

Secure Flight Profile Build Best Practice and FAQs

Overview:

The Secure Flight program that will go into effect on May 1, 2009 requires the airlines to provide TSA with specific passenger information on name, date of birth, and gender. To meet the Secure Flight program data requirements, the airline industry has agreed to utilize the existing SSR DOCS and SSR DOCO to transmit the required information. These SSRs were part of the IATA resolution 760a which resulted in the development of the Advanced Passenger Information (APIS) SSRs. All Travelport GDSs have previously implemented these SSRs and they are available today for all Travelport agency customers to utilize. Upon initial deployment in 2005, the industry required that when any of these SSRs were used that all of the fields in the SSR contain information. If information was missing when the SSR was transmitted, the SSR would produce an error. Later the industry decided to remove this requirement for all fields to contain information. As part of the Secure Flight project, effective May 1, 2009 Travelport will be removing the restriction to include data in all of the SSR fields. By removing the restrictions, travel agencies will be able to transmit as much of the data as they can gather when making the booking.

The method for transmitting TSA-required information (name, DOB, gender) is the SSR DOCS function. The method for transmitting TSA-optional information (redress number, and in the future the known traveler number) will be through the use of SSR DOCO functionality. Please note that no functionality within the SSRs has changed—data must be entered in the same order as always. All that is changing is that if all of the information for the SSR data fields is not available then the SSR can still be included in a PNR and partial data will be transmitted by Travelport to the carrier. While it is ultimately the responsibility of the carrier to provide TSA with the Secure Flight information, travel agencies will utilize these SSRs to transmit the data to the carrier(s). For more information on the APIS SSRs, utilize ASK Travelport answers 4102 and 6465 for Apollo/Galileo. Worldspan SSR information is located at HELP APIS and INFO APIS.

In order for customers to prepare for the implementation of this mandate the following **Best Practice** is suggested:

For Worldspan subscribers:

1. Collect the required traveler information.
2. For any customer profile where all of the information required in the SSR has been collected, the SSR can be created in the World File as an Always Move (A) line. Inputting the SSR with incomplete information in the profile as an Always move line will result in an error message until the restriction is lifted on May 1.
3. For any customer where incomplete information is gathered the agency can delay building the SSRs into the profile or build them as a Remarks line (5) with at least one field populated. If/when additional information is collected and/or the restriction is lifted, the Remarks line can be modified.

To build an SSR in Worldspan:

Here is an example of the SSR DOCS format as you would enter it in a PNR. Notice the -1.1 at the end of the format, which associates the SSR to Name field 1.

**3SSRDOCS YY
HK1/P/US/S12345678/US/11MAR78/F/21JUN10/TANAKA/GRACE/ANN/H-1.1**

Or after May 1, the format can be as follows:

3SSRDOCS YY HK1/////11MAR78/F//TANAKA/GRACE/ANN-1.1

Note: Worldspan allows YY for the Airline Code instead of defining a specific airline.

Although you cannot add the abbreviated SSR DOCS to a PNR before May 1, you can start adding them to World Files now as Optional (O) lines.

Here the steps to add the above format to a World File:

1. To place World File in Modify Mode, enter: **G*-TANAKA/GRACE#PC**
2. To locate available blank lines, enter: **G*B**
3. Tab to a blank line and add the DOCS entry as an Optional "O" line. Be sure to add an end item (#) at the end of the line.

Here is an example:

610O((3SSRDOCS YY HK1/////11MAR78/F//TANAKA/GRACE/ANN-1.1#)

4. Press Enter after all data is added.
5. To save, enter: **G*ER**

You can move the O lines when you create the PNR or afterwards. Here are two format examples:

<u>To move from World File:</u>	<u>Enter:</u>
All A lines and line 610	G*TANAKA/GRACE#C/610
Only line 610	G*C610

For more information, see:

**INFO APIS
HELP APIS**

For Apollo and Galileo subscribers:

1. Collect the required traveler information.
2. For any customer profile where all of the information required in the SSR has been collected, the SSR can be created in the profile as a Related Move (R) line.
3. For any customer where incomplete information is gathered the agency can delay building the SSRs into the profile or build them as a Related Move (R) line with the limited information gathered. Inputting the SSR prior to May 1 with incomplete information in the profile as a Related move line will result in an error message.

