

Travelport / Fox World Travel

Secure Flight Update for Clients using Travelport: August 2009

Travelport Start Date August 3

Travelport will begin collecting Secure Flight data for travelers on Monday August 3. All Travelport online bookings and phone calls to Travelport agents at our Business Travel Centers, will begin adding this data to flight reservations well in advance of the Secure Flight August 15 start date.

New Required Information

TSA (Transportation Security Administration) Secure Flight shifts pre-departure watch list matching responsibilities from individual airlines to the TSA. Secure Flight seeks to enhance the security of domestic and international commercial air travel through the use of improved watch list matching to identify known and suspected terrorists. TSA now requires airline carriers to collect specific information from travelers:

- Full Name that matches a non-expired government issued identification document
- Date of Birth
- Gender
- DHS Redress Number (if one exists... this is number that Department of Homeland Security assigns to travelers who have been continuously flagged with previous watch list alerts)

Travelers Should Update Traveler Profiles Now!

Travelport clients will need to update their Travelport profiles only **once**, and the Secure Flight data is automatically included in all future reservations. **We strongly recommend that travelers complete this profile update to avoid delays during airport check-in!** TSA has advised that travelers who fail to include the required information when booking their airline ticket will need to provide it either when checking in online, or at the airport kiosk, or airport ticket counter.

Travelers should take this opportunity to correct outdated information in their travel profile; especially phone numbers. Instructions for profile updates are provided on page 2, below.

TSA Clarifies ID Concerns

The TSA has stated that travelers need not change their names on government issued IDs in order to comply with the Secure Flight program.

- Travelers whose airline tickets do not display the exact name appearing on their government issued photo ID will not be prevented from boarding an aircraft, according to the [TSA's Secure Flight web site](#). The TSA will perform its watch list check before a boarding pass is ever issued, so small differences between names on airline tickets and government-issued IDs should not impact travel.
- "Secure Flight will not impact the process at the security checkpoint in any way," the TSA's Web site states. "While Secure Flight and travel document checking are both critical security functions, they serve different purposes at different points in the security process."
- Secure Flight does not require the names on every one of a traveler's various government-issued IDs to be identical. For example, a traveler's driver's license might include a first and last name while the same traveler's passport might include first, middle and last name.

Airline Frequent Flyer Accounts

Major airlines have advised that if the name field changes slightly (middle initial) there should be no impact to Frequent Flyer mileage accounts. Travelport recommends that travelers verify that their Frequent Flyer number appears in their reservation: either on their Travelport E-invoice, or during flight check-in, to ensure the mileage is credited to your account.

Travel Coordinator 'Guest' Bookings

The Travelport online booking tool will **not** collect the guest traveler's Date of Birth and Gender during your usual booking process. See page 3 for details

Questions?

Clients with questions on TSA Secure Flight, or Travel Program management questions may contact their Travelport Account Manager or travelport@bussvc.wisc.edu. Questions on Travelport functionality or profile updates may be sent to online@gofox.com.

How to complete Traveler profile updates for TSA Secure Flight

Beginning August 3rd, travelers may update their profiles in Travelport to meet TSA requirements. **These new profile options will not appear until Monday August 3rd.** This message will appear at top of the air search screen as a reminder.

Please update and save your profile before booking to ensure the following fields are filled in: 1. Passengers Full Name (as shown on state or government issued identification documents such as Drivers License, Passport or State ID Card). 2. Date of Birth. 3. Gender

Travel Profile update consists of 5 easy steps

Step 1

Login to Travelport. Under the My Tools header, click the Profile Manager link. Click the Traveler Details link. Scroll down the page to enter information.

Step 2


Update your **name fields** to match **exactly** your government issued ID (driver's license or passport). If your name fields already match exactly your ID, continue to step 3. Otherwise, enter your middle name, middle initial, or leave blank for 'no middle name'.

First name:	Middle name:	Last name:
<input type="text" value="Jane"/> *	<input type="text"/>	<input type="text" value="Korbin"/> *

Step 3

Enter Gender. This is located in the Passport Information area.

Gender:

* 

Step 4

Enter Date of Birth, this is found at the very bottom of your travel profile, under the Trip Specific heading. **Important: Date of Birth must be 7 characters exactly: 2 numbers for day, 3 letters for month, 2 numbers for year (i.e. 05Sep70).**

Date of Birth (Ex: 24May79)

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Step 5

Click **SAVE**. Your travel profile has now been updated to meet TSA Secure Flight requirements. Note: If you have never updated your profile before, you'll be prompted to add other contact info before you can save: phone numbers, address, emergency contact.

Travel Coordinator Update: 'Guest' Bookings and TSA Secure Flight

- Travelport has **not** made any changes for Travel Coordinators making 'Guest' bookings.
- This means that your 'guest' traveler will need to supply middle name, date of birth and gender when checking in for the flight: either online, or at airport kiosk, or at airport ticketing counter. Travel Coordinators should advise 'guest' travelers to expect this.
- Travel Coordinators do have the option to include the TSA information in 'Notes to Agent', or to call Travelport and have the information included. Either of these options would result in an 'assisted' charge for those clients with that pricing option.
- Keep in mind that TSA Secure flight will be gradually rolled out to all domestic airlines over the next 6-9 months. If Travelport hears of any challenges for 'guest' bookings, we will update clients with new information.