



## SECURE FLIGHT COMPLIANCE

### American to Inhibit Ticketing On Reservations without Secure Flight Passenger Data

Effective September 15, 2010, at 7 p.m. Central, American Airlines will inhibit ticketing on all bookings for travel September 15, 2010 and beyond that do not have Secure Flight Passenger Data (SFPD) entered into the reservation as mandated by the Department of Homeland Security (DHS) and the Transportation Security Administration (TSA).

Compliance is mandatory. To avoid customer inconvenience and potential travel disruption, the following information must be provided when making a reservation:

- **Name as it appears on a Passport, Driver License or other valid government-issued photo ID**
- **Date of Birth**
- **Gender**
- **Redress Number (where applicable)**

Sabre subscribers should use the format below to enter SFPD into the reservation. Note that the entry includes the passenger's middle name (as applicable) and a two-digit year in the date of birth.

- **4DOCS/DB/DATE OF BIRTH/GENDER/LASTNAME/FIRSTNAME/MIDDLENAME**
- **4DOCS/DB/01JAN41/M/DEER/RUDOLPH/NICHOLAS**

As an alternative, American now makes it possible for you to enter APIS data directly into the reservation. The data will then be recoded to conform to SFPD format requirements. The Sabre format appears below:

**4DOCS/P/ISSUING COUNTRY/PASSPORT NBR/NATIONALITY/DATE OF BIRTH/  
GENDER/EXPIRATION DATE/LASTNAME/FIRSTNAME/MIDDLENAME/NAME NBR IN PNR  
4DOCS/P/US/1234567/US/01JAN53/M/DEER/RUDOLPH/NICHOLAS-1.1**

In both cases, names must be entered exactly as they appear on a valid government-issued picture identification. Users of other GDS systems should contact their respective representatives to learn subscriber formats.

To help facilitate compliance, American last week implemented a "Search and Send" software application that searches its database to look for reservations that DO NOT contain SFPD. Reservations without SFPD are sent to an agency queue for the immediate addition of SFPD into the reservation.

You will find a list of frequently asked questions beginning on page two of this update. Reference also is available at [AA.com/SecureFlight](http://AA.com/SecureFlight) and [AA.com/Agency](http://AA.com/Agency), as well as the TSA's website at [www.tsa.gov/SecureFlight](http://www.tsa.gov/SecureFlight).

Remember, Secure Flight is a mandatory government program that requires 100 percent compliance from everyone involved in making a flight reservation.

## **Agency Frequently Ask Questions on Secure Flight Passenger Data (SFPD)**

### **Q1: What is Secure Flight and what does it do?**

A1: Secure Flight is a behind-the-scenes program developed by the Department of Homeland Security (DHS)/Transportation Safety Administration (TSA), to enhance the security of domestic and international commercial air travel through the use of improved watch-list matching. It is designed to improve the travel experience for all passengers, including those who have been misidentified in the past

### **Q2: How does Secure Flight work?**

A2: Secure Flight matches the name, date of birth and gender information for each passenger against government watch lists to:

- Identify known and suspected terrorists
- Prevent individuals on the [No Fly List](#) from boarding an aircraft
- Identify individuals on the [Selectee List](#) for enhanced screening
- Facilitate passenger air travel
- Protect individuals' privacy

### **Q3: Why should the customer provide Secure Flight Passenger Data (SFPD) now if it is not required to purchase a ticket?**

A3: In compliance with the TSA mandate the customer is required to provide Secure Flight Passenger Data for any ticket purchased on or after September 15, 2010.

### **Q4: What if the customer booked/purchased a ticket prior to September 15, 2010? Do I need to do anything?**

A4: Yes. Contact the customer to obtain their Secure Flight Passenger Data to update their reservation. The TSA requires SFPD 72 hours prior to departure

### **Q5: If Passenger's driver's license has one name, but the name on the passport is different. Which one should I provide?**

A5: If the passenger is traveling on an international itinerary, a passport is required. That is the ID they will present to the TSA at the airport security checkpoint. The name should match a valid government-issued identification, In this case, the traveler's passport. If your passenger is traveling domestic – the name needs to match the ID they present to the TSA at the airport security checkpoint. If they are going to present a valid drivers license -- a valid government issued ID --, the name should match the name as it appears on the drivers license. If they use a passport, the name should match the name as it appears in the passport.

