



FREQUENTLY ASKED QUESTIONS

REGISTRATION AND CANCELLATION QUESTIONS

How can I register to attend?

Online registration is available 24 hours a day, seven days a week at www.concur.com/fusion.

What is the registration fee?

Early bird Registration:	On/Before October 31, 2010	\$595 per registrant
Advance Registration:	November 1, 2010 – January 31, 2011	\$695 per registrant
Late Registration:	On/After February 1, 2011	\$725 per registrant

Will I receive confirmation of my registration?

Yes. After you register online, you will receive an automated email confirming your registration. If you do not receive a confirmation email, please contact us at fusion@concur.com.

Is a group discount available?

Yes. Register four (4) or more employees from your company and receive a \$50 discount of each attendee's registration fee. Please email fusion@concur.com prior to registering for Fusion in order to receive the promotional code. You must register all employees at the same time to be eligible for the discount. No refunds will be given to attendees who have already registered for the conference.

What is included in my registration fee?

Registration includes admission into all general and educational sessions, conference meal functions, the Exhibit Hall, the Welcome Reception and the Social Event. Name badges are required to gain admittance.

Does the registration fee include air transportation and hotel accommodations?

All air transportation and hotel accommodations are the responsibility of the attendee.

Is my registration transferable?

Yes. If you register and pay but are unable to attend, you can transfer your registration to a colleague from your company until January 31, 2011. Please email all substitution requests to fusion@concur.com.

What if I have to cancel?

Requests for cancellation and refunds must be submitted via email to fusion@concur.com. Company substitutions will be allowed until January 31, 2011. No phone calls will be accepted for cancellations or substitutions. For a full refund, cancellations must be received on or before October 31, 2010. For a 50 percent refund, cancellations must be received between November 1, 2010 and January 31, 2011. **No refunds will be honored on or after February 1, 2011.**

When will the conference registration desk be open?

The conference registration desk will be open during the following days/times:

Tuesday, February 15:	12:00 p.m. – 8:00 p.m.
Wednesday, February 16:	8:00 a.m. – 5:00 p.m.
Thursday, February 17:	8:00 a.m. – 5:00 p.m.
Friday, February 18:	8:00 a.m. – 2:30 p.m.

HOTEL/TRAVEL/VENUE QUESTIONS

When and where is the conference taking place?

February 15–18, 2011
The Cosmopolitan of Las Vegas
3708 Las Vegas Boulevard South
Las Vegas, NV 89109-4312
Phone: (877) 551-7772

Where is the hotel located?

Situated in the heart of the Las Vegas Strip, The Cosmopolitan of Las Vegas is located at 3708 Las Vegas Boulevard South directly between City Center and the Bellagio.

Are discounted room rates available at the hotel?

Yes, Concur set aside a block of rooms for attendees at The Cosmopolitan of Las Vegas at the special room rate of \$129.00 per night, plus applicable taxes. This group rate is valid February 15–18, 2011 and is available for pre- and post-conference dates, based on availability. The cut-off date to make reservations is **Friday, February 4, 2011**. Please register for Fusion 2011 prior to making your hotel reservations. You will receive instructions for reserving a room in your registration confirmation email.

What time is check-in and check-out at the hotel?

Hotel check-in time is 3:00 p.m. and check-out time is 12:00 p.m. Requests for early check-ins and late check-outs can be arranged with the hotel front desk and will be based on availability.

What is the closest airport?

McCarran International Airport (LAS) is approximately 4.1 miles from The Cosmopolitan of Las Vegas.

Are there airline or car rental discounts?

Yes, Concur will be providing airline and car rental discounts for our conference attendees. This information will be available shortly. Please check our website at www.concur.com/fusion for updates!

What kind of weather should I anticipate?

In Las Vegas, the average high in February is 63°F and the average low is 39°F. Evenings and meeting rooms can occasionally be cool, so come prepared for fluctuations in temperature.

How should I dress?

Business casual attire is appropriate for all functions at Fusion 2011, with the exception of the Social Event on Thursday evening which is casual attire.

What meals are provided at the conference?

