



Concur Client Conference Frequently Asked Questions

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1. WHAT IS CONCUR FUSION 2010?

Fusion 2010 is an annual event with more than 850 Concur clients, partners, product experts and Concur executives gathering for Concur's premier event of the year. The event will be held on February 1 – 4, 2010 at the Boca Raton Resort in Boca Raton, Florida. Fusion 2010 provides an exceptional opportunity for your organization to learn how to maximize all of Concur's Employee Spend Management capabilities.

2. WHEN AND WHERE IS THE EVENT TAKING PLACE?

February 1–4, 2010
Boca Raton Resort, The Waldorf Astoria Collection
501 East Camino Real
Boca Raton, Florida 33432
Phone: 888-543-1277

3. HOW DO I REGISTER AND HOW MUCH DOES IT COST TO ATTEND?

You can register online at www.concur.com/fusion. The early bird registration fee is \$650 if you register on or before October 31, 2009. The regular registration fee is \$695 if you register between November 1, 2009 and January 8, 2010. The late registration fee is \$740 if you register on or after January 9, 2010. Save money and register early!

4. I NEED TECHNICAL SUPPORT. WHO CAN I CONTACT?

If you need technical support, call 888-662-6248, option 1 and mention that you are registering for Fusion 2010. The phone line is open 8 a.m. to 8 p.m. EST, Monday through Friday.

5. HAS CONCUR RESERVED A BLOCK OF GUESTROOMS?

Concur has reserved a room block at the Boca Raton Resort with a discounted room rate of \$199 per night (including resort fee) plus tax for conference attendees. The discounted rate is valid for February 1-4, 2010 and is based on hotel room availability. This special rate is available to conference attendees for pre and post dates depending on availability. The hotel cannot guarantee this rate once the block is sold out. We recommend making your reservation as early as possible. The cut off date to make reservations is January 8, 2010.

For your convenience, Concur and the Boca Raton Resort have set up a customized hotel reservation site to help you reserve a room at the discounted rate. You will receive the link to the customized reservation site in your confirmation email after you register for the conference.

6. CAN I COME EARLY OR STAY LATE?

Yes. A block of rooms has been reserved for January 30 – February 5, 2010. Rates are available three days prior to and three days after the meeting, based on availability. The hotel cannot guarantee availability once the block is sold out. We recommend making your hotel reservation as early as possible.

7. WHAT AIRPORT SHOULD I FLY INTO?

Located on Florida's Gold Coast in Palm Beach County, the Boca Raton Resort is just 24 miles north of Fort Lauderdale-Hollywood International Airport (FLL), only 28 miles South from Palm Beach International Airport (PBI), and 45 miles north of Miami International Airport (MIA).

8. WHEN AND WHERE IS CONFERENCE CHECK-IN?

Conference registration will open on Monday, February 1, from 12:00 p.m. to 8:00 p.m. in the Royal Palm Pre-Assembly registration area of the Mizner Center.

9. 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/Tech desk.

10. WHAT SESSIONS ARE AVAILABLE DURING THE EVENT?

You do not need to register for any 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.

11. WHICH SESSIONS SHOULD I ATTEND?

When you check in at the conference registration desk, you will receive a complete program book. For guidance on which sessions you should attend, we have broken down the sessions by topic areas to help you identify which will be the most relevant for you. As we get closer to the program, the recommended sessions by track can be found online at www.concur.com/fusion. If you prefer to attend the sessions that are not listed on your specific agenda, check your program guide for the schedule and feel free to participate in any of the sessions that you'd like. Please periodically check the website for updates on topics and content.

12. IS THERE AN AGENDA FOR FUSION 2010?

Yes, the preliminary agenda is available 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 do more and go farther to 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!

13. CAN I MEET WITH SOMEONE ONE-ON-ONE AT FUSION 2010?

Back by popular demand, we are once again offering a limited number of complimentary one-hour consulting and special product training 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. This is another great reason to attend the conference while exploring the power of Concur's solutions. A limited number of sessions are available, so register for the conference and reserve your one-on-one appointment today! Please email ConsultingSessions@concur.com if you have any questions.

14. WHO IS SPEAKING AT FUSION 2010?

This year's conference will feature presentations and keynote addresses from industry leaders, Concur customers, and Concur's own product experts. The list of speakers is available online at www.concur.com/fusion. Please periodically check the website for updates as new speakers and information are continually being added.

15. WHEN AND WHERE IS THE WELCOME RECEPTION?

The Welcome Reception will begin at 6:00 p.m. on Monday, February 1, on the Croquet Lawn next to the west entrance. You must pick up your name badge onsite at the conference registration desk to gain admittance. Guest passes may be purchased onsite for \$50 per person.

