

Keynote Descriptions

We've got the people, solutions and knowledge you need to help you increase control, save money and provide a better travel experience for your employees. Attend the daily keynotes to hear the latest updates and announcements and find out what's happening in the world of cloud computing.

Are you curious to see what's next for Concur? Join Steve Singh and Rajeev Singh as they set the stage, share their thoughts on the latest travel and expense industry updates, and provide insights into the future of Concur.

Mobile, cloud computing, Web services, virtualization and social computing are simply a few of the innovations and technologies

shaping the IT landscape. Join Tom DePasquale and John Love as they unveil Concur's innovation agenda and how it can help you make the most of your time. You'll see the solutions in action and hear about customer successes with Concur.

Finally, you'll be inspired when Erik Weißenmayer, world-class blind adventurer, takes the stage to share stories from his thrilling adventures.

Come early to get a front row seat for each of these sessions. When it comes to providing solutions and services to help make the most of your investments, you'll see why Concur believes that there's *No Limit*.



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Session Descriptions

■ Concur Premier Services Track

101 Expense Roadmap: What's Ahead?

Wednesday, 10:30 a.m.-12:00 p.m.

Presenters: Sanjay Almeida, Belinda Zinicola, Sarah Kuberry, John Toman

This session will highlight Concur's expense enhancements from 2010 and look ahead to 2011. We will review the roadmap and update you on recent enhancements and the value they bring to your Concur solution.

102 Top Expense Features You Should Be Using

Thursday, 4:00-5:00 p.m.

Presenters: Sarah Kuberry, Belinda Zinicola, Teresa Kearney

Are you getting the most from expense enhancements? Learn what key expense features you should use. After this session, you'll walk away armed with knowledge about how these key features can help you maximize your Concur solution.

103 Expense: F3 Forum (Future Feature Feedback)

Friday, 11:00 a.m.-12:00 p.m.

Presenters: Sarah Kuberry, Belinda Zinicola, Anil Bhagwat

Have you ever wanted to influence the design of new features in Expense? This is your opportunity to take an in-depth look at upcoming features and enhancements. Come to this interactive design session to provide your thoughts on future enhancements before they're built.

104 Tracking and Reporting Healthcare Professional Spend

Wednesday, 2:00-3:30 p.m.

Presenters: Belinda Zinicola, Justin Andrews, Joe Jacobson, Beth Brennan, Eddie Accame, RJ Filipinski

Pharmaceutical and medical device manufacturers operating in the United States struggle with implications from the new HR 3590: Patient Protection and Affordable Care Act of 2010. Obtain updates on how Concur can help with this process and gain insight from your peers on what they're doing to ensure compliance in this roundtable discussion.

105 Optimize Your Concur Solution with Best Practices Dashboards

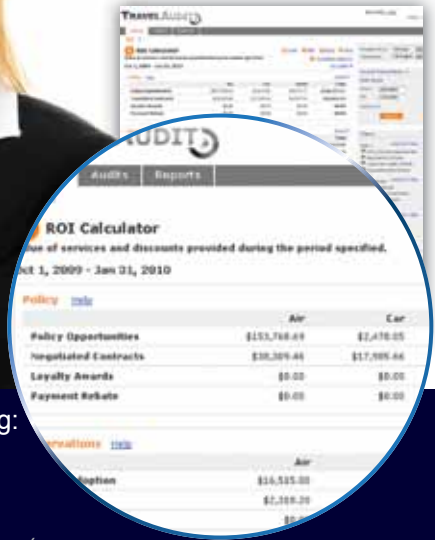
Wednesday, 1:00-2:00 p.m.

Presenters: Heidi Worms, Sarah Kuberry, Laurie Munoz

Concur continues to develop travel and expense features to help you drive costs out of doing business. Find out how utilizing the Best Practices Dashboard can help you optimize your Concur solution through configuration changes or feature adoption based on best practices. Plus, you'll hear how Concur clients have been able to impact their Concur solution using the Best Practices Dashboard.

Do you know your travel program ROI?

Come visit the TravelFocus team in **Booth 217** to learn how you can gain access to a real-time view of your travel program's value.



