

**To:** Corporate Travelers

**Subject:** Action required: Secure Flight impact to travelers

**Action required:** To avoid potential disruption to travel, be sure to review the information below and take action where necessary.

The U.S. Department of Homeland Security (DHS) will be implementing the Secure Flight Program for air travelers this year. Secure Flight transitions the responsibility for pre-departure passenger watch list matching from the airlines to the U.S. Transportation Security Administration (TSA). As this rule is implemented throughout 2009, travelers will be requested to provide the following data at the time of booking:

- Full name (as shown on the government-issued identification the traveler plans to use at the airport)
- Date of birth
- Gender
- Redress number (if applicable)

**Implementation timeline:**

- **May 15, 2009**—Secure Flight requests that travelers begin using their full name (as it appears on the government-issued identification they plan to use at the airport), when making airline reservations\*
- **August 15, 2009**—Passengers will be requested to provide date of birth, gender and redress number (if applicable) when booking airline flights (for flights that operate **within** the United States)
- **October 31, 2009**—Passengers will be requested to provide date of birth, gender and redress number (if applicable) when booking airline flights (for flights **into, out of, and over** the United States)
- **Early 2010**—The TSA plans to conduct watch list matching for 100 percent of passengers on all domestic commercial flights
- **End of 2010**—The TSA plans to conduct watch list matching for 100 percent of passengers on all international commercial flights

\*The TSA has stated that small differences between the passenger's ID and the name on their reservation (such as including no middle name, only a middle initial or full middle name) will not be an issue for passengers in the near future. TSA recommends that over time, passengers should aim for consistency between the name on their government-issued ID and their travel information.

**Impact to travelers:**

- **Provide requested information**—When making a travel reservation, travelers should provide these requested data elements: full name, date of birth, gender. If a traveler has a redress number issued by the Traveler Redress Inquiry Program (DHS TRIP), this should be provided as well to limit watch list misidentification issues.
- **Keep traveler profile up to date**—For travelers who use a travel profile tool, the easiest way to ensure the required data elements are included in the travel reservation is to make sure the data is included in the traveler profile, and that all the information is accurate and complete.
- **Potential delays**—Travelers who elect not to provide the Secure Flight data in their reservation may be denied online check-in, requested to provide the data at the airport, and/or subject to additional screening and potential delays, which could result in denied access to the secured area of the airport by the TSA

**Action items:**

1. Ensure that the **name** listed in your traveler profile exactly matches the name on the government-issued identification you plan to use at the airport
2. If available in the profile tool - ensure that your **date of birth** is listed within your profile
3. If available in the profile tool - populate the **gender** data element
4. **Frequent flyers** – Make sure that the name on your frequent flyer account matches the name on your ticket and the government-issued identification you plan to use at the airport. The process

for making a change to frequent flyer accounts varies by airline. CWT recommends contacting the airline directly to make the change, as shown below:

- **Air Canada** (Aeroplan) – Send a copy of the passport or official identification to Aeroplan as outlined on their [Web site](#).
- **American Airlines** (AAdvantage) – Contact AAdvantage by email or fax, as outlined on their [Web site](#).
- **Continental Airlines** (OnePass) – Name changes must be submitted in writing to the OnePass Service Center. See Continental's [Web site](#) for additional details.
- **Delta Air Lines** (SkyMiles) – Name changes can be completed online, or via phone, fax, or email as outlined on the Delta [Web site](#).
- **Northwest Airlines** (WorldPerks) – To change the name on your WorldPerks account, contact the WorldPerks Service Center directly at 1-800-447-3757.
- **Southwest Airlines** (Rapid Rewards) – Name change requests cannot be made online. Name change requests may be submitted in writing to Rapid Rewards, P.O. Box 36657, Dallas, Texas 75235. The written request must contain your signature and account number. Additional information can be found on the Southwest [Web site](#).
- **United Airlines** (Mileage Plus) – Depending on the type of name change, requests can be submitted via email or postal mail. Additional information can be found on the United [Web site](#), and questions can be directed to the Mileage Plus Service center at (800) 421-4655, or (605) 399-2411.
- **US Airways** (Dividend Miles) – Members can change their name by calling, emailing, faxing or mailing the current name and address on the account, information on recent or last activity and new name to be listed on the account to the [Dividend Miles Service Center](#). In some cases, legal documentation may be required. Additional information can be found on the US Airways [Web site](#).
- **WestJet** (AIR MILES) – Changes to last name can be completed on the AIR MILES [Web site](#) or by calling (888) 247-6453. Changes to first name may require additional documentation to be faxed or mailed. Travelers can call the number above for additional information.

For other airline frequent-flyer programs not listed here, please refer to the carrier's Web site or contact the airline directly for additional information.

An overview of the Secure Flight program can be found on the [TSA Web site](#). Additional information regarding program implementation and timelines will be provided as it is available.

If you have any specific questions at this time, please direct them to me, and I will work with CWT as necessary to ensure we have all of the information we need about this upcoming change.

Thank you

Travel Manager