

To: CWT North American clients

Subject: Effective June 23: CWT to begin requesting Secure Flight passenger data with airline reservations

As previously communicated, the U.S. Department of Homeland Security (DHS) is in the process of implementing the Secure Flight program for air travelers. 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 and 2010, travelers/travel arrangers will be requested to provide the following data at the time of booking for each reservation:

- 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)

CWT takes a proactive approach

Secure Flight is a government-initiated program between the TSA and covered aircraft operators. As the liaison between travelers and the airlines, CWT is taking a proactive approach to managing this upcoming change. While airlines will be coming onto this program gradually throughout 2009 and 2010, CWT is making preparations and beginning to implement process changes well ahead of TSA deadlines to provide travelers ample time to prepare for the program.

Airline reservations made with Carlson Wagonlit Travel

- **As of June 23, 2009**, CWT North America will begin to request and collect each of the Secure Flight data elements within *CWT Portrait* traveler profiles, *CWT Horizon* online reservations, and reservations made with CWT travel counselors. CWT's other global regions are making preparations to comply with the Secure Flight requirements as well, and additional information about these preparations will be forthcoming. For clients using third-party online booking tools, the dates for collection of the Secure Flight data elements may vary based on client configurations.
- **Client-specific details and questions** regarding traveler profile systems, online booking tools and travel counselor reservation processes should be directed to your CWT representative, who will work with you to share details relevant to your service configuration and offer advice regarding preparations for compliance with Secure Flight requirements. Third-party online booking tools are developing solutions unique to their tools, and CWT is coordinating with those providers as appropriate. Additional information will be communicated as it becomes available.

TSA Implementation timeline:

- **May 15, 2009**—TSA 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 will be asked to provide the requested data elements: full name, date of birth and gender. If a traveler has a redress number issued by the Traveler Redress Inquiry Program (DHS TRIP), this should also be provided 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 can elect to not provide the information at the time of reservation. However, once the program is in place, these travelers 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 for travelers:

In order to reduce the risk of potential delays at the airport, CWT recommends that travelers:

1. Ensure the **name** listed in their traveler profile, or the name provided when making an airline reservation, matches the name on the government-issued identification they plan to use at the airport
2. Ensure their **date of birth** is listed within their traveler profile – or that it is provided at the time they make an airline reservation
3. Ensure their **gender** is listed within their traveler profile – or that it is provided at the time they make an airline reservation

Frequent flyers – If travelers are making changes to the name used for their travel reservations (to match the name on their government-issued ID), CWT recommends that they also check with their air/hotel/car loyalty programs to find out if they need to make the corresponding changes on their loyalty program accounts.

In addition, an overview of the Secure Flight program can be found on the [TSA Web site](#).

If you have any specific questions at this time, please direct them to your CWT representative.

Thank you,

Carlson Wagonlit Travel