Also learn more about the following:

- Travel fulfillment fees as low as \$0 - \$4
- 10% savings guarantee
- Proprietary TravelAudit technology (see demo in booth)
 - Take advantage of price reductions on travel you've already booked
 - Enhanced unused ticket management
 - Actionable dashboard reporting
 - And more
- Partner in Travel Solutions International (global travel agency network)

106 Our Experience with End-to-End Travel and Expense

Thursday, 1:00-2:00 p.m.

Presenter: Tami Tran

Client participants: Mike Sestin – Merkle, Inc., Rafael Rosario – Liz Claiborne, Inc., Derrick Bryant – Winn-Dixie Stores, Inc.

Simply connecting the processes of travel booking and expense reporting does not result in a unified process. Join us as we dive deep into the evolution and meaning of integrated travel and expense. What makes up today's unified platform? What business problems does it solve? What are current best practices? What benefits does it deliver? Join a client panel for answers to these questions and an opportunity to ask your own.

107 Concur Connect: Delivering Value Through Integration with Suppliers, Customers and Mobile Applications

Friday, 1:00-2:30 p.m.

Presenter: Peter Kraus

Client participant: Michelle Hunt – DHL Global Business Services

Concur enhances the value of your investment by continually integrating new content that your travelers see in the marketplace. Join us to find out about supplier merchandising, electronic receipts and travel apps. You'll learn how to influence travelers' buying decisions by connecting transactions to expense reports for greater supplier leverage and savings opportunities.



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108 Forrester Reports on Realizing the ROI of Travel & Expense

Tuesday, 3:30-5:00 p.m.

Presenter: Paul Hamerman – Forrester Research, Inc.

Concur recently commissioned Forrester to conduct a Total Economic Impact™ study on Concur's travel and expense management solution. Forrester will present the financial impact realized by four organizations implementing Concur solutions. See how the Total Economic Impact of Concur's solution reveals that Concur clients achieve significant ROI numbers very quickly.

109 Concur-On-The-Go: Embracing Mobility to Create a Best-In-Class T&E Program

Friday, 1:00-2:30 p.m.

Presenter: Nancy Callahan

Client participant: Marchelle Klippenstein – Nordstrom, Inc.

With the increase in smartphone adoption across your end users, you'll see usage of Concur's mobile app increase significantly over time compared to the traditional Web browser. With that being said, it's important to embrace the benefits of mobile to make life easier for your end users and to prevent leakage in your program. Ensure that your organization has a best-in-class T&E program by educating yourself on the smartphone market. Learn more about the benefits of using and deploying mobile, plus hear best practices from your peers.



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110 Our Experience Converting From ExpenseLink & On Premise

Wednesday, 4:00-5:00 p.m.

Presenter: Beth Brennan

Client participants: Randy Gross, Risa Schwartz, Jessica Rosenberg, Siddhartha Mukherjee – Time Warner

Hear how one organization not only survived but succeeded in moving from Concur ExpenseLink & Concur On Premise to integrated travel and expense. You'll hear details about their experience and be able to ask questions to help you plan for your conversion to the latest Concur platform.

111 Trends and Predictions for Corporate Travel in 2011 and Beyond

Wednesday, 10:30 a.m.-12:00 p.m.

Sponsored by American Express Business Travel.



Presenter: Nicole Holmes

Partner participant: Christa Degnan Manning – American Express Business Travel

The next few years will bring significant changes to the business travel industry. Join us as American Express provides their view on trends and predictions for business travel in the years to come.

112 Three Travel Features You Should Be Using

Wednesday, 1:00-2:00 p.m.

Presenters: Suzanne Fletcher, Bruce Elliott, Heidi Worms

Are you getting the most from Concur's travel enhancements? Hear about three key travel features and how your peers use these to move their travel program forward. You'll walk away from this session armed with the knowledge to maximize these travel enhancements for an improved program. The three features reviewed are travel alternatives, messaging and hotel tools.

113 Travel Year-End Review and Roadmap

Wednesday, 2:00-3:30 p.m.

Presenter: Fred Fredericks

This session will highlight Concur's travel enhancements from 2010 and look ahead to 2011. We will review the roadmap and update you on recent enhancements and the value they bring to your program.

