



## WELCOME TO LIGHTNING!

Dear Texas A&M University System Traveler,

We are thrilled to share some exciting news with you regarding our travel management services. After careful consideration and thorough evaluation, we are pleased to announce we are implementing Lightning Online Booking Tool through our travel management company, Collegiate Travel Planners (CTP).

As we continue to grow and adapt to the evolving needs of our organization, we believe the transition from Concur Travel to Lightning is the ideal technology move to enhance our travel management experience.

Key benefits of Lightning include:

- **Speed** - Lightning is the quickest business travel online booking tool in the market today—make a booking in under 90 seconds!
- **Efficiency** - Save recent searches for easy recall and book up to 9 passengers at one time.
- **Savings** - Lightning prompts users for lost savings and offers a one-click swap to the lowest fare – helping us all make strong, fiscally responsible decisions.

To facilitate a smooth transition, our team will be conducting training sessions to familiarize everyone with the new booking platform, Lightning, and highlight the additional features offered by CTP.

### Training Dates & Times

- TBA - Based on [Implementation Schedule](#)

### Agenda

- How to get started with Collegiate Travel Planners and Lightning Online Booking Tool
- How to access and set up your profile
- How to find the right travel options quickly
- Tips for staying on top of your travel while on the road

### Lightning Online Booking Tool Support

Check out our Lightning training resources to learn more about your online booking tool:

[Lightning Training Links](#)

[Training Materials](#)

CTP's Online Support Desk is able to assist with Lightning:

- Login Issues
- Booking Errors
- Navigation Support
- Browser Compatibility
- Payment Assistance
- Troubleshooting Technical Glitches
- Security Concerns

CTP's Online Support Desk may be reached at:

- **Phone:** (877) 208-1396
- **Email:** [na.online@travelctm.com](mailto:na.online@travelctm.com)
- **Hours:** 7:00 AM – 9:00 PM ET, Monday – Friday

### Texas A&M University System Travel Team

For travel agent assistance, please don't hesitate to reach out to your travel team for help with:

- Arranging Flights, Accommodations, Ground Transportation, and Rail
- Complex Itineraries
- Travel Advice and Recommendations
- Customized Travel Plans
- Specialized Travel Needs
- Last-Minute Changes or Emergencies

The TAMUS travel agent team may be reached at:

- **Phone:** (866) 901-3377 (toll-free) | (210) 524-4331 (local, to be used when calling internationally)
- **Email:** [tamutrans@ctp-travel.com](mailto:tamutrans@ctp-travel.com)
- **Hours:** 8:00 AM – 5:30 PM CST, Monday – Friday
- **Emergency After Hours:** 5:30 PM – 8:00 AM CST, Monday – Friday, Weekends & Holidays

### Group Travel Requests

CTP has created the Group Travel Request Form to provide comprehensive and accurate quotes and contracts tailored to your group's needs. For groups of 10 or more travelers, please click the button below:

[CTP Group Travel Request Form](#)

For groups of less than 9 travelers, please call 1-800-523-9036 to speak with a CTP groups agent.

We value your partnership and trust in us to handle your travel arrangements. Our team is dedicated to delivering efficient, reliable, and hassle-free travel experiences that meet your needs and exceed your expectations.

Thank you once again for choosing CTP. We are excited to embark on this journey together and look forward to serving you.