/35°C to a low of 66°F/19°C. We recommend a light sweater or jacket at the convention center as meeting rooms can be cold. Please keep in mind that the Venetian | Palazzo Congress Center is a large meeting facility and comfortable walking shoes are recommended.

### Can I get into SAP TechEd without a badge?

No. A conference badge is required to access all space within the Venetian | Palazzo Congress Center dedicated to planned conference activities.

### Where can I obtain a meeting room during SAP TechEd?

All space within the Venetian | Palazzo Congress Center has been dedicated for planned conference activities.

Exhibitors: Meeting rooms may be purchased daily as a marketing sponsorship. For more information, visit the [Exhibitor Information](#) Web site.

For all other meeting room needs, please contact local hotels for meeting space. A hotel map and listing are available on [www.LasVegas.com](http://www.LasVegas.com).

### Can I earn an SAP TechEd certification at the conference?

Certification exams are not offered at SAP TechEd in Las Vegas. However, registrants have an opportunity to save on SAP Learning Hub and Certification Hub subscriptions, as well as individual SAP Associate Certification exams. This offer is valid for registered SAP TechEd registrants only. More information will be communicated post-event to those who attend SAP TechEd.

## [CONTACT US HERE](#)

[www.sap.com/contactsap](http://www.sap.com/contactsap)

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