114 Ask Concur's Travel Experts

Thursday, 10:30 a.m.-12:00 p.m.

Presenters: Beth Brennan, Fred Fredericks, Suzanne Fletcher, Mike Koetting

This extended session gives you the opportunity to discuss hot topics with the Concur travel team. Whether it's a new feature or an industry issue affecting your program, this open environment allows you to speak with a panel of Concur travel experts and get your questions answered.

115 Managing Spend & Driving Compliance for Advanced Travel Users

Wednesday, 4:00-5:00 p.m.

Presenter: Suzanne Fletcher

Client participant: Jack Lever – Booz Allen Hamilton

Booz Allen Hamilton manages their spend with all of their travel vendors by driving compliance through the efficient use of rules, including policy exceptions, messaging and features within Concur's travel booking tool. Join us as they share the successes and challenges of using the valuable data from online and offline reservations reporting.

116 Enhance Your Travel Program Through Driving Hotel Adoption

Thursday, 2:00-3:30 p.m.

Sponsored by
Hilton Worldwide.



Presenter: Greg Everett

Client participants: Sheri Bonsall – Chubb Corporation Group of Insurance Companies, Cathy Taylor-Sharp – Target, Mona Jageman – The McGraw-Hill Companies

One of the key challenges in enhancing your travel program is how to drive adoption and use of corporate hotel programs. See how enlightened travel managers have enhanced their hotel availability displays in Concur, resulting in very high adoption and tighter policy compliance. As a result, it has given travel managers better negotiating power, resulting in lower contracted rates and/or adding in costly amenities.

117 Travel: Navigating the Tangled Web of Travel Distribution

Tuesday, 3:30-5:00 p.m.

Presenter: Fred Fredericks

In 2007, Air Canada shook up North American travel distribution by offering lower fares and other “a la carte” services through a direct connect with Concur. Today, a number of additional activities, partnerships or consolidations such as American Airlines vs. the GDS, the Open Axis Group, distribution consolidation in Latin America, or Google buying ITA make it a confusing environment. Join us as we review recent changes in distribution, discuss today’s challenges, and offer predictions for the direction of the industry while focusing on Concur’s role in helping navigate the market. We’ll discuss what we’re doing by working with customers and suppliers to bring content through the optimal channels. We’ll also review recent direct connect partnerships and discuss when direct connects make sense versus traditional distribution methods.

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118 “Hooville”: We are Here!

Friday, 1:00-2:30 p.m.

Presenter: Andrew Csontos

What’s “Hooville” you ask? Hooville, the internal working name for the latest generation of travel user experience from Concur, was released in mid-2010. Spend an hour with Andrew Csontos, Director of R&D, who led the Hooville effort, as he explains the origin of the “Hooville” name and walks through the new experience in depth. New improvements and methodology behind the user experience design decisions will be covered. You’ll also get a sneak peek of some additions to Hooville coming in 2011.

■ Concur Extended Services Track

201 Expense Report Audit: What You Don’t Know Can Hurt You

Wednesday, 1:00-2:00 p.m.

Presenters: Teresa Kearney, Mary DiMichele

Know you need to improve your audit practices but are not sure how? Our experts will walk you through the key steps to creating effective audit procedures and provide tips on what to look out for. We’ll take you through recent and future changes in IRS guidelines, share real-life scenarios and answer your audit questions. And if you decide that internal auditing isn’t for you, we’ll also explain the finer details of our expense report audit service to help you define your company’s approach to preventing expense report fraud.

202 The Forest for the Trees: Understanding What Audit & Fraud Reports are Telling You

Friday, 1:00-2:30 p.m.

Presenters: Teresa Kearney, Sean Gagne, Mary DiMichele

Client participant: Albi Duraj,

You can be strategic with our audit and fraud detection reports. This session is a guided tour through the reports Concur provides as a part of our audit service – and what to do with them. You’ll learn what to look for so you can reinforce and communicate policy, or even amend policy, according to what our audit service has found. This session will help you lift your head from the details of data and see the forest for the trees.

203 Service Administrator: Keeping up with the Times

Thursday, 1:00-2:00 p.m.

