

# Educational Session Topic Areas Track Descriptions

Concur Primary Services	Concur Value-Added Services	Thought Leadership	Global	Conversions	Networking
<p>Our primary services are the foundation of your Employee Spend Management program. Learn how to maximize the value and take full advantage of the features and functionality available to you. These sessions encompass topics relevant to:</p> <p>Concur® Expense Concur® Travel &amp; Expense Concur® Cliqbook Travel</p>	<p>Our value-added services further enhance your Employee Spend Management process. Learn how to increase the ROI of your core services through topics that tie into:</p> <p>Concur® Advantage Concur® Audit Concur® Intelligence Concur® Invoice Concur® Pay</p>	<p>Hear from industry experts on the hottest trends and best practices in Employee Spend Management. These sessions encompass topics that will help you stay on top of the latest news in the industry.</p>	<p>Managing a global Employee Spend Management program can be a challenge. Whether you are looking to expand into international markets or are already managing global initiatives, we've got sessions that will provide you with insight into best practices for ensuring a successful global program.</p>	<p>If you are on a legacy service and are faced with the decision to convert to Concur Travel &amp; Expense, then these sessions are for you. We've got topics that will help you understand the benefits of converting and what the process involves. Sessions are tailored to clients currently using:</p> <p>Concur® Expense On Premise Concur® Expense Pro / ADP Expense eXpert ExpenseLink</p>	<p>Here is your chance to meet other clients just like you! New this year, we're bringing you special networking sessions to help you connect with other clients to talk about the topics that are important to you and share best practices. Don't forget to bring your business cards! These sessions will be highly interactive.</p>

## Fusion 2010 Agenda

Monday, February 1, 2010

<p>Noon</p>					
<p>3:00</p>	<p><b>601</b></p> <p>Networking Session: Connecting With Peers in Your Area</p> <p><b>Royal Palm I-IV</b></p>	<p><b>110</b></p> <p>Sustaining Your T&amp;E Eco-System to Drive Value</p> <p><b>Royal Palm V-VI</b></p>	<p><b>308</b></p> <p>Audit Requirements in Today's World</p> <p><b>Royal Palm VII-X</b></p>	<p><b>605</b></p> <p>Pharma, Life Sciences and Concur: A Discovery and Networking Event</p>	<p><b>Product Training</b> - See detailed product training schedule.</p>
<p>4:00</p>	<p><b>313</b></p> <p>The Future of A/P Automation in a Digital World</p> <p><b>Royal Palm I-IV</b></p>	<p><b>112</b></p> <p>Understand the Value and Breadth of Concur Connect</p> <p><b>Royal Palm V-VI</b></p>	<p><b>322</b></p> <p>Tips and Techniques to Understand the Data Model and the Data You Have at Your Fingertips</p> <p><b>Royal Palm VII-X</b></p>	<p><b>Addison East</b></p>	
<p>5:30</p>	<p>First-Timers' Reception 5:30 - 6:00 p.m., <b>Spanish Terrace</b></p>				
<p>6:00</p>	<p>Welcome Reception 6:00 - 8:00 p.m., <b>Grand Lawn</b> Exhibits and Demos, <b>Grand Ballroom Foyer</b></p> <p><b>Visit the Exhibit Floor and play Exhibitor Booth Bingo for your chance to win prizes. Raffle drawing will be held during lunch on Thursday, February 4.</b></p>				

\*Internet Café Sponsor




Registration and Internet Café\* hours: Noon - 8:00 p.m.


Looking for product training sessions? Check out the detailed product training schedule.

Concur Primary Services	Concur Value-Added Services	Thought Leadership	Global	Conversions	Networking
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Tuesday, February 2, 2010

8:00 Continental Breakfast, **Grand Ballroom**  
Exhibits and Demos, **Grand Ballroom Foyer** 


9:00 **General Session:** Keynote Steve Singh, Chairman and CEO, and Rajeev Singh, President and COO  
**Grand Ballroom**