16. WHEN AND WHERE IS THE SOCIAL EVENT?

The Social Event will take place from 7:00 p.m. to 10:00 p.m. on Wednesday, February 3, at the Boca Beach Club. Enjoy a memorable evening of drinks, great food, music, networking and fun! You must wear your conference name badge to gain admittance. Guest passes may be purchased onsite for \$100 per person.

17. ARE MEALS INCLUDED WITH THE CONFERENCE REGISTRATION FEE?

The following meal functions are included:

- Monday, February 1: Welcome Reception (Cocktails and Appetizers)
- Tuesday, February 2: Continental Breakfast, Lunch, and Refreshment Breaks (Dinner on own)
- Wednesday, February 3: Continental Breakfast, Lunch, Refreshment Breaks, and Dinner
- Thursday, February 4: Continental Breakfast, Lunch, and Refreshment Breaks (Dinner on own)

18. ARE THERE SPONSORSHIP OPPORTUNITIES?

Yes, the Sponsorship and Exhibitor Prospectus is available online at www.concur.com/fusion.

19. WHAT IS THE THEME OF THE CONFERENCE?

The theme of Fusion 2010 is: *Do More. Go Farther*. The entire conference is focused on helping you *Do More* and *Go Farther* by maximizing the benefits of Concur's seamless suite of on-demand services for your company. There will be plenty of opportunities to network with other Concur clients and discover the latest product enhancements, innovations and best practices.

20. DO I NEED TO WEAR A BADGE DURING THE ENTIRE EVENT?

Name badges are required for admittance into all sessions, meals and events. If you are not wearing your name badge, you will be asked to do so prior to attending any conference function.

21. MAY I BRING A GUEST?

All conference sessions are restricted to registered conference attendees. However, guests may attend the Welcome Reception on Monday, February 1 and the Social Event on Wednesday, February 3. 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 at the registration desk onsite.

22. WHAT SHOULD I WEAR TO THE CONFERENCE?

Business casual attire is appropriate for all sessions and events. Resort casual attire is suitable for the evening events – make sure to dress warmly as both events are outside!

23. WHAT TIME IS CHECK-IN AND CHECK-OUT AT THE BOCA RATON RESORT?

Hotel check-in time is 4:00 p.m. and check-out time is 11:00 a.m. Requests for early check-ins and late check-outs can be arranged with the hotel front desk and will be based on availability.

24. WHAT IS THE WEATHER LIKE IN BOCA RATON IN FEBRUARY?

Temperatures in February average a high of 77°F and a low of 58°F. Meeting rooms are kept at a cooler temperature, so we advise you to bring a light sweater to keep warm.

25. ARE SUBSTITUTIONS ALLOWED?

Substitutions are allowed if you have registered, but are unable to attend. Please inform us of your substitution in writing (email Fusion@concur.com) prior to January 31, 2010. No phone calls will be accepted for substitutions. Hotel substitutions will need to be made directly with the Boca Raton Resort.

26. CAN I GET COPIES OF THE MATERIAL PRESENTED AT FUSION 2010?

Copies of all PowerPoint presentations will be available a few weeks following the conference. Concur will notify you when the presentations are available. They will be posted on the Concur Client Central website.

27. WILL SPECIFIC PRODUCT TRAINING BE AVAILABLE AT THE CONFERENCE?

Yes, you can get product training onsite at the event. It will be available Monday afternoon – Thursday. Please note your interest when you register for the event or email Fusion@concur.com to request to be included in the training. You can attend as many as your schedule allows.

28. HAVE ANY OTHER DISCOUNTS BEEN SET UP FOR CONFERENCE ATTENDEES?

The Boca Raton Resort is offering conference attendees 10% off spa treatments, golf and tennis at the resort. You must mention you are attending Fusion 2010 and show your name badge at the time of payment in order to take advantage of this special offer.

In addition, we will be working with additional suppliers to provide discounts on car rentals and airfare and other items and these discounts will be posted on the location tab of the conference website as they become available. If you have questions, please email Fusion@concur.com.

29. HOW DO I CANCEL MY REGISTRATION AND PROCESS A REFUND?

To cancel your registration and process a refund, please use the link and instructions included in your registration confirmation email. All refunds should be processed online. No phone calls will be accepted for cancellations. For a full refund, cancellations must be received on or before October 31. For a 50% refund, cancellations must be received between November 1 and January 8. No refunds will be granted for cancellations received after January 8 or for no shows. Please allow 3-4 weeks for your refund to be processed. Should you have any questions or concerns, please do not hesitate to contact us at Fusion@concur.com.