Presenter: Rachel Hagensen

Client participant: Jennifer Steinke – US Foodservice

With monthly releases and continual opportunities to tweak your system to improve compliance, the role of administering your Concur solution is a challenging one. This session will offer practical advice on how to evaluate configuration and policies critically to optimize performance. You’ll walk through the steps our service admin team takes with client accounts to determine potential improvements including what to look for, tools available and examples of successful improvements that have helped US Foodservice. Plus, you’ll see how you can keep on top of new feature releases, evaluate the benefits and plan your own feature rollout to your organization.

204 “How Can I Help You?” Help Desk Strategies

Thursday, 2:00-3:30 p.m.

*Presenters: Rick Stutzman, Adam Joseph
Client participant: Cathy Sharpe – Illinois Tool
Works, Inc.*

Attend this practical “how-to” on starting up and running a Concur user help desk. Clients and Concur experts will share what they’ve learned from supporting nearly a million users. You’ll learn how many calls to expect plus techniques to reduce call volumes; you’ll know what types of questions you’ll receive and gain new strategies to support your mobile users. We’ll even share examples of how our support teams unearth the root cause of an issue to bring it to resolution. Don’t miss the opportunity to take away great tips to make your help desk run more efficiently.

205 Invoice Management Today and Tomorrow

Friday, 11:00 a.m.-12:00 p.m.

Presenters: Jessica Staley, Doug Bechtold

2010 was a big year for Concur’s Invoice Management solution, and 2011 promises to be even bigger. Learn about the functionality we’ve added to streamline your AP processes, and find out about what’s coming in the next 12 months. You’ll have the opportunity to voice your enhancement requests directly to the invoice management development team.

206 Invoice Processing 101

Wednesday, 2:00-3:30 p.m.

Presenter: Jessica Staley

You’ve heard about invoice processing solutions but want to know more? Join this overview of the basics from strategies to reduce paper to automating your check runs. We’ll share real-life examples of how Concur’s Invoice Management solution helps businesses like yours.

207 Expert Advice for AP: 1099 Legislation Changes & Accounts Payable Trends

Thursday, 10:30 a.m.-12:00 p.m.

*Presenter: Jessica Pankov
Partner participants: Henry Ijams – PayStream
Advisors, Jerri Langer – Cokala Tax
Information Reporting Solutions*

We’ve brought together the authorities on the latest developments impacting accounts payable (AP). Join tax specialist Jerri Langer of Cokala Tax Information Reporting Solutions to gain clarity on the confusing and constantly changing topic of 1099 reporting changes to help your business plan accordingly. PayStream Advisors’ Henry Ijams will also share trends and techniques other businesses are using to cut their processing costs and improve efficiencies across AP. Put their advice to work, and this session will help you save significant time and resources this year.

208 Expense Pay 101 – An Introduction to Automated Payments

Thursday, 4:00-5:00 p.m.

*Presenters: Tami Tran, John Toman
Client participant: Joleen Bunt – Molson Coors
Brewing Company*

We’ll familiarize you with the often-overlooked yet important component to managing T&E: payment. Whether it’s to a corporate card, Pcard or employee, payments can be tricky and complicated. Learn about using automated payments globally and how expense pay plays a vital role in the overall automation strategy for other Concur users.

209 New Tools That Rule!**Payment Manager**

Friday, 1:00-2:30 p.m.

Presenters: John Toman, Tami Tran

This session is a “roll-up your sleeves” look at the newest technology built to help you manage payments across your company. Join Concur for a deep dive into how this tool can help solve complex payment issues, and learn tips to take back to your own company.

210 Concur & Cognos 10: Business Intelligence Today and Tomorrow

Thursday, 2:00-3:30 p.m.

Presenters: Paul Parter, Ellen Trotochaud, Sean Gagne

Partner Participant: Rick Wilhoit, IBM

Don't miss the chance to hear directly from IBM about the latest version of Cognos, the business intelligence tool that powers Concur's reporting solutions. This joint presentation with Cognos and Concur's Business Intelligence team will help you take advantage of the recent enhancements we've made to our Business Intelligence solution. Plus, you'll learn about the future of reporting with Cognos 10. During the session, we'll discuss the current Concur roadmap, so bring your ideas and suggestions to help guide future development of the Concur reporting solutions.

