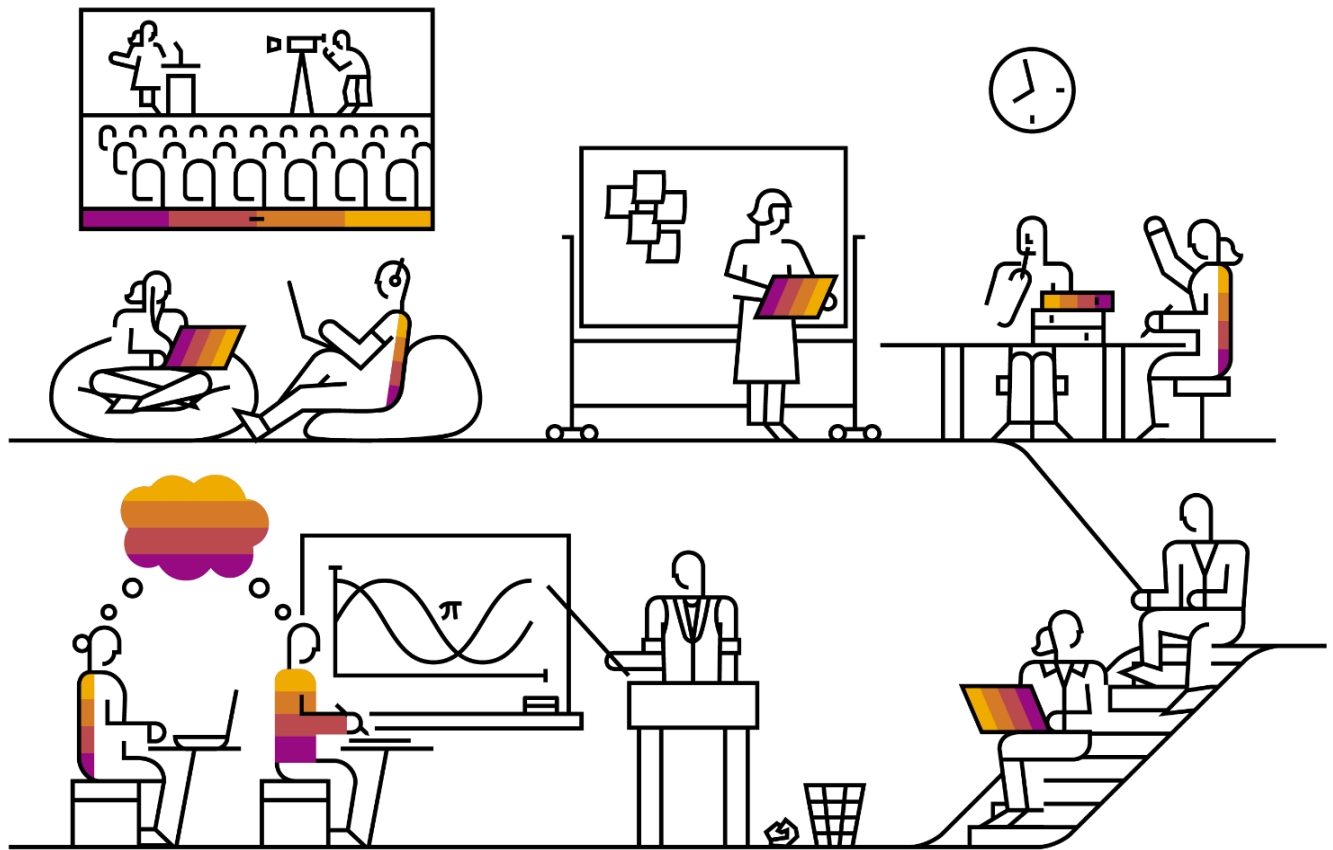# SAP MENA EDUCATION

PARTICIPANT HANDBOOK

Message from SAP MENA Education

Dear Participants,

We are pleased to welcome you as a participant on this SAP Training course. We will make every effort to ensure your training experience with SAP is enjoyable, comfortable and valuable. Please read the next few pages to plan your training.

SAP MENA Education provides comprehensive classroom and online training for its customers and business partners. Standard SAP courses are carefully designed to build project team knowledge and understanding of SAP solutions at all levels, while our Solution Academies and Certification program is designed to qualify that expertise.

