**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 Tools  Support Portal: Knowledge base, Document Library, Solution Suggestions  Concur Support – Getting the Most out of support Document  Concur 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 |
| 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 Exercises  Travel Policy Admin   * Manage Corporate Discounts * Travel Admin: Rule Classes, Enable Travel Rules * Travel Rule Builder |
| 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 |