

2020 PPM CONFERENCE RESTRUCTURE TO PPM ONLINE SUMMIT FAQ'S

WHEN IS THE PPM *ONLINE* CONFERENCE?

- ◆ October 6-8, 2020
- ◆ From the convenience of your location
- ◆ Please check our website for updates <https://www.apqc.org/events>

WHEN IS THE NEXT *IN-PERSON* PPM CONFERENCE?

- ◆ There will not be an in-person PPM Conference scheduled for 2020.
- ◆ The 2020 PPM Conference will now be delivered online and is restructured to the 2020 PPM Online Summit.
- ◆ We will keep you informed for an in-person event in 2021.

HOW DO I MANAGE MY CONFERENCE REGISTRATION?

- ◆ Your existing *conference* registration will automatically apply and rollover to the 2020 online summit happening October 6 – 8.
 - Your credit card will be refunded the difference from what you originally paid dependent on member and non-member pricing.
 - No cancellation fees will be assessed.
 - You will be able to make changes to your online summit registration (i.e. changing the name of participants if needed) at a later date.
- ◆ You may cancel your registration and receive a full refund with no cancellation fee.
- ◆ There is *not* capability for you to cancel your registration online. Please email confregistration@apqc.org to cancel.
- ◆ Registrations that were unpaid will be canceled automatically.

WHAT ABOUT PRE-CONFERENCE WORKSHOPS?

- ◆ Workshop registrations will be canceled and refunded to the credit card with which you originally paid or you may enroll in [APQC's Online Training](#).
- ◆ Please respond as to how you would like your workshop fee balance applied.

HOW DO I CANCEL MY HOTEL RESERVATION?

- ◆ Cancel your hotel reservations directly with the hotel.
 - APQC cannot cancel your reservation at The Houstonian; you must do it yourself.
 - Contact the The Houstonian Hotel by phone: 1. 713.680.2626.
 - Use the information in your confirmation to contact the hotel.

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- ◆ If you made a reservation for a hotel other than The Houstonian, use the information in your hotel confirmation email to cancel your reservation.

WILL THERE BE AN OPPORTUNITY TO ACCESS THE CONTENT FROM THE 2020 PPM ONLINE SUMMIT?

- ◆ Registration for the online summit gives you access to the content.
- ◆ Content will be available on-demand after the summit for a limited time through your registration.

WILL THERE BE AN OPPORTUNITY TO GET THE TRAINING FROM THE WORKSHOPS?

- ◆ APQC now offers [online training](#).

WHEN WILL INFORMATION ABOUT PPM 2021 BE AVAILABLE?

- ◆ We will announce plans in spring 2021.
- ◆ Our [website](#) provides the most up-to-date information for future events.

DOES THIS AFFECT THE APQPC 2021 KNOWLEDGE MANAGEMENT CONFERENCE?

- ◆ At this time, the KM conference is scheduled as planned.
- ◆ Information will be on our [website](#).

ABOUT APQC

APQC helps organizations work smarter, faster, and with greater confidence. It is the world's foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC's unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world's leader in transforming organizations. Visit us at www.apqc.org, and learn how you can make best practices your practices.