211 Analytics 101: Getting the Most Out of Your Standard Reports

Friday, 11:00 a.m.-12:00 p.m.

Presenters: Sean Gagne, Ellen Trotochaud, Paul Parter

The hundreds of standard reports offered by Concur are based on years of experience with thousands of customers and are designed as a solid foundation for building your reporting routine. Our reporting experts will give an overview of the standard reports

and dashboards as well as highlight specific reports that are most commonly used and explain why. Additionally, take away ideas on how you can easily customize reports to suit your own business needs. You'll come out with an arsenal of reports to use regularly, be able to easily identify the key figures you need to track and know how to modify reports to make them your own.

212 Treasure Hunt: Data is Money

Wednesday, 4:00-5:00 p.m.

Presenters: Sean Gagne, Ellen Trotochaud, Paul Parter

Client participant: Patrick Otzenberger – Autodesk

This session is about turning data into dollars: how well you use your data correlates with what you'll get back out of it. Can you identify extra spend on categories such as car rental, hotels and air? If so, how can you use this information to your advantage? This session shows you how to configure and set up your system to get the most out of your data. It's about the simple things you can do to make sure your data is useful and valuable for your company.

213 Understanding the Concur Data Warehouse Model

Tuesday, 3:30-5:00 p.m.

Presenters: Sean Gagne, Paul Parter

Back by popular demand, this session builds on last year's and dives into the detail of the Concur data warehouse model. We'll cover new data fields as well as go deeper into the use of travel and expense data together. You'll learn tips about which fields to use and when, including what data field to use for specific analysis, and how to make the best use of custom and concept fields. Techniques will also be discussed, including what types of data to avoid joining together in a report,

how to merge travel and expense data and what kind of pre-configured filters are recommended and more. Bring your questions to this session, and our experts will provide you with answers.

214 Report Design Tips & Tricks

Thursday, 10:30 a.m.-12:00 p.m.

Presenter: Mark Gunner

Client participant: Scott Miller – Henkel

This is where your advanced reporting questions are answered. Reporting guru Mark Gunner shares expertise from the managed reporting team on using advanced features and building reports that are not only visually impressive, but also hold the data most relevant for your business.

215 Tech Talk: Web Services, Security and Optimizing Performance

Wednesday, 10:30 a.m.-12:00 p.m.

Presenters: John Love, Peter Gregory,

Prashanth Adhikari, Drew Garner

Client participant: Andre Hamrah – Google

Google and Concur experts join forces to provide practical advice on optimizing your Concur system. Learn how Google uses Concur's new Web services APIs to create real-time integration and hear how you can optimize security and privacy from Peter Gregory, who has published over 20 books on IT security. We'll even provide tips on improving the processing speed of your Concur solution. You won't want to miss this!

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Concur Global Track

300 Going Global With Travel

Tuesday, 3:30-5:00 p.m.

Sponsored by Citi.

Presenter: Kelly Colman

Client participants: Dorian Stonie – Salesforce.com, Marcia Saurman – Cadence Design Systems, Inc.



Join us for a coffee-talk style session! You'll hear one customer's plans to take travel across the globe and hear from another customer already using travel internationally. Bring your questions and your coffee.

301 Concur Expansion in the Americas and EMEA

Wednesday, 2:00-3:30 p.m.

Presenters: Todd Tower, Ryan Plutnicki

Client participant: Karen Pitt – Ericsson, Martin Fog – NovoNordisk

Why not expand your usage of Concur to Canada, Latin America or Eastern Europe? We'll review deployment strategies and learn from two customers about their experiences with complex requirements such as taxes, per diem, travel allowance, mileage and the German Works Council so you can ensure that you and your system can handle it all.

302 What You Need to Know About Deploying Concur in Asia

Wednesday, 1:00-2:00 p.m.

Presenters: Matt Goss, Kelly Colman

Client participant: Gary Kawka, Cytec

Come with us as we walk you through what it's like to deploy into the Asia Pacific region – from getting buy-in with your colleagues to project implementation and transitioning to support and account management. This step-by-step review will help you prepare!

303 EMEA: Leveraging Content, Technology and Service – What Choices Are Right for You?

Thursday, 1:00-2:00 p.m.