### **Q6: Is the middle name or initial required?**

A6: The Secure Flight Final Rule requires "full name" as it appears on a person's non-expired government-issued photo ID that they will use when traveling. If the government-issued ID includes a middle name or initial, it is required under the Secure Flight rule, and must be included in the SFPD when booking a reservation.

### **Q7: Is a title or suffix required when booking a reservation (such as "Mr.", "Dr.", "Ms., "Jr.", "Sr.", "III", "IV") or special characters?**

A7: No.

### **Q8: Can the customer retrieve their reservation and add Secure Flight Passenger Data.**

A8: Yes. Go to [www.aa.com/secureflight](http://www.aa.com/secureflight) for details.

**Q9: Where can the customer learn more about the TSA Secure Flight program?**

A9: For more information, visit [www.aa.com/secureflight](http://www.aa.com/secureflight) or [www.tsa.gov/secureflight](http://www.tsa.gov/secureflight)

**Q10: If the customer does not want to provide the agency with the Secure Flight Passenger Data (SFPD) for tickets that were issued prior to September 15, 2010 for travel on/after November 01, 2010, what will happen to the reservation?**

A10: If Secure Flight Data is not in the reservation within 72 hours of departure, the reservation could be cancelled, passenger check-in will be inhibited and no boarding pass will be issued. The DHS/TSA has advised that a confirmed passenger is considered a ticketed passenger, and further may impose a fine under the Secure Flight mandate.

**Q11: If a reservation is booked within 72 hours of flight departure with Secure Flight Passenger Data (SFPD) in the reservation and the ticket purchase date is not until the next day will the reservation be canceled even though the SFPD is in the reservation?**

A11: Entering Secure Flight Passenger Data will not cancel a reservation. Standard ticketing time limit rules apply.

**Q12: How will AA identify flight segments that require SFPD?**

A12: All AA flights require Secure Flight Passenger Data (SFPD) collection.

**Q13: Is it possible that the travel agency will be able to issue tickets by override after they have received an error message requesting Secure Flight Passenger Data?**

A13: Agencies will not be able to override the issuance of a ticket after receiving an error response (ERC800 that American Airlines will be sending the issuing source if the data is missing). SFPD must be in the AA reservation to issue a 001 validated ticket.

**Q14: Does the name field in the reservation need to match the Secure Flight Passenger Data in the SSR field?**

A14: The name field and/or name on the ticket do not need to match the name used in the SSR DOCS for the SFPD. Even if the passenger's full name is in their record, that name field will not be transmitted to the TSA. The SFPD name information in the SSR DOCS is required to match the name as it appears on the valid government issued ID. The name in the SSR is the only name transmitted to the TSA. American encourages agencies to update names in the agency profiles to be in sync with the valid government-issued ID.

**Q15: If a passenger is on an international itinerary and I've entered passport information via the standard DOCS SSR, do we still need to collect SFPD and enter it via a separate DOCS/DB SSR?**

A15: If you have correctly added passport information into the reservation via a properly formatted SSR DOCS, that data is sufficient and meets the Secure Flight mandate. American Airlines submits the portion of that SSR DOCS which contains the SFPD, so it is unnecessary to enter a DOCS/DB. Remember, when performing a cancel/rebook transaction make sure your PNR shows SSR DOCS as being applied to all segments before you End Transaction. Some GDS segment-associate their SSRs, and you may need to "re-enter" SFPD when new segments are added to the reservation before you End Transaction.

**Q16: If the travel agent receives the error message ERC800, would it be possible for a travel agent to issue tickets by force after they receive the error message requesting the SFPD?**

A16: Agencies will not be able to force the issuance of a ticket after receiving the error message ERC800 (that is the Error Response Code that American Airlines will send the issuing source if the data is missing). SFPD must be in our reservation to issue a 001-validated ticket.

**Q17: Does TSA Secure Flight regulations apply to carriers operated flights, regardless of who the codeshare carrier is:**

A17: All AA flights require the collection of SFPD, whether we are the Operating or Marketing Carrier on that flight, because the itinerary includes at least one flight requiring collection of SFPD.