For our latest news and promotions visit us at https://training.sap.com/ae/en

Should you require any assistance please do not hesitate to contact the SAP Education team at education.mena@sap.com

Best Regards

SAP MENA Education

CONTENTS

COURSE REGISTRATION

This will be facilitated by the instructor in your classroom

COURSE TIMINGS

Please refer to your course confirmation correspondence.

COURSE ATTENDANCE

Participants should be punctual for training and remain for the entire period. It is also necessary to participate actively in all assigned learning activities.

COURSE CANCELLATION

Refer to SAP Terms and Conditions https://training.sap.com/shop/terms-and-conditions/

COURSE COMPLETION CERTIFICATE

On completion of the course participants will receive a Certificate of Participation. Minimum 75% attendance is required to achieve an Attendance Certificate at the end of the course.

STUDENTS WITH SPECIAL NEEDS

SAP MENA Education recognizes and supports students with special needs. Please contact education.mena@sap.com and advise us of your requirements.

DRESS CODE

Students are expected to dress in a modest manner that respects the Middle Eastern customs and traditions. Dress Code is Smart/Casual. Gentlemen are to please ensure that no shorts, flip-flops or vests are worn. Ladies are to please ensure that no mini-skirts or tank tops are worn.

LUNCH AND REFRESHMENTS

Lunch and refreshments is offered during the training. The timings and venue will be communicated by your instructor.

INTERNET

There will be complimentary basic internet access to all registered attendees.

If the training is at SAP Office, then the SAP Receptionist desk will provide you the details.

If the training is at a hotel, then the front desk will provide the details

OFFICE HOURS

SAP Dubai office doors are open from 09:00 - 18:00 (Sunday to Thursday)

Khobar Office doors are open from 09:00 - 18:00 (Sunday to Thursday)

PRAYER ROOMS

These are available at all SAP offices. Please enquire at the SAP Reception Desk for directions to the prayer rooms. Please enquire at the front desk or Reception for training being held at external venues.

EMERGENCY CONTACTS

In case of emergency please inform the instructor or SAP Education representative immediately.

UAE:

Police Emergency number UAE	999
Ambulance Emergency number UAE	998
Fire Emergency number	997
Telephone Directory Enquiries:	181

SAUDI ARABIA

Police Emergency number	999
Ambulance Emergency number	997
Fire Emergency number	998
Telephone Directory Enquiries	905

TRAINING LOCATIONS

DUBAI

SAP Middle East & North Africa
Butterfly Building B, Al Bourooj St, Dubai, UAE
Opposite Arjaan Hotel, Dubai Media City
Tel: + 971 4 407 222
Location Map:
https://www.google.com/maps/place/SAP+Middle+East+FZ+LLC/@25.094904,55.155195,19z/data=!4m5!3m4!1s0x0:0x2425ed62426bcf83!8m2!3d25.094821!4d55.1550388?hl=en-US

Radisson Blu Hotel
Dubai Media City
(Opposite HSBC, and Media City Amphitheater)
Tel: +971 4 366 9111
Location Map:
https://www.google.com/maps/place/Radisson+Blu+Hotel,+Dubai+Media+City/@25.096384,55.154808,16z/data=!4m5!3m4!1s0x0:0xd8f86d46ee00d67c!8m2!3d25.0943912!4d55.1550903?hl=en-US

AL KHOBAR

SAP Saudi Arabia (Al-Khobar) 6th Floor,
Khobar Gate Tower King Fahad Road,
Al Khobar, PO 34424
Office no. +966 13 853 8300
https://www.google.com.sa/maps/place/SAP+Saudi+Arabia/@26.3083763,50.211223,17z/data=!4m8!1m2!2m1!1sSAP+Saudi+Arabia+Software+Services+%7C+6th+Floor,+Khobar+Gate+Tower+King+Fahad+Road+Khobar+!3m4!1s0x0:0xd6d7a81bdedf5424!8m2!3d26.3078501!4d50.2117279?hl=en

InterContinental Al Khobar
Ibn Bassam Al Andalussi Street Mezzanine floor
Al Khobar 31952
Tel: +966 13 845 2888
https://www.google.com.sa/maps/place/InterContinental+Al+Khobar/@26.3037312,50.2088629,17z/data=!3m1!4b1!4m5!3m4!1s0x3e49e8307fab24c7:0x93b87b50e955fa93!8m2!3d26.3037312!4d50.2110516?hl=en

