



## Frequently Asked Questions

### Who should attend?

- Promapp Exec Sponsors, Lead Champions, Champions and Influencers
- New and Experienced Customers
- Continuous Improvement Professionals
- Operations and Business Managers
- Business Analysts
- Project Management Professionals

### Why should I attend?

Promapp CONNECT 2018 is a must attend conference with exceptional global and local speakers presenting on the latest trends and challenges facing BPM. This is a chance to discuss relevant topics and learn from your peers in the industry.

Here are just a few of the reasons you should attend:

- **Takeaway actionable advice** - Learn from organisations around the world who are successfully enabling change and use their experience in your own organisation to accelerate towards your goals
- **Continue learning** – Whether you are just getting started or further into your process journey, there is **always** room for change and improvement
- **Understand global trends** - Hear about global BPM trends and learn how you can put those tips and ideas into practice. Find out how you can take your organisation to the next level
- **Be inspired** - Hear from Kiwi legend Graham Henry and global disrupter Holly Ransom about how to overcome challenges, creating a world class team culture and success on a global scale
- **Stay ahead of the game** – Stay up to date with the latest BPM trends and innovations and learn how to embrace new technologies and ideas
- **Build your skills** – Be the first to see the latest developments with Promapp, what's hot and what's coming up!
- **Grow your network** – Mix and mingle with like-minded professionals. Build up your professional network and exchange knowledge and ideas

## **I attended last year, do I need to come again?**

Absolutely! Promapp Connect 2018 is a new conference, and different to the User Summits of previous years. We have taken a fresh approach in 2018 and will have more on offer with international speakers, structured networking and on point topics.

The programme has short, sharp sessions to allow for more interaction and more focused presentations that talk about the key challenges process experts are facing.

### **Changes at Promapp CONNECT 2018:**

- International speakers
- Structured networking
- Tailored topics – what attendees have asked for
- Specific streams – choose the presentations you want to listen to and what is relevant to your organisation

## **It's a busy time of year, I might not be able to find the time**

This one day of education, networking and actionable advice will be extremely valuable to you and your organisation. It will leave you inspired and motivated - you will learn from other companies on BPM and continuous improvement, hear from international speakers, understand and be ahead of the game with the latest Promapp features and tools and build up your professional network.

## **I need to get approval from management**

On our website - [www.promapp.com/promapp-connect-2018/](http://www.promapp.com/promapp-connect-2018/) there is a link to a letter you can pass on to your manager as your request to attend. It lays out the benefits of attending and what will be presented during the conference.

## **Registration Questions**

### **How can I register?**

- You can register online at [www.promapp.com/promapp-connect-2018/](http://www.promapp.com/promapp-connect-2018/)
- Once you have registered you will receive an email confirmation. Check your spam or junk folder in case it has gone in there.

### **Can I register for other people?**

- Yes you can register and pay for up to 3 people in one registration. If you want to register for more, you just follow the link again and submit a new registration.

### How much does it cost?

- Earlybird: \$299 – this rate expires on Friday 20 April.
- Regular rates from 21 April: \$399
- Group rates: If you have 3 or more people attending Promapp CONNECT from your organisation please get in touch with your Customer Success representative to discuss group rates.

### How many people from my organisation can attend?

- If you would like to register more than 3 people from your organisation talk to your Customer Success representative.

### What does the registration fee include?

- The registration includes the full day conference, tea breaks and lunch, and then drinks and canapes following the conference.

### Should I register as an individual or a business?

- There is no difference to the registration whether you register as an individual or a business. If you do register as a business it will ask you to input your organisations Tax ID, if you do not know this you should register as an individual.

### What is the cancellation / refund policy?

- You can cancel your registration up until 6 weeks prior to the conference
- Cancellation between 3-6 weeks will result in 50% refund
- Cancellation after 3 weeks will not receive a refund
- To cancel you can submit this online following the link in your registration confirmation or email [sarah.percy@promapp.com](mailto:sarah.percy@promapp.com)

### What are the payment options?

- Credit card or Invoice – in the payment section of the registration there is a dropdown box to choose one of the two options
- Payment can be made online with a **credit card** during registration, and a receipt will be sent directly to your email
- The **invoice** option will send an invoice directly to your email
- Invoice needs to be paid within 1 month of registration

### I didn't receive an invoice?

- Please check your spam or junk email folder in case it has gone in there. If you cannot find it, email [sarah.percy@promapp.com](mailto:sarah.percy@promapp.com) to have this resent.

### **Can I transfer my ticket to someone else?**

- If you wish to transfer your ticket to a colleague contact your Customer Service representative with the details of why you are unable to attend and of who you would like to take your place.

### **I cannot attend the full day, can I still register?**

- It is preferable that you attend the full day, as it is a full agenda with valuable presentations and networking throughout the day. However if you are only able to attend for some of the conference you can still register and please contact your Customer Service representative to let them know when you will be attending.

## **General Questions & Logistics**

### **Dates and Venues:**

- Wellington, Rydges Hotel – Tuesday 19 June
- Auckland, Eden Park – Thursday 21 June
- Sydney, Pullman Hyde Park – Tuesday 26 June
- Melbourne, Crown Hotel – Thursday 28 June

### **Timings:**

- Registration opens – 8.30am (8.00am in Auckland)
- Conference – 9.00am – 4.30pm
- Networking and drinks – 4.30pm – 5.30pm

### **Where can I find an agenda?**

- The agenda will be available soon. Check back to the website in March for more detailed information on timings and presentation topics.

### **What are the transport and parking options?**

- Wellington – valet parking at Rydges (\$20 per day), or Wilsons parking buildings nearby
- Auckland – free onsite parking at Eden Park
- Sydney – Wilsons parking nearby. Closest train station is Museum Station
- Melbourne – parking available in the Crown complex. Tram stops outside

### **Do I need to bring anything?**

- We will be running some polling and q&a which is to be used on your cell phone. Apart from that you do not need to bring anything else.

**What accommodation is nearby?**

- Wellington – onsite at Rydges Hotel
- Auckland – contact [sarah.percy@promapp.com](mailto:sarah.percy@promapp.com)
- Sydney – onsite at Pullman Hyde Park. There are other cheaper options within one block
- Melbourne – onsite at Crown Hotel (within Crown there are three accommodation options)

**What if I have dietary requirements?**

- Dietary requirements can be mentioned when completing your registration. If you have any changes to your diet please email [sarah.percy@promapp.com](mailto:sarah.percy@promapp.com)  
We will do our best to accommodate all dietary requirements, you will be contacted if there are any issues.

**What is the dress code?**

- Dress is smart casual.

**Is there wifi available?**

- Yes there will be wifi available at all locations.

**Will presentations be available online?**

- Some presentations will be available online following Promapp CONNECT. These will be an abridged read only file of the live presentation.