The following meal functions are included for attendees:

Tuesday, February 15:	Welcome Reception (Cocktails and Appetizers)
Wednesday, February 16:	Continental Breakfast, Lunch and Refreshment Breaks (Dinner on own)
Thursday, February 17:	Continental Breakfast, Lunch, Refreshment Breaks and Dinner
Friday, February 18:	Continental Breakfast, Lunch and Refreshment Breaks (Dinner on own)

What if I have special dietary needs?

Please indicate any special requests in the “Additional Information” section of the registration form. We will make every effort to accommodate your needs.

GENERAL CONFERENCE QUESTIONS

Why should I attend Fusion 2011?

Fusion 2011 is Concur's premier client event of the year! This conference brings together Concur clients, partners and employees to exchange ideas, learn from experts and experience the products and services that will help companies and their employees easily manage corporate travel and expenses. If you are looking to maximize the value of your Concur solution, then Fusion 2011 is the place to be.

Where can I view the agenda?

A preliminary agenda is available online at www.concur.com/fusion. This year's agenda is designed to help each client realize the full potential of leveraging Concur's integrated suite of corporate travel and expense services and drive even more costs out of your business. Whether you're a travel manager, controller or manage the back-office and A/P, this year's program has a wide variety of topics to help your organization fully benefit from all that Concur has to offer. The agenda is updated on a regular basis, so please periodically check the website for updates!

Which sessions should I attend?

When you check in at the conference registration desk, you will receive a complete program book. All sessions are categorized by topic areas to help you identify which will be the most relevant for you to attend. You may participate in any general or educational sessions you like. As we get closer to the conference, the recommended sessions by track can be found online at www.concur.com/fusion. You should contact your account manager if you would like specific recommendations on the best sessions to attend for your unique needs as it may vary depending on the services your organization uses and what goals you have for 2011. Please periodically check the website for updates on topics, content and speakers.

Do I need to pre-register for the educational sessions?

No, you do not need to register for any general or educational sessions prior to the conference. Seating for the breakout sessions is first-come, first-serve. Please refer to www.concur.com/fusion for session descriptions. Session information is subject to change and will be updated on a regular basis.

Can I receive CEUs for the educational sessions I attend?

Continuing Education Units (CEUs) are available for all Fusion 2011 educational sessions. Forms will be available at the conference registration desk. CEUs will be issued by National Business Travel Association (NBTA), International Accounts Payable Professionals (IAPP), the Accounts Payable Network and Institute of Management & Administration (IOMA). Complete the corresponding form and keep it on file as proof of attendance for future audits of continuing education.

Will conference presentations be available to attendees?

Copies of all PowerPoint presentations will be available on Concur Client Central following the conference. Concur will notify you when the presentations are available.

Will I have the opportunity to meet one-on-one with someone from Concur?

Back by popular demand, we are once again offering a limited number of complimentary one-hour consulting sessions for attendees. Don't pass up this exclusive opportunity to work one-on-one with our solutions experts on your questions, needs and ideas. A limited number of sessions are available and are assigned on a first-come, first-serve basis. Register for the conference and reserve your one-on-one appointment today! Please email ConsultingSessions@concur.com should you have any questions.

Will technical support be available at the conference?

Yes, Client Support will be onsite to answer your specific technical questions. Please check at the conference registration desk for the exact location of the Client Support meeting room.

May I bring a guest?

All general and educational sessions are restricted to registered conference attendees. However, guests may attend the Welcome Reception on Tuesday, February 15 and the Social Event on Thursday, February 17. Please let us know in advance if you will be bringing a guest to either of these evening functions when you register for the conference. Guest passes are \$50 per person for the Welcome Reception and \$100 per person for the Social Event and may be purchased in advance or onsite at the conference registration desk.

When and where is the Welcome Reception?

The Welcome Reception will take place from 6:00 p.m. to 8:00 p.m. on Tuesday, February 15 (location to be advised). You must pick up your name badge onsite at the conference registration desk to gain admittance. Guest passes may be purchased for \$50 per person.

When and where is the Social Event?

The Social Event will take place from 7:00 p.m. to 11:00 p.m. on Thursday, February 17 (location to be advised). You must wear your conference name badge to gain admittance. Guest passes may be purchased for \$100 per person.

Am I required to wear a badge during the entire conference?

Yes, we will have staff onsite checking name badges for admittance into all general and educational sessions, conference meal functions, the Exhibit Hall, the Welcome Reception and the Social Event.