RIYADH

SAP Office of Saudi Arabia (Riyadh)
Nakheel, Pr. Turki Al-AWAL Road, ITCC, RD-01 Building,
4th floor, PO Box 19319 \ Riyadh 11435
Tel: +966-11- 202 7000
https://www.google.de/maps/place/SAP+KSA+Software+Trading+Co.Ltd/@24.7401701,46.633808,214m/data=!3m1!1e3!4m5!3m4!1s0x3e2ee28889d0f801:0x1eec5098f19c4885!8m2!3d24.7400892!4d46.6343618?hl=en

Holiday Inn Olaya (Riyadh)
Olaya St. Riyadh KSA
near Olaya Computer Market Riyadh
Facility Contact Number Tel: +966-13-8538300
https://www.google.com.sa/maps/place/Holiday+Inn+Riyadh+-+Olaya/@24.6806377,46.6891214,18z/data=!4m8!1m2!2m1!1sHoliday+Inn+Olaya+(Riyadh)!3m4!1s0x3e2ee2bec4beda9b:0x9d711fa31ad73197!8m2!3d24.6803552!4d46.6906385?hl=en

Novotel Riyadh, Al Anoud 9033,
King Fahd Road Tower 1 Olaya, Riyadh
Tel: +966 11/2882323
https://www.google.com.sa/maps/place/Hotel+Novotel+Riyadh+Al+Anoud/@24.7073696,46.675
3565,17z/data=!4m12!1m6!3m5!1s0x3e2f02cd9431a641:0x7a1dedabcc2eb859!2sHotel+Novote
l+Riyadh+Al+Anoud!8m2!3d24.707011!4d46.6756025!3m4!1s0x3e2f02cd9431a641:0x7a1deda
bcc2eb859!8m2!3d24.707011!4d46.6756025?hl=en

TRANSPORTATION

DUBAI

Taxis are available outside the building. You can also book through Careem or Uber.

Metro: The nearest "Nakheel" metro station is only a few minutes' walk along the Sheikh Zayed service road in the direction of Abu Dhabi and the Sheikh Zayed service road entrance to American University in Dubai.

Parking @ SAP Dubai Office: To access parking at SAP Dubai Office, please drive to the parking space located at the behind of SAP building not at the front of building. Refer the map below to see the entrance to the parking (the red balloon) If you have arrived for training and is not al- lowed to enter, please contact our reception at **+ 971 4 407 222** or the SAP training coordi- nator and can support you.

AL KHOBAR

Taxis You can also book through Careem or Uber.

Parking is located in 6th floor (P-6). If you have arrived for training and is not allowed to enter, please contact our reception at +966 13 853 8300

RIYADH

Taxis You can also book through Careem or Uber.

Parking is located at the ITCC Complex basement 1. If you have arrived for training and is not al- lowed to enter, please contact our reception at +966 55 5198676, +966 11 202-7052.

COURSE PAYMENTS

All Course payments must be received in advance. SAP accepts cash deposit and bank transfer of course fees. Copy of the deposit slip or bank transfer confirmation (SWIFT or MT-103 form which can be obtained from the bank) must be submitted to the education.mena@sap.com upon remittance of fees by email. Transfer fees may apply from the bank, so please ensure that the amount transferred will not be reduced with these charges. Fees may be deposited or transferred directly to the following bank account:

FOR ONLINE COURSE/EXAM REGISTRATIONS:

Please use the link: https://cdn.training.sap.com/cdn/pdf/Online-Registration-Guide_MENA_2019.pdf/AE/EN

Bank Details: Dubai

Account Title: SAP MIDDLE EAST & NRT AF LLC
Account No: 022-534291-00I (AED Account),
IBAN: AE730200000022534291001

Account Title: SAP MIDDLE EAST & NRT AF LLC
Account No: 022-534291-100 (USD Account),
IBAN: AE 190200000022534291100

Bank Name- HSBC Bank Middle East Ltd
Address - Bur Dubai Branch, PO Box 66, Dubai, UAE
Swift code- BBME AEAD
HSBC Bank Middle East LCC Code (Non-WPS Payments)- 302020175

Bank Details: Saudi Arabia

Saudi British Bank (SABB)
Beneficiary Name: SAP Saudi Arabia Software Services Ltd.
Beneficiary Address: Centria Center, 4th floor, P.O Box 19319, Riyadh 11435, Saudi
Arabia.
Beneficiary A/C No.: 011 810819 001 (SAR Account)
IBAN: SA3245000000011810819001
Currency: SAR
Bank Swift Code: SABBSARI
Bank Address: Olaya Main Road, City/Country: Riyadh, Saudi Arabia

