



Secure Flight at a glance: what clients need to know

Secure Flight Defined

- ▶ Secure Flight is a behind-the-scenes process used by the Transportation Safety Administration to screen passengers against U.S. government watch lists prior to ticketing. Secure Flight is a separate program from current TSA security checkpoint procedures at airports.

Effect on Travelers

- ▶ The TSA Secure Flight program applies to all airline passengers, regardless of nationality or citizenship.
- ▶ The TSA Secure Flight Program should have no impact on most travelers. In fact, it can improve the travel experience for travelers who have been misidentified in the past.

Effective Dates

- ▶ While BCD Travel will begin collecting and transmitting data to carriers on Aug. 15, not all carriers will begin transmitting data to the TSA at that time. Each airline works individually with the TSA to determine the date on which it will begin transmitting Secure Flight data, and those dates fluctuate from one airline to another. For security reasons those dates are not being made public.
- ▶ The Secure Flight Program is being implemented in phases:
 - **Phase I** begins Aug. 15, 2009, and applies to all travelers on all U.S. domestic flights. Some U.S. carriers will begin transmitting data to the TSA Aug. 15, and all U.S. carriers are expected to be in compliance by March 2010.
 - **Phase II** begins Oct. 31, 2009, with all carriers expected to be compliant by Dec. 2010. This phase includes:
 - All international flights to and from the U.S.
 - All flights flying over the continental U.S. (not including Alaska and Hawaii)
 - International point to point operated by U.S. carriers

Impact on Reservations

- ▶ Consultants will ask travelers for required Secure Flight Passenger Data at the time of booking, if it's not already stored in their profile, but the reservation system will not accept incomplete passenger data. Impacts of incomplete data vary from carrier to carrier and could include:
 - The traveler may be prompted to add the data online prior to printing boarding pass
 - The traveler may need to show government identification at the ticket counter
 - The traveler can give the data directly to the carrier over the phone
 - The traveler may provide the data at a carrier kiosk at the airport

If a boarding pass won't print online

- ▶ If a traveler is unable to print a boarding pass online, he or she should plan to present identification directly to an airline representative at the airport for verification

Required Data: Full Name, DOB, Gender

- ▶ **First Name - Mandatory**
 - Full first name is required as it appears on the government-issued I.D. carried by the traveler during trips. Only when a passenger's first name appears on the government-issued I.D. as an abbreviation (e.g., "F. Scott Fitzgerald"), may an abbreviation be entered into the PNR. If a passenger's I.D. lists a full first name (e.g., "Francis,") it may not be abbreviated in the PNR (e.g., "F.").
- ▶ **Last Name - Mandatory**
 - The name should match the government-issued identification the passenger intends to present at the airport prior to boarding.
- ▶ **Middle Name/initial - Mandatory if available**
 - If the passenger does not have a middle name/initial, or if the passenger's government-issued I.D. does not include a middle name/initial, this field may be left blank.
- ▶ **Date of Birth - Mandatory**
- ▶ **Gender – Mandatory**
- ▶ **Redress Number – Optional**
 - The TSA issues this code to certain passengers whose names in the past have triggered "false positive" matches with watch lists.

Name Variations

- ▶ The TSA has built a degree of flexibility into the program to account for slight name variations. For instance, a passenger may use multiple government-issued identifications, one of which lists a full name and another that lists an abbreviated one.
- ▶ Slight name variations should not affect travelers' ability to earn credit for Frequent Flyer mileage accounts

Privacy Concerns

- ▶ Collection of Secure Flight information is required of the U.S. government for security purposes
- ▶ The TSA requires carriers to keep Secure Flight information within the reservation for the life of the reservation
- ▶ The TSA will keep Secure Flight information in its database up to 7 days after the last active segment of a reservation
- ▶ If reservation made more than 72 hours prior to departure, carrier will transmit data to the TSA 72 hours prior to departure.
- ▶ If reservation made less than 72 hours prior to departure, carrier will transmit data to the TSA immediately upon receipt.

Affect on Multi-national Accounts

- ▶ Secure Flight should cause no additional requirements for foreign travelers since most already provide the required passenger data when passports are presented at time of check-in

Frequent Flyer Accounts

- ▶ The Secure Flight program will not require changes to the reservation name field which, in turn, would not require changes to frequent flyer account naming conventions. However, each online booking tool will handle Secure Flight passenger data differently. If a Traveler elects to make any name changes within their profile, they should verify with the appropriate carrier to ensure there is no impact to their frequent flier programs

Online Booking Tools

- ▶ Each online booking tool handles Secure Flight passenger data differently. BCD Travel's account management team is prepared to field questions about specific tools.