

CWT info

September 2010

Secure Flight Passenger Data to be mandatory for all U.S. air travel

Starting November 1, 2010 the United States Transportation Security Administration (TSA) will require all passengers traveling within, to and from the U.S., or flying over U.S. airspace, to provide Secure Flight Passenger Data (SFPD).

SFPD includes **full passenger name, date of birth, gender** and any **redress number***, if applicable. SFPD allows TSA to prescreen passengers against government watch lists.

While TSA has been requesting this information since late 2009 as part of its Secure Flight Program, it will now be mandatory. As a result, airline companies are updating their booking and ticketing policies and could refuse to issue tickets to passengers whose Secure Flight data is not complete.

Secure Flight data elements must be present in a reservation **no later than 72 hours before scheduled departure** to allow time for prescreening for all trips booked for **travel on or beyond November 1, 2010**. However some airlines are making SFPD prior to the DHS deadline mandatory. To enforce SFPD airlines are resorting to various measures that include but are not limited to:

- a) Cancellation of reservations with missing SFPD,
- b) Inability to issue tickets if SFPD is missing, or
- c) Fining the Travel Management Companies for issuance of tickets with incomplete SFPD.

These measures are in part already effective as of mid-August, but are expected to become increasingly serious over the September-October period.

Action required by CWT travelers

Starting immediately and regardless of travel plans, travelers with access to *CWT Portrait* profile management tool or an online booking tool should **update their individual profile directly**, being sure to the following additional information:

- full name as it appears on their government-issued identification, i.e., passport
- date of birth
- gender
- redress number*, if applicable

Only travelers who are unable to directly manage their individual traveler profile should contact their travel counselor for assistance.

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CWT's response

Starting **September 13, 2010** reservations with incomplete or missing passenger data can be canceled by the airlines or tickets not accepted at the airport. For this reason, Carlson Wagonlit Travel will only be able to issue airline tickets for travel to/from the U.S. to passengers whose Secure Flight data is complete.

CWT is updating its *CWT Portrait* profile management tool to make SFPD fields mandatory for all travelers.

International passengers to the U.S. should continue to provide APIS (Advance Passenger Information System), and visa or approved ESTA application as previously required.

For questions about the information contained here, please contact your CWT representative.

Full details of the Secure Flight program can be found on the [TSA website](#).

* The Department of Homeland Security's "Traveler Redress Inquiry Program" is designed for individuals who have experienced delayed or denied boarding, or have been subject to additional secondary screening because their name is similar to a name on the government watch lists. These individuals can apply for, and be granted a "redress" number to help prevent future delays due to misidentification. Full details of the program can be found here: <http://www.tsa.gov/travelers/customer/redress>.