Saudi British Bank (SABB)
Beneficiary Name: SAP SAUDI ARABIA SOFTWARE SERVICES LTD CO
Account Number: 011 810819 080 (USD Account)
IBAN: SA3345000000011810819080
Currency: USD
SABB SWIFT Code: SABBSARI
Bank Address: Olaya Main Road, City/Country: Riyadh, Saudi Arabia

Bank Details: Egypt

Our account name: SAP Egypt LLC
Bank Name: HSBC Egypt
EGP account no.: 0039-074000-001
USD account no.: 0039-074000-110
Swift Code: EBBKEGCX
Bank Address: TAGAMOO BRANCH
LAND NO.67, LOCAL SECTOR.
90 ST, 5TH SETTLEMENT, NEW CAIRO.
Bank Tel.: +202 2920 1371/2920 1716

Bank Fax: +202 2529 7359

Bank Details: Qatar

SAP Software and Services (CC0400) Qatar

Beneficiary Name: SAP Software and Services

Beneficiary A/C No.: 001-650613-001 (QAR Account)

IBAN: QA38BBME000000000001650613001

Beneficiary A/C No.: 001-650613-050 (USD Account)

IBAN: QA73BBME000000000001650613050

Beneficiary's Bank: HSBC Bank Middle East Limited Ltd.

Bank Swift Code: BBME QAQX

Bank Address: PO Box 57, Doha Qatar

FREQUENTLY ASKED QUESTIONS

S USERS

Q. Where can I obtain my S user ID?
Send an email request to education.mena@sap.com to request your s-user ID

Q. How do I assign my S-user to my Web profile?
Logon to https://training.sap.com
Select "My Account'
Select 'S-user Management'
From the S-user Management screen you can set your primary S-user, assign other S-user associated to your web profile or trigger assignment of a new S-user.
NOTE: After the assignment you will receive online prompts and email to complete the assignment.

Q. Do I need to enter my SAP user ID when registering for a certification exam?
Yes. To ensure that your certification results count and are tracked, you must enter your SAP user ID in the appropriate registration field. If you do not have a user ID, please contact your local SAP Education organization to obtain one.

CERTIFICATION

Q. Where can I get further details on certifications and guidelines:

Please use the link: https://cdn.training.sap.com/cdn/pdf/cer006-mena-guidelines.pdf/ae/en

Q. I have passed my Certification exam, where can I find the SAP Certified Logo?
For Certification queries please go to the Credential Manager Portal https://training.sap.com/shop/content/Credential-Manager. You will be able to download your electronic certificate from SAP Credential Manager within 3-4 days of passing the exam.

Q. Is there a fee to take the Cloud certification exams?

Yes, you will be required to purchase a subscription to the Certification Hub. This subscription is for a 12-month period and you are allowed to take a maximum of 6 exams of your choice within the subscription period. If you need to retake an exam, each retake of the exam counts as one of the 6 exams available with the subscription. To purchase a Certification Hub subscription, booking CER006-Certification Hub, via the SAP Training & Certification Shop. (PS: CER006 is not available in Dubai at the moment.

LEARNING HUB

Q . Where can I get further details on learning hub?
 Please use the link: https://learninghub.sap.com/help-centre

Q . How do I redeem my Activation Code for SAP Learning Hub?
- STEP 1
- If you already have an S-User ID that you want to reuse, please login to training.sap.com and assign that S-user to your profile. Once logged in select My Account > My Profile; follow onscreen prompts to complete assignment.
- STEP 2
- Use the URL that was provided to you (https://training.sap.com/shop/redeem/) and click on 'Redeem'
- STEP 3
- If you already have a User for our training shop, please click "Log In" and jump to Step 5.
- If you don't have a User, please click on "Create SAP User Account"
- STEP 4
- Complete the SAP User Registration form and click "Submit Details"
- You will now see a Registration Confirmed page.
- Click the "Log in" button.
- STEP 5
- You will now see the SAP ID Service page.

- Enter your E-mail address and password or E-mail address and password of the User you've created in the previous step and click "Log On".
- STEP 6
- If you already have an S-User ID assigned to your training.sap.com profile you will be presented with the "Your Current S-user(s)" screen. Click the "Continue" button to use your primary S-user.