To build an SSR in Apollo:

Here is an example of the SSR DOCS format as you would enter it in a PNR. Notice the N1 near the beginning of the format, which associates the SSR to Name field 1.

Ⓜ:3DOCSN1/P/US/S12345678/US/11MAR78/F/21JUN10/TANAKA/GRACE

Here is a format example to add the above format to line 7 of a profile. Notice that the N1 (Name field 1) near the beginning of the format is omitted.

RC:7R/Ⓜ:3DOCS/P/US/S12345678/US/11MAR48/F/21JUN10/TANAKA/GRACE

When you move data from the profile to the PNR, you can move R lines after the names and segments are added to the PNR. Here is a format to move R lines.

MVP/R/P-1/+7 (Move from PAR/R lines/Name field 1/line 7.)

For more information, see:

HELP DOCS
HELP PROFILE-MOVE

Frequently Asked Questions (FAQs)

Q) When will the restrictions be lifted for the formatting of the SSR DOCS entry to accommodate what is needed by TSA--name, DOB, gender? Is the SSR DOCS definitely going to be the format as some agencies have heard that an OSI will be used?

A) *The restrictions that require all of the SSR fields to included data will be lifted on May 1. The SSR DOCS and SSR DOCO have been chosen as the industry solution. An OSI will not be utilized.*

Q) What responsibility does the agency have for bookings created prior to May 1, 2009 that have travel on or after May 1?

A) *The agency does not have a responsibility to include the required TSA data until bookings are made on or after May 1.*

Q) Will Viewpoint (Galileo Desktop) be updated so that agents can enter these SSRs in the Viewpoint GUI?

A) *Viewpoint already supports the input of the APIS SSRs. Viewpoint does require that all of the data fields in the SSR be inputted. If partial data needs to be input by a Viewpoint user they will need to switch to Focalpoint for that step and return to Viewpoint after completing the partial SSR entry, or create a script or applet to input the data into the SSR. There are no plans to further enhance Galileo Desktop to remove this editing for all of the SSR data fields.*

Q) Will the information be encrypted at some point if a travelers ID number becomes part of this information TSA needs as agencies have privacy act concerns?

A) *There are no plans to encrypt any of the SSR data at this point in time. It should be noted that Travelport has passed PCI audits the last several years with SSR DOCS information contained and viewable in the reservation.*

Q) What is the maximum field length and SSR length for SSR DOCS and DOCO?

A) *In Apollo/Galileo/Worldspan, the field length min/max varies depending upon which field in the SSR. The maximum number of characters allowed in the SSR for Apollo or Galileo is 180 and in Worldspan the maximum is 127. The character limits include spaces and separators.*

Q) Has Travelport discussed with TSA to make sure the 30 characters supplied with the Name Field will comply with TSA requirements of 35 characters?

A) *30 Characters is the industry messaging standard for the SSR DOCS. 35 characters is the maximum that the airline may send to TSA. Based on individual airline system design the airline could be adding special characters to what Travelport sends them before they send it to TSA.*

Q) When using DOCS or DOCO is there validation between the name in the SSR and the name field in the PNR?

A) *There is no validation between these two names but it is recommended that they be the same. The Secure Flight vetting process will utilize the name input into the SSR.*

Q) What is the process for carriers where the PNR includes an infant without a seat and the carrier does not support inputting the infant in the name field?

A) We are not aware of any carrier that flies internationally that would not support an infant in the name field. Since it is the carrier's responsibility to supply the Secure Flight information it will be up to the carrier to work with the GDS to ensure that they are compliant.

Q) My customer is asking how to handle situations where they have created an SSR and are getting an error message "ERROR – NOT ALL DATA FIELDS ACCOUNTED FOR WITH DATA OR SLASH"?

A) Until May 1, the Best Practice is to only submit SSRs that have all of the SSR fields completed. On and after May 1, the error message will not be returned as the restriction on including information in each field will be lifted.

Q) My customer does not have all of the data needed for the SSR. Will they be able to enter partial data? Example: If the name and sex is available but the birth date is not, will an error occur when supplying the data?

A) Once the restrictions for the SSR data is lifted on May 1, agents will be able to submit partial data. There will be some limited editing, like ensuring that the SSR field includes the P and the Passport Number, for example. As stated above there are best practices for Apollo and Worldspan to build SSRs today in Profiles/World Files. Until May 1, agencies can only utilize SSRs containing all of the required information.