Presenter: Ellen Trotochaud

Partner participants: Maureen Brady – BCD Travel, Albert Pozo – Amadeus, Yves Galimidi – IKEA

As you prepare to expand into Europe, determining the right mix of service, technology and content is critical. Join us as we leverage three market leaders to discuss the complexities and considerations of the EMEA market.

304 Round the Table – Round the Globe

Thursday, 2:00-3:30 p.m.

Presenters: Tony Denardo, Leslie Hale, Belinda Zinicola, Ryan Plutnicki, Kelly Colman, Laura Connor, Jeff Dixon, Amber Stauffer, Amber Smith, Jackie Smith, Todd Tower, Matt Kearney, Tom Shea, Maria Prendergast

Learn from subject matter experts on how to leverage various parts of the Concur application anywhere in the world via this roundtable style session. Topics include auditing, invoice automation, service administration, managed intelligence, language translation, etc. You'll rotate every 15 minutes to get a world of knowledge!

305 Where in the World is My VAT Reclaim?

Thursday, 4:00-5:00 p.m.

Presenter: Nicole Holmes

Client and partner participants: Michelle Lang – Taxback.com, Hilary Easley – Force Protection Industries, Inc.

Studies show that \$7.6 billion (USD) in reclaimable VAT is left unclaimed each year. What portion of that belongs to your organization? For companies who have recurring foreign expenses and do not

reclaim VAT, this session is a must. Don't just travel the world – go farther and learn how you can recover up to 25 percent of your VAT expenses.

306 Global Payment Program Considerations

Friday, 11:00 a.m.-12:00 p.m.

Sponsored by American Express
Global Commercial Card.



Presenter: Kelly Colman

Partner participants: Anurag Banerjee, Kelly Fisher – American Express, Aaron Kelling – AirPlus International, Inc., Patrick Molloy – Citi Global Transaction Services

Learn about the variety of card programs available today, how they integrate with Concur and the advantages/considerations for global usage.

Concur Thought Leadership Track

401 How to Get Social Media to Work for You – Not Against You

Thursday, 1:00-2:00 p.m.

Presenter: Colleen Carrington

Gain new insights into how social networks and mobile technology influence customer-buying decisions. What does this mean for your travel policy? Learn how to change with the times to save your company money and increase compliance.

402 Decisions in DC Affecting Your T&E Policy

Wednesday, 10:30 a.m.-12:00 p.m.

Presenter: Suzanne Fletcher

Partner participant: Shane Downey – National Business Travel Association

Reform... Next Generation... Ancillary Fees... What's the latest buzz on Capitol Hill? More

importantly, how will it impact your travel and expense policies? Take a deep look into the primary issues being debated and subsequent laws in motion that will affect business travel and expense tracking. During this session, you will hear directly from the National Business Travel Association (NBTA) on the most relevant topics influencing T&E management and what they mean to you.

403 Are You Pulling Your Hair Out Over Ancillary Fees?

Tuesday, 3:30-5:00 p.m.

Presenter: Ellen Trotochaud

Partner participants: Cyndi Hunter – Continental Airlines, Aaron Kelling – AirPlus International, Inc.

How far will airlines go with ancillary charges? Do you know what fees you are paying? Accounting for ancillary fees imposed by most airlines for such things as baggage, standby, preferred seats, etc. has become a nightmare for those responsible for processing travel reimbursements, managing contracts and monitoring policy. In this session, the moderator and panel – all stakeholders working on solutions to account for these fees – will share some of the emerging practices and provide insight on how you can best track and reconcile these fees. Can you track them? Attend this important session to get your answers.

404 Managing Mobility in Your Business

Thursday, 10:30 a.m.-12:00 p.m.

Sponsored by
Carlson Wagonlit Travel.

Presenters: Bruce Grenfell,
Prashanth Adhikari



The mobile revolution is here. With seven out of 10 (and growing) business travelers using a smartphone, it's clear that mobile technology is here to stay. The mobile workforce

demands and adopts solutions to make them more productive while on the road. As the use of mobile applications increases, so does the need for awareness and security. Join us as we share insight and best practices around this very subject. Get a glimpse at what the future holds for mobile technology and how Concur enables travel and finance managers to extend control, compliance and visibility to smartphones.