10:00 Break, Exhibits and Demos, **Grand Ballroom Foyer** 

10:30	<b>101</b> Concur Expense Roadmap: What's Ahead?  <b>Royal Palm I-IV</b>	<b>502</b> What It Means to Be an Advocate For Your Business Travelers  <b>Royal Palm V-VI</b>	<b>406</b> Developing a Global Model - Session Presented by <b>Acquis Consulting Group</b>  <b>Royal Palm VII-X</b>	<b>201</b> The Right Time for Change: Converting From Concur Expense On Premise to Concur Travel & Expense  <b>Addison East</b>	<b>310</b> Establishing Metrics for Your A/P Department to Improve Operations and Visibility  <b>Addison West</b>	<b>Product Training</b> - See detailed product training schedule.
11:30	<b>305</b> Why Audit When You Have Automation? Concur Audit 101  <b>Royal Palm V-VI</b>	<b>505</b> The Mobile Revolution: Are You Fighting It or Embracing It? - Session Presented by <b>Pyxis Mobile</b>  <b>Royal Palm VII-X</b>	<b>202</b> Take Me There: What to Expect When Converting from Concur Expense On Premise to Concur Travel & Expense  <b>Addison East</b>	<b>115</b> Concur Cliqbook Travel in EMEA: What is New in This Region of the World?  <b>Addison West</b>		

12:30 Lunch, **Grand Ballroom**, Exhibits and Demos, **Grand Ballroom Foyer**  
Client Services and Client Development Leadership Team Meet and Greet Lunch, **Valencia** 

1:30	<b>106</b> Expense: F <sup>3</sup> Forum (Future Feature Feedback)  <b>Royal Palm I-IV</b>	<b>503</b> Business Travel in an Era of Corporate Social Responsibility - Session Presented by <b>Carlson Wagonlit Travel</b>  <b>Royal Palm V-VI</b>	<b>315</b> Concur Pay 101  <b>Royal Palm VII-X</b>	<b>320</b> Roadmap for Analysis and Concur Intelligence  <b>Addison East</b>	<b>405</b> Concur in Asia  <b>Addison West</b>	<b>Product Training</b> - See detailed product training schedule.	<b>602</b>
2:30	<b>205</b> The Right Time for Change: Converting From ExpenseLink to Concur Travel & Expense  <b>Royal Palm I-IV</b>	<b>116</b> Concur Cliqbook Travel Year-End Review and Roadmap  <b>Royal Palm V-VI</b>	<b>316</b> Concur Pay 201 - Payment Manager  <b>Royal Palm VII-X</b>	<b>309</b> Concur Invoice Today and Tomorrow  <b>Addison East</b>	<b>301</b> Introduction to Concur Advantage  <b>Addison West</b>		<b>Grand Ballroom</b>

3:30 Break, Exhibits and Demos, **Grand Ballroom Foyer** 

4:00	<b>203</b> The Right Time for Change: Converting From Concur Expense Pro or ADP Expense eXpert to Concur Travel & Expense  <b>Royal Palm I-IV</b>	<b>319</b> Key Performance Indicators for Managing Your Travel, Expense and Invoice Programs  <b>Royal Palm V-VI</b>	<b>113</b> Concur Cliqbook Travel - Three Features You Should Be Using  <b>Royal Palm VII-X</b>	<b>311</b> How We Use Concur Invoice: Panel Session  <b>Addison East</b>	<b>103</b> Expense Client Experience: Going Global  <b>Addison West</b>
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Registration and Internet Café\* hours: 8:00 a.m. - 6:00 p.m.

Consulting Sessions by appointment 10:30 a.m. - 5:00 p.m. in the Estate Ballroom.

Looking for product training sessions? Check out the detailed product training schedule.

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Concur Primary Services

Concur Value-Added Services

Thought Leadership


Global

Conversions

Networking


# Wednesday, February 3, 2010

8:00 Continental Breakfast, **Grand Ballroom**  
Exhibits and Demos, **Grand Ballroom Foyer**




9:00 **General Session:** Keynote Tom DePasquale, Executive Vice President, Technology and John Love, Senior Vice President, R&D  
**Grand Ballroom**

10:00 Break, Exhibits and Demos, **Grand Ballroom Foyer**




10:30	<b>108</b> A New Way of Looking at Integrated Travel and Expense <b>Royal Palm I-IV</b>	<b>321</b> Maximizing the Value From Your Reporting Solution <b>Royal Palm V-VI</b>	<b>306</b> Padding Your Expense Report: How to Make Money Without Even Trying <b>Royal Palm VII-X</b>	<b>403</b> Procurement Card Global Program Considerations <b>Addison East</b>	<b>314</b> Maximizing the ROI of Your Total Concur Solution with Invoice Automation <b>Addison West</b>	Product Training - See detailed product training schedule.
11:30		<b>502</b> What It Means to Be an Advocate For Your Business Travelers <b>Royal Palm V-VI</b>	<b>105</b> Expense Hot Topics <b>Royal Palm VII-X</b>	<b>302</b> Concur Advantage Helps You Take On the World <b>Addison East</b>	<b>323</b> Leveraging Commercial Cards to Drive Value in Expense Management - Platinum Session Presented by Citibank <b>Addison West</b>	

