**Concur Travel Direct Customer Boot Camp**

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| Day 1 |
| 9:00am – 9:30am | Welcome and Introductions |
| 9:30am – 10:00am | Travel 101 |
| 10:00am – 10:30am | Concur Support ToolsSupport Portal: Knowledge base, Document Library, Solution SuggestionsConcur Support – Getting the Most out of support DocumentConcur Training Tool Kit - professional: <http://www.concurtraining.com/pr/> Travel Service Guides - <http://www.concurtraining.com/customers/tech_pubs/TravelDocs/TSGs/_TSGs_client.htm> Sign up for future Webcasts - <https://concur.webex.com/concur/onstage/g.php?PRID=d8cebb21f29dc6c15197ecc6cb3da825>  |
| 10:30am – 10:45am | Break |
| 10:45am – 11:45am | Comprehensive End User Demo |
| 11:45am – 12:30pm | Support Exercises |
| 12:30pm – 100pm | Lunch |
| 1:00pm – 1:45pm | User Admin* Add User
* Self-Registration Set-up
* Self- Registration Approval
* Send Mobile instructions
* User Permissions
* Company Groups
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| 1:45pm – 2:15p | User Admin Exercises |
| 2:15pm – 4:00pm (Break around 3p) | Company Admin* Approval Queues
* Company Locations
* ORG Unit
* Report Admin
* Text Customization
* Password Administrator
* Import Data
* Manage Custom Fields
* Company Setting
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| Day 2 |
| 9:00am – 9:45am  | Company Admin Exercises |
| 9:45am – 1230pm (Break around 11:00am) | Travel Admin* Corporate Ghost Cards
* E-receipts Admin
* Bin Restrictions

Travel Admin ExercisesTravel Policy Admin* Manage Corporate Discounts
* Travel Admin: Rule Classes, Enable Travel Rules
* Travel Rule Builder
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| 12:30pm – 1:00pm  | Lunch |
| 1:00pm – 3:00pm | Travel Policy Exercises and Workshop |
| 3:00pm – 4:00pm | Concur Feature Review:* Post Ticket Change
* Sponsor Travel
* TripLink
* CIBT
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