



July 23, 2010

Dear Travel Partner,

As mentioned in my letter dated July 12, the TSA Secure Flight program has moved into a new phase of implementation. All reservations booked for travel within the United States and its territories November 1, 2010, and beyond are required to have Secure Flight Passenger Data (SFPD) present in the reservation. Significantly, The TSA allows no exceptions; 100 percent compliance is mandatory.

American – and all airlines traveling through U.S. airspace – is responsible for collecting the passenger's full name (as displayed on government issued ID), date of birth, gender and [Redress Number](#) (if available) and transmitting the data to the TSA for both domestic and international flights. Failure to include SFPD in a PNR transmitted to the TSA can result in a fine to AA of up to \$27,500 per passenger, per segment.

To avoid such action, we are working on ways to identify records that do not include SFPD in an effort to avoid customer inconvenience and potential travel disruption, as well as the possibility of a travel agency debit memo.

To that end, we are going to focus on two particular concerns in coming weeks:

1. Search and Send

American will begin searching ALL reservations in the next few weeks to locate those which do not contain SFPD for passengers traveling November 1, 2010 and beyond. For those we find,

Step 1. American will update our reservations with **SSR OTHS ADD SECURE FLIGHT DATA**

- **This will update the booking source reservation, which will cause it to drop onto the agency's designated notification queue**

Step 2. The agency should then add SFPD using the Sabre format shown below, and End Transaction.

**4DOCS/DB/DATE OF BIRTH/GENDER/LAST NAME/FIRST NAME/MIDDLE NAME
4DOCS/DB/01JAN41/M/BAKER/GLEN/MATTHIAS**

2. Groups

When an agency claims the record of a group originally booked with American, they must complete the following steps **prior to adding any other SSR data**. If you are experiencing any problems with this process, then please contact American's Group and Meeting Travel 800-221-2255

Step 1. Insert the names in the Passenger Name field (middle name *is not* required) and end transaction

Step 2. Add SFPD in SSR based on the formats shown above. Please note: unlike entering the name of the passenger in the reservation, **the middle name is required for the SFPD data entry** for each passenger. Remember to end the transaction after the SFPD has been entered.

Remember, Secure Flight data must be present in a reservation no later than 72 hours before scheduled departure, when the TSA match-list processing begins. It is highly recommended that no matter when the reservation is made, SFPD is entered into the reservation at the time of booking. Beginning Sept. 15, American will require Secure Flight data at the time of ticketing and AA will inhibit issuance of a 001-validated ticket if the passenger's Secure Flight data is not present.

Visit www.tsa.gov/secureflight for more detailed information about the TSA Secure Flight program. We will continue to update you as matters relating to Secure Flight program and its compliance processes evolve.

Sincerely,

Kurt Stache
Vice President and General Sales Manager