12:30 Lunch, **Grand Ballroom**, Exhibits and Demos, **Grand Ballroom Foyer**  
Client Services and Client Development Leadership Team Meet and Greet Lunch, **Valencia**



1:30	<b>204</b> Take Me There: What to Expect When Converting From Concur Expense Pro or ADP Expense eXpert to Concur Travel & Expense <b>Royal Palm I-IV</b>	<b>501</b> The Future of Technology and Social Media Trends <b>Royal Palm V-VI</b>	<b>111</b> Smart Expenses and E-Receipts - Say What? <b>Royal Palm VII-X</b>	<b>401</b> Going Global With Travel <b>Addison East</b>	<b>312</b> E-Invoices and Beyond: Determining the Best Methods for Invoice Capture <b>Addison West</b>	Product Training - See detailed product training schedule.	<b>604</b> Networking Session: Overcoming Your Industry's Biggest Employee Spend Management Challenges <b>Grand Ballroom</b>
2:30	<b>206</b> Take Me There: What to Expect When Converting From ExpenseLink to Concur Travel & Expense <b>Royal Palm I-IV</b>	<b>102</b> Expense Administration: Self Service <b>Royal Palm V-VI</b>	<b>107</b> Reduce Your Carbon Footprint: Drive Savings for You and the Environment <b>Royal Palm VII-X</b>		<b>307</b> Where in the World is My VAT Reclaim? <b>Addison West</b>		


3:30 Break, Exhibits and Demos, **Grand Ballroom Foyer**



4:00	<b>116</b> Concur Cliqbook Travel Year-End Review and Roadmap <b>Royal Palm I-IV</b>	<b>315</b> Concur Pay 101 <b>Royal Palm V-VI</b>	<b>318</b> Using Concur Intelligence to Fine Tune Employee Spend Best Practices - Session Presented by Airplus International <b>Royal Palm VII-X</b>	<b>404</b> Per Diem and Global Regulations <b>Addison East</b>	<b>109</b> Building a Case for Integrated Travel and Expense <b>Addison West</b>	<b>603</b> Networking Session: Converting to Concur Travel & Expense <b>Grand Ballroom</b>
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5:00

7:00 Social Event 7:00 - 10:00 p.m., **Boca Beach Club**  
Bus transportation to the Boca Beach Club for the social event will begin at 6:30 p.m. from the Mizner Center Porte Cochere.



Registration and Internet Café\* hours: 8:00 a.m. - 6:00 p.m.

Consulting Sessions by appointment 10:30 a.m. - 5:00 p.m. in the Estate Ballroom.

Looking for product training sessions? Check out the detailed product training schedule.

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# Thursday, February 4, 2010

8:00	Continental Breakfast, <b>Grand Ballroom</b> Exhibits and Demos, <b>Grand Ballroom Foyer</b>					
9:00	<b>General Session:</b> Keynote Dara Torres, twelve-time Olympic medalist <b>Grand Ballroom</b>					
10:00	Break, Exhibits and Demos, <b>Grand Ballroom Foyer</b>					
10:30	<b>110</b> Sustaining Your T&E Eco-System to Drive Value <b>Royal Palm I-IV</b>	<b>402</b> Shared Services Center: Is it Right for My Company? <b>Royal Palm V-VI</b>	<b>117</b> Concur Cliqbook Travel Roundtable <b>Royal Palm VII-X</b>	<b>118</b> Prepare for the Upswing: Is Your Expense Management Program Ready? - Premiere Session Presented by American Express <b>Addison East</b>	<b>102</b> Expense Administration: Self Service <b>Addison West</b>	<b>Product Training</b> - See detailed product training schedule.
11:30	<b>504</b> The Real Impact of T&E Automation - Straight From the Clients' Viewpoint <b>Royal Palm I-IV</b>	<b>106</b> Expense: F <sup>3</sup> Forum (Future Feature Feedback) <b>Royal Palm V-VI</b>	<b>304</b> User Support Desk, Managed Intelligence and Service Administration - Concur Advantage Managed Services <b>Addison East</b>	<b>114</b> Concur Meeting - Getting Control of Meeting Spend Now <b>Addison West</b>		
12:30	Lunch, <b>Grand Ballroom</b> <b>Exhibitor Booth Bingo raffle drawing will be held during lunch.</b> Exhibits and Demos, <b>Grand Ballroom Foyer</b>					
1:30	<b>322</b> Tips and Techniques to Understand the Data Model and the Data You Have at Your Fingertips <b>Royal Palm I-IV</b>	<b>309</b> Concur Invoice Today and Tomorrow <b>Royal Palm V-VI</b>	<b>104</b> Concur Expense Client Roundtable - Go Farther <b>Royal Palm VII-X</b>	<b>308</b> Audit Requirements in Today's World <b>Addison East</b>		