Q) Are the new DOCO and DOCS SSRs dependant on specific versioning of Apollo/Viewpoint?

A) As a reminder, these SSRs are not new although they may not have been utilized yet by your agency. The SSRs have no versioning and work on all of the Travelport GDS platforms.

Q) In the examples under Help DOCS we show the middle name, however in the name field we may not have included the middle name/initial. Do these two fields need to match?

A) No they do not need to match and there is no validation on the two names.

Q) Does the agent have to enter a customer's complete name in the SSR?

A) The name entered in the SSR should be the same name as on the traveler's documents, i.e. passport. As is the case today, a last name and first name is required. If no first name exists, then the last name can be repeated or a title can be used. There is no change to this process as of May 1—the agency should continue with their current name input process.

Q) If the agency has the required data in the Profile/World File, what is the minimum information required in the PNR before moving the SSR data?

A) Worldspan does not require the presence of air segments. Because of this the SSR can be an always move line in the World File with the caveat that the SSR is below the Name Field as the name Field is required. Apollo does require air segments to be present, therefore the SSR must be a Related Move in the Profile and must be part of a Name Select.

Q) Currently the agent cannot add the hyphen in the last name in the PNR Name Field but will the SSR allow the hyphen?

A) *There is no change to the current GDS functionality for Name Fields or SSRs. SSR DOCS does support a name with a hyphen so this is already available for all Travelport GDS users.*

Q) Are we certain the format with the slashes (//) to omit other information will not change between now and deployment?

A) *The decision to utilize these SSRs has been made by the industry and final industry approval was made on February 27, 2009. The lifting of the restriction to allow transmission of part of the data in the SSRs is the only change. The formatting and order of data remains the same.*

Q) If we are not going to lift the requirements until May 1, does this mean the requirement from the government to supply this information will change to a later date, as customers cannot wait until May 1st to begin putting the SSR's in profiles?

A) *The May 1 date is not anticipated to change so customers need to be ready to operate on that date. Supplying the data is NOT a government requirement of the agency. As indicated in the above Best Practices, data can be collected today and input into profiles in all of the Travelport GDSs. Once all of the data is collected and input into the profile, the agency can begin successfully transmitting that data to the carrier in advance of the May 1 date.*

Q) For the SSR DOCS format, will we be able to use a YY carrier code to generate a message to all carriers in the reservation or will we need to do a separate set of SSRs for each carrier (and passenger of course)?

A) *This question pertains to Worldspan subscribers as the Worldspan SSR DOCS and SSR DOCO are not segment specific. Therefore the usage of a YY carrier code generates a response to all carriers in the PNR. A carrier code is not part of the Apollo or Galileo format so the usage of YY does not apply.*

Q) Which carrier has the responsibility for sending the SSR DOCS - the Operating carrier or the Code-share carrier? For example, if there is a Code share on UA and Operating Carrier is LH, does the agent need to determine whether to use SSR to UA or SSR to LH or ideally SSR YY?

A) *SSR DOCS and SSR DOCO like all other SSRs will continue to be sent to the marketing (code share) airline. It will continue to be the responsibility of the marketing (code share) airline to forward the information to the operating airline.*

Q) Will Travelport be increasing the number of SSRs that can be in a PNR as some large group PNRs may exceed the 255 allowed today?

A) *There is no plan to increase the number of SSR's. Today a maximum of 255 SSR's and OSI's (combined) are allowed in the PNR.*

Q) As I understand it the carrier is required to transmit the information and the agency is expected to ask for the information. However, the passenger is not required to give the agent the information, or possibly does not have that information at time of booking. It is understood that the passenger may be held up in security if that information is not supplied. If the traveler declines to provide this information to the agency, will the carrier be responsible to collect the information prior to boarding?

A) Yes, transmission of the Secure Flight data is the responsibility of the carrier and they are required to provide it 72 hours prior to departure. Collection of the data is collaboration between the traveler, the agency and the carrier. In order to minimize disruption for all parties involved, it is critical to have cooperation in the gathering and transmission of the Secure Flight data.

Q) Can my agency use Custom Check to make sure that these SSRs are used?

A) Custom Check currently supports rules for SSR enforcement so it can be utilized for the Secure Flight information.

Q) Can a Worldspan agency use World File Edits to make sure that these SSRs are used?

A) World File Edits currently supports rules for SSR enforcement so it can be utilized for the Secure Flight information.