- If you do not have an S-User ID assigned to your training.sap.com profile you will only see the "Create a new S-User" screen. Complete all of the fields in the "your address details" section.
- Click the "Continue" button.
- NOTE: That the option to use the Company Details from the Activation Code is pre-selected and Pre-filled in.
- STEP 7
- You should now see the order-summary page.
- Check the terms and conditions checkbox and click "Submit order".
- Check that the order confirmation page is displayed after the booking is submitted.
- STEP 8
- As soon as you get your confirmation E-Mail, please navigate to My Account > My Training
- Select your SAP Learning Hub product and click to go to SAP Learning Hub
- NOTE: Please contact e-learning@sap.com if you need support.

PEARSON VUE VOUCHER

Note: SAP will stop providing "On Prem" Pearson Vue vouchers from May 2019 onwards. SAP will provide certification voucher only via the Cloud Certification Hub afterwards. All active vouchers will expire by Dec 31, 2019 with no extension option possible.

Q. When will I receive the Pearson Vue certification voucher after I have ordered it?

The processing time is different from country to country, but the processing time usually

does not exceed 2 working days. The voucher is released once payment is received.

Q. How do I redeem my Activation Code for a Pearson Vue certification voucher?

Select Redeem Activation Code from shop; follow the online screen directions to redeem. After you submit your request you can expect to receive your voucher within 6 hours to the email address associated to your contact person profile.

Q. Can I schedule my exam when I redeemed my Activation Code for a Pearson Vue certification voucher?

No, when you redeem your Activation Code you are only requesting that the Pearson Vue voucher be sent to you. After you redeem your Activation Code you can expect to receive your voucher within 6 hours to the email address associated to your contact person profile.

Within the email you receive are further directions to assist you in scheduling your exam at a Pearson Vue location.

Q .Why am I receiving an error when I try to redeem my voucher to schedule my certification exam at a Pearson Vue location?

It depends on the error but check the following and if none resolve your issue then please contact SAP education in your country for support; you will find contact information at bottom of SAP shop page.

1. Please check that the certification exam you trying to schedule is the same certification level as your voucher. You will find the certification level within the email you received with your voucher.
2. Please check that the Pearson Vue voucher has not expired.
3. Please check that you are entering the voucher number correctly.
4. Please confirm you are redeeming on the Pearson Vue shop and not on the training.sap.com shop

Q. How can I book my preferred certification exam with my Pearson Vue certification voucher and where will the certification exam be held?

All certification exams will be conducted at Pearson Vue Test Centers. SAP Education will

send your Pearson Vue certification voucher via email. Please proceed to Pearson Vue website (http://www.pearsonvue.com/sap/) to register for the certification exam.

Q. Can I change the date of my course once I've booked it?
Please refer to the country specific Terms and Conditions for details. You will find the country specific Terms & Conditions at the bottom of all shop pages.

Q. Can I book a training on my mobile device?
Yes, you can access the training web shop on your mobile device by using the same link: https://training.sap.com. When you access the training web shop from your mobile device, you will see a mobile friendly icon for a course booking.

Q. I have completed the Certification exam but have not received my certificate.
If you have not received your certificate within a month after taking the exam, contact your local SAP Education office.

BOOKING
Q. How can I check the status of my booking after I have booked online?
After you booked on the SAP Training and Certification Shop you will see a message that confirms that you have placed your order successfully however this does not mean that you are booked on the course. You should receive a "booking confirmation" email that confirms all of the details of your booking. Please read carefully and check that all details are correct and if anything is incorrect, please notify the respective Education Center (whose email address is listed at the bottom of the page) immediately.

If the process is still unclear, please contact the Education Center and provide this Order Number to the SAP Education Specialist handling your query. The Order Number can be found in the Order Summary section or in the My Account section.

Q. Once I submitted an online registration can I assume that the course is confirmed?
After you booked on the SAP Training and Certification Shop you will see a message that confirms you have placed your order successfully however this does not mean that you are

booked on the course. You should receive a "booking confirmation" email that confirms all of the details of your booking. Please read carefully and check that all details are correct and if anything is incorrect, please notify the respective Education Center (whose email address is listed at the bottom of the page) immediately.

If the process is still unclear, please contact the Education Center and provide this Order Number to the colleague handling your query. The Order Number can be found in the Order Summary section or in the My Account section.

Q. When will I receive an invoice?

Please contact education.mena@sap.com

WEBSHOP REGISTRATION

Q. How do I Register and Login to the web shop?

Please use the link: https://cdn.training.sap.com/cdn/pdf/Online-Registration-Guide_MENA_2019.pdf/AE/EN