Registration and Internet Café\* hours: 8:00 a.m. - 2:30 p.m.

Consulting Sessions by appointment 10:30 a.m. - 2:30 p.m. in the Estate Ballroom.

Looking for product training sessions? Check out the detailed product training schedule.

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# Fusion 2010 Product Training Schedule

Monday, February 1	Tuesday, February 2	Wednesday, February 3	Thursday, February 4
<p><b>3:00 - 5:00 Galeria North</b>  <b>Using Concur Invoice Effectively</b> - This session will cover how to use Concur Invoice to create, un-assign and approve invoices. More advance topics include how to use Vendor Manager and Intelligent Capture.</p>	<p><b>10:30 - 12:30 Galeria North</b>  <b>Overview of Analysis</b> - This session provides an overview of the Concur Data Warehouse (data model), Concept Fields and Standard Reports.</p>	<p><b>10:30 - 12:30 Galeria North</b>  <b>Using Concur Invoice Effectively</b> - This session will cover how to use Concur Invoice to create, un-assign and approve invoices. More advance topics include how to use Vendor Manager and Intelligent Capture.</p>	<p><b>10:30 - 12:30 Galeria North</b>  <b>Overview of Analysis</b> - This session provides an overview of the Concur Data Warehouse (data model), Concept Fields and Standard Reports.</p>
<p><b>3:00 - 4:30 Galeria South</b>  <b>Concur Expense: Working with Audit Rules</b> - In this session, you will learn how to configure audit rules, including creating exception codes.</p>	<p><b>10:30 - 12:30 Galeria South</b>  <b>Concur Travel &amp; Expense: Working with the Back Office Tools</b> - This session will cover how to use the Back Office administration tools for Concur Travel &amp; Expense.</p>	<p><b>10:30 - 12:30 Galeria South</b>  <b>Concur Travel &amp; Expense: Working with the Back Office Tools</b> - This session will cover how to use the Back Office administration tools for Concur Travel &amp; Expense.</p>	<p><b>10:30 - 12:30 Galeria South</b>  <b>Advanced Concur Intelligence Training</b> - This advanced session is intended for participants who are experienced with using Concur Intelligence. It will focus on some of the more advanced tasks, tips and tricks for using Concur Intelligence.</p>
	<p><b>1:30 - 3:30 Galeria North</b>  <b>Concur Cliqbook Travel: Company Administration</b> - In this session, you will learn how to set up and manage your company-wide settings and preferences in Concur Cliqbook Travel.</p>	<p><b>1:30 - 3:30 Galeria North</b>  <b>Advanced Concur Intelligence Training</b> - This advanced session is intended for participants who are experienced with using Concur Intelligence. It will focus on some of the more advanced tasks, tips and tricks for using Concur Intelligence.</p>	
	<p><b>1:30 - 3:00 Galeria South</b>  <b>Concur Expense: Working with Audit Rules</b> - In this session, you will learn how to configure audit rules, including creating exception codes.</p>	<p><b>1:30 - 3:00 Galeria South</b>  <b>Concur Cliqbook Travel: Company Administration</b> - In this session, you will learn how to set up and manage your company-wide settings and preferences in Concur Cliqbook Travel.</p>	



## See the world; heal the world.

In addition to centralized efforts, individual Carlson Wagonlit Travel offices throughout North America support more than 75 different local and national charity and community organizations through fundraising, volunteering and in-kind donation effort. Further, CWT serves as the travel management company for approximately 50 non-profit organizations. So, in addition to helping people see the world, we are dedicated to helping people heal the world.

For more information about CWT's Corporate Social Responsibility philosophy and activities, visit our Website:

[www.carlsonwagonlit.com/us](http://www.carlsonwagonlit.com/us)

