

Lightning Transition FAQs

Transition Timeline and Preparation

1. When will the transition occur?

The anticipated go-live date is **August 4th**. Online travel booking will be temporarily **unavailable from July 24th through August 3rd** as the system is migrated to the new platform.

2. Will there be training?

Yes, both online and in-person training will be available. Dates are currently being finalized and will be communicated with campus as soon as possible.

3. Do I need to do anything before booking my first flight through Lightning?

Your traveler profile will be migrated from Concur to Lightning. After go-live, please log in to Lightning and confirm the details are up to date.

4. When is the last date to update my personal information in Concur so that it will transfer to Lightning?

The last date you can update your traveler profile information in Concur is July 23rd.

5. What do I do if I need to book a trip during the migration window when the system is unavailable?

Travelers with anticipated booking needs between July 24 and August 3 are encouraged to make reservations prior to the migration window whenever possible. If that is not possible, travelers may contact CTP by phone at 888-862-2947.

Booking and Travel Management

6. Do I still need to use Concur?

Yes, Concur will still be used to create your travel request and to process your expense reports.

7. What do I need to do if I already have a trip booked after the transition date?

Nothing. Travel reservations already booked through Concur Travel before the transition will remain valid and will continue to be serviced by CTP.

8. Will my existing travel reservations be visible in Lightning after the transition?

Yes. Any travel reservations made in Concur before the transition date will be available for travelers in Lightning after the transition.

9. Will someone else still be able to arrange my travel?

Yes. Your current travel arrangers/delegates will continue to be able to book travel for you in the new system. Your travel arranger/delegate permissions will transfer to Lightning during the system migration.

10. How can I pay for expanded seat selection?

Lightning allows travelers to select premium, preferred, or extra-legroom seating during checkout. Please note that these optional seat upgrades are a personal expense and are not eligible for reimbursement. Travelers are responsible for all associated costs and should use a personal credit card when purchasing these upgrades.

11. Can I book and manage travel from my mobile device?

Yes. CTP has an app called CTM Mobile that can be downloaded from the Apple App Store or Google Play. CTM Mobile provides travelers with access to their itineraries, booking options, and travel alerts directly from their mobile device.

Profiles and Access

12. Will my traveler profile information transfer to Lightning?

Yes. During the migration period of July 24th through August 3rd, traveler profiles will be transferred to Lightning. This includes frequent-flyer numbers, TSA PreCheck/Known Traveler number, passport information, hotel rewards numbers, contact information, and stored travel card information.

13. Will I need a new username or password to access Lightning?

No. Lightning will use single sign-on and will be accessed through the myFSU portal. Travelers will use their FSU username and password when logging in to Lightning.

Policies, Approvals, and Expenses

14. Do I still need to complete a travel request in Concur?

Yes. A travel request must be submitted in Concur and approved by all parties prior to the onset of travel and before incurring travel-related expenditures.

15. How will I process my expense report?

You will process your expense report in Concur. There are no changes to the way expense reports will be processed once the university transitions to the Lightning booking tool.

16. Will university travel policies and approval workflows change?

No. All university travel policies, approval workflows, compliance rules, and safety expectations remain completely unchanged. Lightning is fully customized to align with FSU's rules.

Support

17. Will I still contact CTP for travel changes, cancellations, and travel emergencies?

Yes. CTP will remain the university's travel management company. You will continue to contact CTP at 888-862-2947 or fsu@ctptravelservices.com.

About Lightning

18. What are the benefits of Lightning?

- **Book up to 9 travelers at once:** Easily book for a mix of faculty, staff, and guests in a single reservation, which means no more fragmented bookings.
- **Flexible split payments:** Assign different credit cards per traveler or group, making shared trips and guest travel easy to manage.
- **Real-time frequent flyer perks:** Your traveler status is recognized and applied automatically at booking, unlocking seat perks and upgrades instantly.
- **Expanded seat selection:** Purchase premium or extra legroom seats during checkout (including the option to use a personal card for non-reimbursable upgrades).

- **Seamless unused ticket credits:** Available credits automatically surface during the booking process, allowing you to apply them directly without extra steps or phone calls.