



## **SECURE FLIGHT**

The Secure Flight Program, developed by the Department of Homeland Security (DHS), enhances the security of U.S. domestic and international commercial air travel by using improved watch list matching.

This program includes airlines flying into, out of, within or over the United States, as well as all of point-to-point international flights operated by U.S.-based airlines.

The Transportation Security Administration (TSA) requires the airlines to collect and transmit the following Secure Flight Passenger Data:

- Passengers Full Name, as shown on State or Government issued identification documents such as a State ID Card, Drivers License or Passport
- Date of Birth
- Gender
- Redress Number (if available)

The TSA compares the Secure Flight Passenger Data against the government watch list, and provides the airline with the boarding pass printing results to allow the airline to issue the boarding pass.

The TSA recently notified airlines about information regarding Secure Flight Passenger Data (SFPD) that will impact your workflow and the service you provide your customers.

Beginning November 1, 2010, passenger reservations without full SFPD will be rejected by the TSA's Secure Flight rule and will not be processed. Operating airlines that do not comply will be subject to penalties. This applies to all PNRs including any you book for your customers requiring SFPD.

Although this mandate for airlines is effective November 1, 2010, some airlines have announced they will begin enforcing the SFPD requirements as early as July 1, 2010, to ensure compliance with the TSA.

Additionally, some airlines have announced that they plan to take action on PNRs missing SFPD. This may include the issuance of agency debit memos, cancellation of the reservation or even inhibiting your ability to ticket the reservation. If you are unclear about a particular carrier's policy on this matter, please contact the carrier directly.

***To avoid customer service and non-compliance related issues, we strongly recommend that you include SFPD in any applicable PNRs you create for your customer immediately.***

As a reminder, Sabre Travel Network® offers many features to assist you.

**Secure Flight inputs** – Sabre provides you with the ability to store the mandatory Secure Flight data elements in the PNR using SSR DOCS (IATA standards) and send teletype to airlines.

Format: 3DOCS (segment number or A for all)/DB/(date, month, year of birth)/(gender code)/(last name)/(first name)/middle/second name)-PNR name number)

e.g. 3DOCS1/DB/13JUL71/M/SMITH/JOHN/PAUL-1.1

3DOCS1/DB/20JAN10/MI/SMITH/EDWARD/JOHN-1.1 (for infant passenger associated with the name number of the adult traveling with)

Note that to send the information to American Airlines the entries begin with 4DOCS

If you add a new segment to the current itinerary or you cancel and rebook a segment on a different carrier, make sure to re-enter the SSR in the PNR so that it can be transmitted to the carrier.

**PNR Optional Edits – Alert Message – SSR DOCS Required** – You have the ability to set PNR Optional Edit to display an alert message if SFPD is missing from PNR at End Transaction – this has override capabilities.

- Activate mandatory Secure Flight SSR - W/KSECFLT $\pm$ ON
- Deactivate mandatory Secure Flight SSR - W/KSECFLT $\pm$ OFF

**PNR Optional Edits – alert Message – SSR Segment Change** - Display an alert message to advise you that an SSR has been cancelled due to a change to an associated segment.

- Activate alert message in the TJR - W/KALERTSSR $\pm$ ON
- Deactivate alert message in the TJR - W/KALERTSSR $\pm$ OFF

When you receive the warning message ITINERARY CHANGED-VERIFY SSR DATA you may then either override the warning with End Transaction (E) or enter the SSR DOC information.

**Note:** In order to activate above edits you must have the EPR keyword SUBMGR and duty code 9 to update the Travel Journal Record (TJR).

If the passenger refuses to disclose the information while making the reservation, you can still make the booking, but you should warn the customer that his reservation is at risk based on the Secure Flight rules and policy of the TSA and each of the air carriers. This includes but is not limited to the following:

- TSA will not process passenger's reservation – hence no boarding pass will be issued
- Delays may take place at time of check-in, with the risk of missing the flight
- Reservation potentially may be cancelled by the air carrier
- Air carrier could potentially issue a debit memo to the travel agency
- Air carrier could potentially inhibit the reservation from being ticketed

Further details are available in the Format Finder help system and at the [Secure Flight community on Agency eServices](#)