405 Offer Platform: Bringing New Value to Your Organization

Wednesday, 4:00-5:00 p.m.

Presenter: Mike Koetting

Concur is changing the way we manage travel and expense...again. Come learn about the latest innovation from Concur that will dramatically affect both your travelers' experience and your bottom line.

406 Out of the Box Travel Management

Thursday, 4:00-5:00 p.m.

Presenter: Suzanne Fletcher

Client participants: David Townshend – Marriott Hotels and Resorts, Jennifer Steinke – US Foodservice

A great airline discount and free Wi-Fi at your preferred hotel are not all you need to declare the success of your travel program. Hear ideas from your peers on how they maximize their travel program through creative thinking. This session will go beyond telepresence and answer the question: Are there better ways to manage your traveling staff? What is new in the industry, and what are we hearing? Is it all about alternatives to travel, or are we being asked to provide better tools to make the traveler more efficient while traveling?

■ Product Training Sessions

500 Overview of Analysis

Wednesday, 10:30 a.m.-12:00 p.m.

Thursday, 4:00-5:00 p.m.

Presenter: Tasha O'Quinn Osborne

In this session, you will learn how to use the standard reports in analysis. You will also learn how to modify some standard reports, modify the Concur dashboard and create new ad hoc reports.

501 Working with Audit Rules

Wednesday, 10:30 a.m.-12:00 p.m.

Thursday, 10:30 a.m.-12:00 p.m.

Presenter: Grant Chase

In this session, you will learn how to configure audit rules, including creating exception codes. A lively Q&A session will follow.

502 Working with the Back Office Admin Tools

Wednesday, 1:00-3:00 p.m.

Presenter: Grant Chase

This session will cover how to use the back office administration tools for Concur's expense service.

503 Advanced Business Intelligence

Wednesday, 1:00-3:00 p.m.

Thursday, 1:00-3:00 p.m.

Presenter: Mark Gunner

Intended for participants who are experienced with using Concur's business intelligence solution, this session will include how to perform more advanced tasks, cool tips and tricks and a robust Q&A session.

504 Using Concur on Your Smartphone

Wednesday, 4:00-5:00 p.m.

Thursday, 4:00-5:00 p.m.

Presenter: Grant Chase

This session covers how to set up your profile to use Concur on your iPhone®, Android™, BlackBerry® or iPad®. You will also learn how to book travel, add expenses and submit and approve expense reports – all from your mobile device.

505 Open the Door to Integration: Using Concur's Web Services

Wednesday, 4:00-5:00 p.m.

Friday, 11:00 a.m.-12:00 p.m.

Presenters: John Toman, Jeff Dixon

With the recent launch of Concur's Web services APIs, a whole new world of integration opportunities has been laid at your feet! Join us to learn how these tools can be used to provide real-time integration with back office systems, CRM databases, company portals and more. This session will provide practical training on configuring APIs and is exclusive to the Fusion conference – don't miss it!

506 Travel: Company Administration (for Concur direct clients)

Thursday, 10:30-11:30 a.m.

Friday, 11:00 a.m.-12:00 p.m.

Presenter: Tasha O'Quinn Osborne

In this session, you will learn how to set up and manage your company-wide settings and preferences in Concur's travel service.

507 Travel Policy Admin

Thursday, 1:00-3:00 p.m.

Presenter: Angela Mickelson

This session will cover how to build and apply travel policy rules in Concur's travel service, including building rules, message boards and custom text.

Industry Networking Day on Wednesday

We've heard many requests from you to connect with others in similar industries, and we're happy to accommodate these requests. A Concur representative will be on hand to facilitate the introductions. You'll get to know each other at breakfast, and you'll have the opportunity to reconnect at lunchtime to share your Fusion experiences. We'll also invite you to "keep the conversation going" by establishing online groups for you to stay in touch.

Featured industries include:

- Financial/Insurance
- Legal/Law Firms
- Pharma/Life Sciences/Medical
- College/University/Educational
- Non-Profits
- Manufacturing
- Technology
- Consumer Goods/Retail (Grocery, Cosmetic)
- Professional Services
- Entertainment/Leisure/Travel
- Government/Government Contractor