



Opening Keynote

Join us for a welcome session to kick off the event!

9:30 am – 10:00 am

Workshop: Unlock Strategic Thinking With Cutting-Edge Travel & Expense Tech

Navigating all the complexities within your program today can be tricky, and finding time to strategically plan for what's to come can be even trickier. Take this opportunity to learn more about Artificial Intelligence, Blockchain, and Biometrics - what they are, how they're impacting T&E programs today, and the potential they hold for the future. Spend time with your peers to workshop how you can utilize these technologies to elevate your program.

10:15 am – 11:00 am

Attend the session below that best fits where you are in your journey with SAP Concur

New SAP Concur Customer: What To Expect and How To Succeed

Welcome to the SAP Concur family! If your organization has just recently began its journey with SAP Concur solutions, this session is where you can learn best practices for setting your program up for success - including topics like end user communication, training tactics, adoption, and more. You'll be able to network with organizations in your same position and take those exciting next steps together.

Becoming an Expert: Optimizing Your SAP Concur Program

Whether you are a new administrator of an existing SAP Concur program or you've been an admin for multiple years, there can be a lot to learn. Your organization may be familiar with the tool, but you need to be the expert. This session will ensure that you have a deep understanding into everything that is available for you including learning services and leveraging data. You'll learn best practices and hear from other new program administrators.

Calling All SAP Concur Veterans: Peer to Peer Sharing

If you're a long time SAP Concur administrator, if this is your fifth Fusion Exchange, or if you're such an expert you could lead one of these sessions yourself - this is the place for you. Hear from each other and learn from your extensive experiences around topics like reporting, benchmarking, and advanced functionalities.

11:15 am – 12:00 pm

Moments of Risk into Moments of Opportunity, Ensure Compliance Throughout Your Portfolio

As the business environment continues to change, more challenges for maintaining compliance are introduced. Let's walk through the T&E journey to highlight all the moments where you can ensure compliance. Systemic audit rules, automation, human checks, are just a few of the methods we'll review and give you an opportunity to discuss with your peers.

Attendance for the full duration of this session, in addition to attending "Cowriting Policy With the Modern Day Employee", will earn **1.8 CPE** credits for CPAs. (Prerequisites = Working knowledge of Concur, Program Level = Intermediate)

1:00 pm – 1:45 pm

Cowriting Policy With the Modern Day Employee

Now is the time to adapt your policy, but how do you do so in a way that fits the needs of your employees? This session will explore two main inputs for policy decisions, employee feedback and data, and how to make the policy adjustments successfully. Expect to hear from experts, discuss with your peers, and learn what key reports provide insight on policy performance.

Attendance for the full duration of this session will earn **1.0 CPE credit** for CPAs. (Prerequisites = Working knowledge of Concur, Program Level = Intermediate)

2:00 pm – 2:55 pm